



CLARION
HOUSING

Leading Estate Maintenance Improvements to Uphold Building Safety Standards in the Long Term

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Building Safety Management at Clarion

A system approach to building safety is new to the sector, the Building safety bill requires landlords to develop a safety case for each of their Higher Risk Buildings (HRBs).

In response Clarion has;

- Created a dedicated building safety team including; Building Safety Managers
- Adopted a 'learning by doing' approach, ahead of most of our fellow Housing Associations
- Developed a building safety strategy for HRBs i.e. seven stories and over, or 18m plus



Clarion's Building Safety Strategy



We have committed to ensuring all of our HRBs meet the following five conditions by 2024;

- **Condition 1:** A Building Safety Manager (BSM) assigned
- **Condition 2:** A localised resident engagement strategy
- **Condition 3:** A golden thread of information
- **Condition 4:** A structured safety case
- **Condition 5:** An effective safety management system

We call this our Comprehensive Building Safety Regime



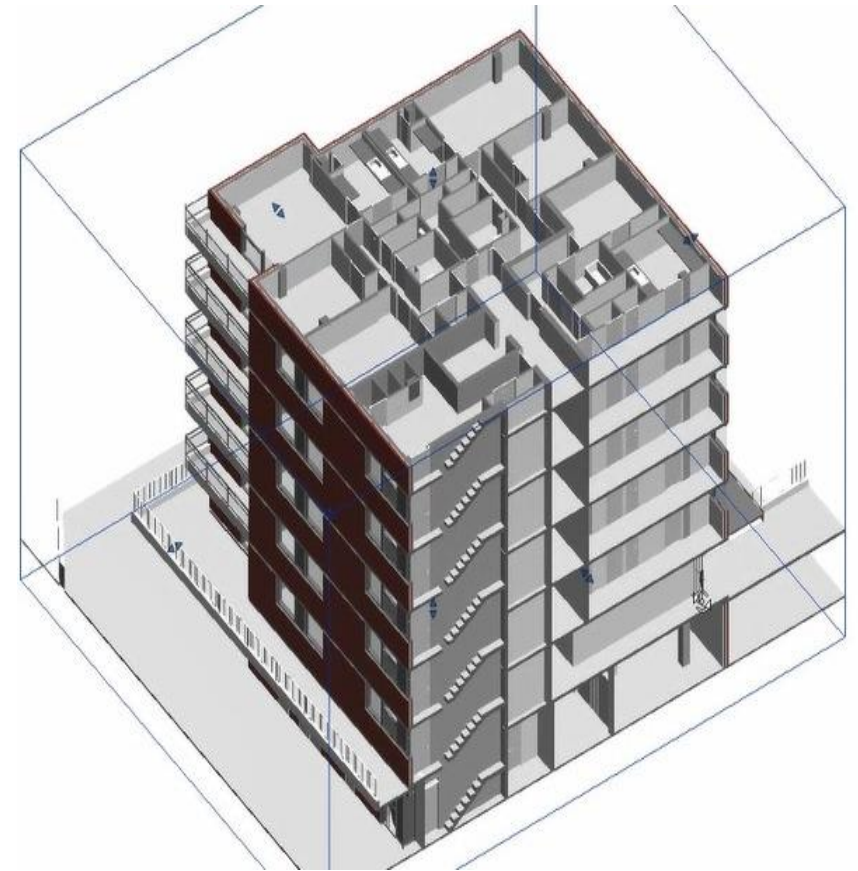
Pilot study



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Bekesbourne Tower is our first HRB where we've piloted several new activities, including;

- the introduction of a building safety manager, 3D modelling, localised resident engagement, a building safety case and report, utilising a system thinking approach to managing and maintaining the building.
- We have clarified accountability for Bekesbourne Tower, and produced our draft safety case based on established *claim-argument-evidence* methodology.

