

# Customer Engagement Strategy for Building Safety at **Rutland House**

Last updated: July 2025

This document will be reviewed quarterly by the Regional Manager to ensure it's up to date and the last updated section will reflect this.

# Keeping you safe at Rutland House

**We want to ensure that each and everyone of you has a safe place to call home, and that includes your home, your building and every one.**

However, it's important that you feel comfortable in telling us if you have safety concerns and that you can do it in a way that suits you. It's important that you as a resident can be involved as little or as much as you like when it comes to shaping our services and plans, and that we're there when you need us.

## How to talk to us

We have a number of ways you can get involved, and get in touch.

### High-Rise Safety Session

We hold these at all of our high-rise buildings once a year, and they're an opportunity to look at, and ask questions about the safety of your building.

### Tuesday 8 July 2025

|                         |                 |
|-------------------------|-----------------|
| Housing Surgery         | 10am until 11am |
| Building Safety Drop-In | 11am until 12pm |
| Site Safety Walk        | 12pm until 1pm  |

### Events

High-Rise Forum

Thursday 17 July 2025, Youggle House,  
Warrington

If you're interested in joining us at a particular event, please email [Yourvoice@yourhousinggroup.co.uk](mailto:Yourvoice@yourhousinggroup.co.uk) to confirm your attendance.

### Feedback opportunities - details coming soon!

- Tenant Perception survey
- Customer Satisfaction surveys
- Customer Connect visits

### Got a safety concern?

- Call Your Response on 0345 345 0272
- Log into Your Home Hub and select 'Report a safety concern'.
- Email the Building Safety Team at: [BuildingSafety@yourhousinggroup.co.uk](mailto:BuildingSafety@yourhousinggroup.co.uk)

**Find out more on our website**  
**[yourhousinggroup.co.uk/highrisesafetydays](https://yourhousinggroup.co.uk/highrisesafetydays)**

# Meet our colleagues and teams

## Building Safety Team



Building Safety Manager,  
Neil Carroll

[Neil.Carroll@yourhousinggroup.co.uk](mailto:Neil.Carroll@yourhousinggroup.co.uk)



Assistant Building Safety Manager,  
Adele Duffy

[Adele.Duffy@yourhousinggroup.co.uk](mailto:Adele.Duffy@yourhousinggroup.co.uk)

If you have any queries or concerns about building safety, please get in touch.

## Community Investment Team



Customer Engagement Officer  
(Building Safety),  
James Coates

[James.Coates@yourhousinggroup.co.uk](mailto:James.Coates@yourhousinggroup.co.uk)

Don't hesitate to contact James if you want to know more about, or would like to get involved in, our building safety engagement activities.

## Housing Management Team



Senior Compliance and  
Facilities Officer,  
Ian Bridge

[Ian.Bridge@yourhousinggroup.co.uk](mailto:Ian.Bridge@yourhousinggroup.co.uk)



Regional Housing Manager,  
Julie Fisher

[Julie.Fisher@yourhousinggroup.co.uk](mailto:Julie.Fisher@yourhousinggroup.co.uk)



Tenancy Management  
Officer,  
Gemma Emptage

[Gemma.Emptage@yourhousinggroup.co.uk](mailto:Gemma.Emptage@yourhousinggroup.co.uk)

For all general housing and tenancy-related queries, please contact the team.