

Resident's Hub User Guide

A Guide for Residents

Introduction

Section 156 of the Building Safety Act is all about making life in your home safer. This legislation ensures that your Property Management Company provides you with vital fire safety information for your property.

In line with this, your Property Management company has subscribed to the Resident's Hub to ensure you have access to critical fire safety information for your property. The Resident's Hub is a self-serve platform that allows you to easily download the latest Fire Risk Assessment (FRA) report and an Important Fire Safety Information for Residents summary report for your property. The summary report contains important fire safety information for your building, including the evacuation strategy, details of the responsible person for your property and information regarding any open actions following the FRA, whereas the FRA document provides you with a full breakdown of the FRA including any outstanding actions. Further information on these documents can be found on page 03.

Accessing the Resident's Hub is quick and straightforward. This guide provides information on how to access the Resident's Hub, how to download the available reports as well as explaining what these reports mean for you.

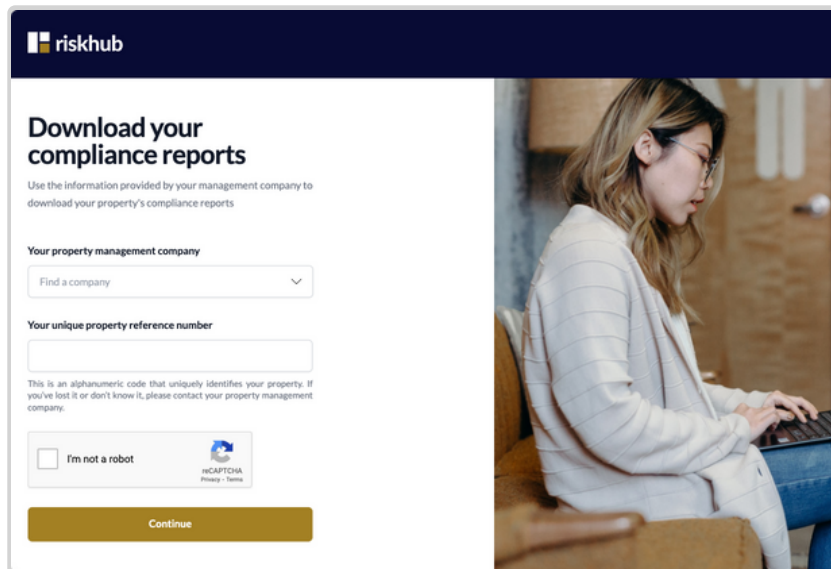


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An Overview and explanation of the Reports available on the Resident Hub Page 03

The following pages explain how to access the Resident's Hub and how to navigate through the pages.

How Does the Resident's Hub Work?

Follow these 3 simple steps to access the Resident's Hub and download your report:

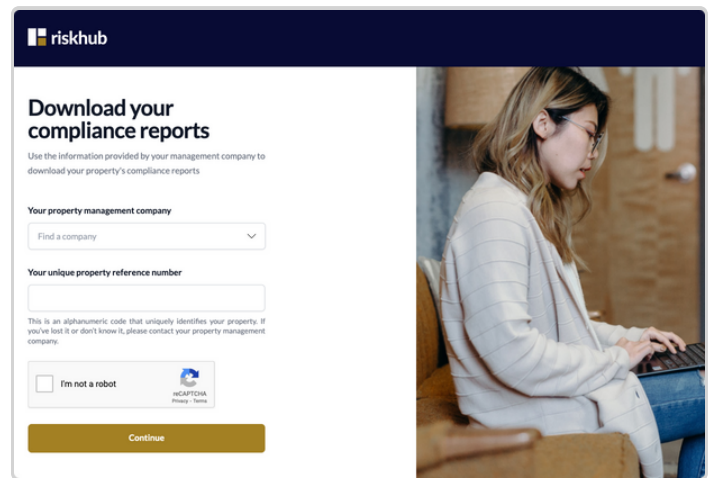
Step 1: Input Property Information (landing page)

Step 2: Input Personal Details

Step 3: Download and Review

Step 1: Input Property Information

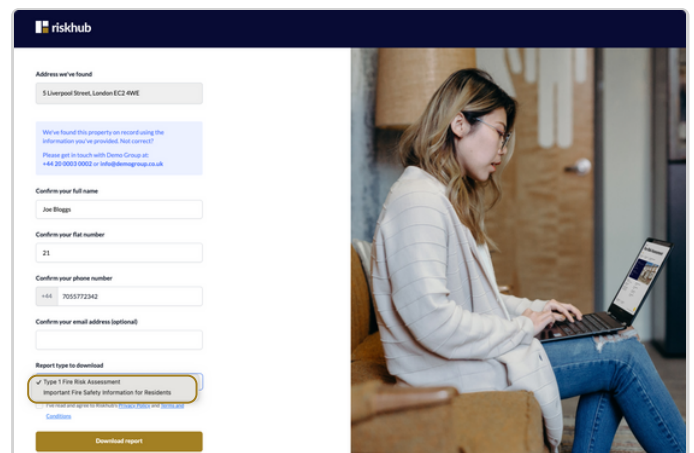
1. Open your web browser and go to residents.riskhub.co.uk.
2. In the 'Your property management company' field, enter your Property Management Company name.
3. Enter 'Your unique property reference number'. You can find this information in the top left corner of the 'Important Fire Safety Information' document attached to this letter. Entering this ensures you access the correct document for your property.
4. Tick the 'I'm not a robot' box.
5. Select 'Continue'



