

**Your Home
Your Safety**

High-rise living

When to raise a building safety complaint



The Health and Safety Executive (HSE) as the Building Safety Regulator (BSR) has 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 BSR.

To be safe, your building must be structurally sound and protected against the spread of fire.

The person or organisation responsible for your high-rise building's safety is known as the 'principal accountable person' (PAP) or 'accountable persons' (APs). If you have a concern about building safety, you should raise it with your PAP or APs first. They should have a clear process in place for you to do this.

Making a complaint to BSR

You should contact BSR directly if:

- your building is not on the high-rise building register
- your PAP or APs have no policy or process to raise concerns
- you feel you cannot raise a concern directly with your PAP or APs
- you are not satisfied with the response from your PAP or APs, or you have unresolved issues

Contacting BSR



0300 790 6787

**Monday, Tuesday, Thursday
and Friday: 8:30am to 5pm**

Wednesday: 10am to 5pm

Closed: Saturday, Sunday and bank holidays



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

For more information, visit our website using the QR code, or search 'Your Home, Your Safety' online.



The Building Safety Regulator in England is part of HSE.
www.hse.gov.uk