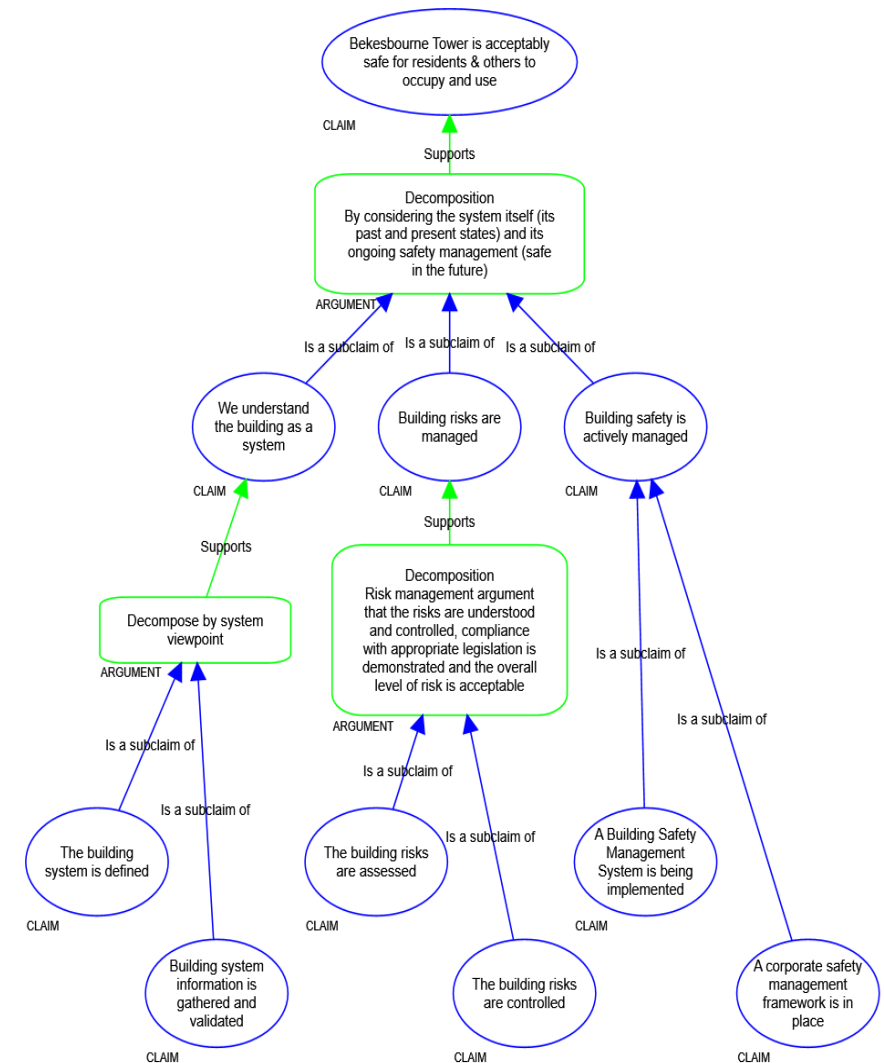


Our safety case argument

Our safety case argument aims to demonstrate that;

‘Bekesbourne Tower is acceptably safe for residents and others to occupy and use’

We make this claim on based on our understanding of the building as a system, and that we have a regime in place where we are able to **take all reasonable steps** to identify hazards and adequately control the resulting risks through our **safety management system**.



Building Safety Managers (BSMs) at Clarion



We currently have five BSMs and one senior BSM;

Alozie Ohuonu - Building Safety Manager:

“Since starting my role as a Building Safety Manager at the end of 2020, I’ve seen the trust of our customers increase due to this consistent local presence in our HRBs.

Our residents know they have:

- A familiar face looking after their safety
- A responsible person to talk to about the service provided, and
- A competent coordinator to help ensure their views are considered”

Dear Residents,
**Meet your Building
Safety Manager**



Alozie Ohuonu

Hi, I'm Alozie, your Building Safety Manager. My main focuses are to keep you safe and informed about your building. I will be completing regular site visits to identify and manage any building safety issues. When I'm on site I'll be reviewing fire doors, ensuring communal areas are kept clear and monitor the general safety of your building. I will also respond to any questions or safety concerns you may have.

Conclusion



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- Our BSM offer has been well received by residents and the team have already proven their value to Clarion by offering an extra layer of protection;
- Whilst the concept of safety cases isn't new, its application to residential HRBs is. We have found this to be a steep learning curve;
- It is now clear to us that the process of crafting a safety case is, in itself, a tool to improve safety, as it helped us to surface the gaps in our safety management system;
- Systemic change is required to create effective estate management and uphold building safety standards in the long-term
- We feel we have made significant progress in our preparation for the Building safety bill going live in 2022;
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