Step 2: Input Personal Details

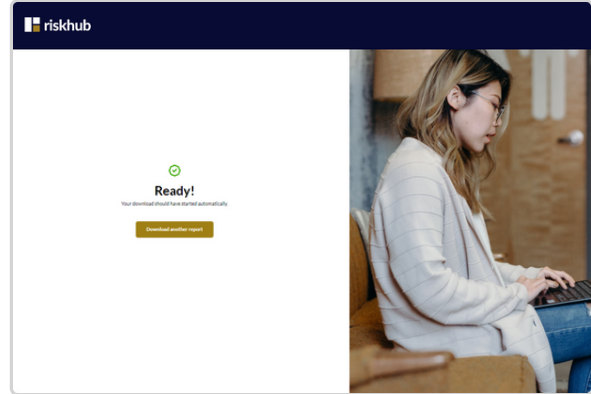
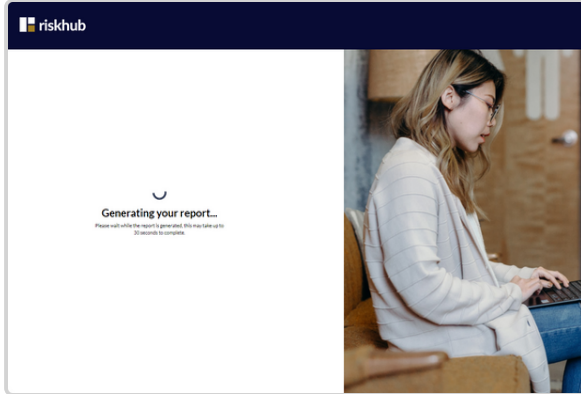
After selecting 'Continue' you will be taken to Page 2 of the Resident Hub.

1. At the top of the page, you will see the 'Address we've found'. Please verify that this is the correct address. If it is not, please contact your Property Management Company, using the contact details shown in the blue box.
2. Enter your name, flat number, phone number and your email address (optional) into the fields. This information helps your Property Management Company to maintain accurate contact records in their system and track who is accessing the portal.
3. In the 'Report type to download' field, there is a dropdown with 2 options (further details on page 03):
 - a. Select 'Type 1 Fire Risk Assessment' to access the latest Fire Risk Assessment for your property.
 - b. Select 'Important Fire Safety for Residents' to access the summary sheet containing important fire information for your property.
4. You can access Riskhub's Privacy Policy and Terms and Conditions through the links at the bottom of the page. These documents explain how your personal data is used and stored. Please select the tick box after reading them.
5. Select 'Download Report'



Step 3: Download and Review

A screen will appear while the report is being generated, this will say 'Generating your report'. Once the download is complete the screen will show 'Ready!', The report can be viewed and will be stored in your downloads on your computer.



If you have any questions or need further assistance, please contact your Property Management Company.

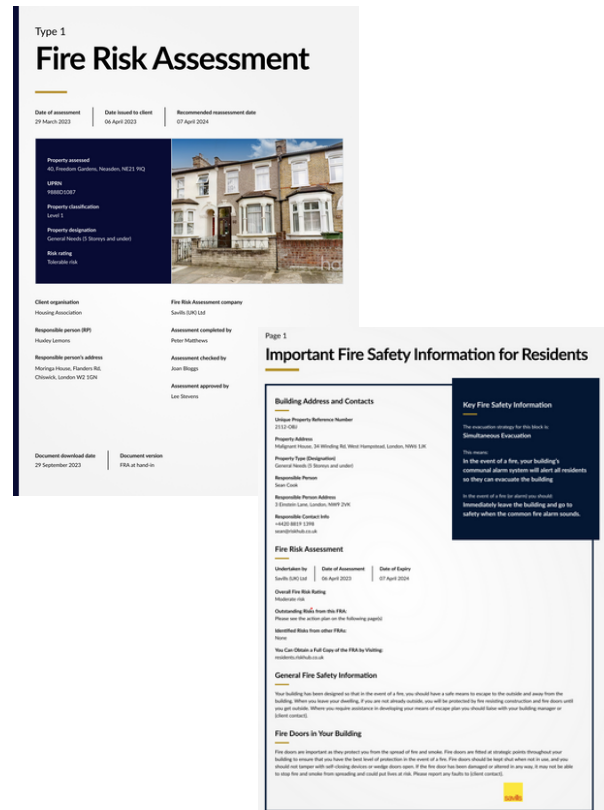
An Overview of the Reports available on the Resident's Hub

Within the Resident's Hub you can download two documents, one named 'Type 1 Fire Risk Assessment' and one named 'Important Fire Safety Information for Residents'.

Type 1 Fire Risk Assessment (the full Fire Risk Assessment)

Within this document you will find:

- A full Fire Risk Assessment for your property
- Details of the Responsible Person for your building
- The Evacuation Strategy for your building
- Details of Fire Safety systems in your building
- Open actions, allowing you to review the status of any outstanding actions in your property
 - Please note, the action status will update as your Property Management Company works to resolve open actions



Important Fire Safety Information for Residents (a summary sheet containing critical fire safety information)

Within this document you will find:

- The responsible person and their contact details
- Evidence of the FRA, including any outstanding actions
- General fire safety information for their building
- Fire doors in their building
- General fire safety equipment