

High-rise living: How to raise a building safety concern



What the Building Safety Regulator can do for you

As the Building Safety Regulator (BSR), we have legal powers in England to help make sure your high-rise residential building is safe. These buildings are 18 metres or seven or more floors tall and must be registered with us. Check if your building is registered here: www.gov.uk/guidance/find-a-high-rise-residential-building

We will make sure the people responsible for keeping your building safe are managing structural and fire safety risks.

Raising a building safety concern

BSR regulates the risk of fire spread and structural failure in tall buildings. The **people or organisation responsible** for your high-rise building's safety are known as the **'principal accountable person' (PAP)**

or **'accountable persons' (APs)**.

Your PAP or AP should have a clear process in place for you to raise concerns about your building.

You can contact your PAP or APs about:

- Building safety concerns.
- A response to a concern you have already raised.
- Your PAP/AP's resident engagement.
- Building safety management.

PAP/AP receives concern:

- Confirms receipt.
 - Accepts as relevant concern.
- OR**
- Rejects, giving a reason.

If accepted, PAP/AP investigates concern:

1. Provides expected timing for response.
2. Provides updates (where required).
3. Provides response explaining:
 - what they did,
 - the timeline for resolving issues,
 - how to challenge the response.

If you are still unsatisfied

You can challenge the response or decision where:

- You are not satisfied with final response or decision.
- You have unresolved issues.

You must detail the grounds for your challenge and provide evidence.

If you are still unsatisfied you can raise a complaint to BSR:

- You are not satisfied with final decision after a challenge.
- You have unresolved issues.
- You received no response from your PAP/AP.

When to complain directly to BSR

- Your PAP/AP has no policy or process to raise concerns.
- You feel you cannot raise a concern directly with your PAP/AP.
- You can't find your building on the high-rise building register.

Contacting BSR

Online: www.gov.uk/guidance/contact-the-building-safety-regulator

Telephone: 0300 790 6787

(Monday, Tuesday, Thursday and Friday, 8:30am to 5pm; and Wednesday, 10am to 5pm. Saturday, Sunday and UK bank holidays, closed)

Need more help?

If you have other concerns about your building, use our online guide to find the right contacts. We're here to help you stay safe in your high-rise community.

For more information
about BSR visit our website at:
buildingsafety.campaign.gov.uk

