

# Cleves Court



## What is the commitment?

This engagement commitment sets out how we can work together to make decisions that affect the safety of your building. This could be about works being carried out or how your building is managed for example. Your Building Safety Manager Amar has put this together based on responses from surveys, drop ins and door knocking over recent weeks. If responses were low, we might use responses from other similar buildings to help us, as well as Notting Hill Genesis' own processes.

### Methodology

As your BSM, I aim to work with you to keep your building safe. To do this I visited your block to carry out an inspection on the 9<sup>th</sup> September 2025 and March 2026. I knocked a few resident doors to check what you know about fire safety in your home and was able to speak to some residents whilst inspection the building. The feedback I received was that residents did feel safe overall in their homes. Please continue to report any repair concerns and especially faults for any of the fire safety equipment which may arise.

During the inspection I found no major issues and there were no minor issues identified that have been raised with your Property Manager. I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in September 2025 by email. This was to understand how we can work together to keep your building safe but did not get any responses.

Please do reach out to me any point should you like to raise any building safety concerns for your building, discuss any vulnerability or would like any relevant safety information.

Your building has been registered with the Building Safety Regulator (BSR) and the registration number is HRB04028FOWO

In the email, I also sent you a letter to inform you about the evacuation strategy for your building and the importance of fire doors, your responsibilities and those of NHG in keeping your building safe. You were informed and I conducted a door knocking exercise in March 2026 to further get your views and opinions and answer any queries or provide clarification. The residents I spoke to found this verbal communication very useful. We will continue to engage with you on matters concerning your building's fire and structural safety.

This commitment has been made in **September 2025** and will be reviewed in **September 2027** or earlier if you tell us we need to.



## How we will share information with you and ask for your opinion

To cater for the diverse needs of our residents, we can communicate in a broad range of ways. We aim to provide this information in different formats that can be understood by all residents including those that have a physical or visual impairment, have other disabilities or who speak another language:

- Local newsletters
- Via email
- Via postal or hand delivered letter
- Via text
- Fire Action Notices
- On local notice boards
- At local surgeries
- At sign up
- New resident home visit
- On our website
- During building inspections
- Face to face appointments
- At pop up sessions
- By introductory & animation videos



**BETTER  
BUILDINGS**

**BUILDING SAFETY**

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## Information we will provide you with about building safety decisions

When we need to make decisions about building safety matters, we will make sure to provide you with information to help you understand and influence these decisions. For example: a summary of the technical advice we have received, advice we have received about how to reduce risk, timescales for completion of work, any cost implications for you, and details of who you can get in touch with to ask for more information.



## Other types of information you would like to see

- Action to take in the event of fire or structural emergency
- General information to understand legislation impacting your home including the Building Safety Act and the Fire Safety England Regs
- Resident and landlord responsibilities
- Remediation works
- Changes in fire strategy
- Other major works
- Topics or themes that you are interested in



## What decisions you can be involved in

We encourage residents to get involved in making decisions relating to the safety of their buildings. You can contact your Building Safety Manager or Property Management Executive with any ideas or thoughts you have about safety in your building.

The types of building safety decisions you can expect to be involved in are:

- Timings of works, particularly for accessing properties
- Placement of equipment during works
- Parts of the specification of works that aren't guided by regulation or expert guidance

Some works can't always be consulted on. These might involve:

- Emergency works – where quick action is needed to reduce a risk
- Where a specific product or material is needed to meet a regulation or other requirement
- If works will take less than one day and won't be very disruptive

We might only consult with people directly affected by the work. For example, works accessing the balconies would only be discussed with properties with balconies.



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## How you can influence decisions

Proactively seeking out resident feedback and using that information to tailor our building safety approach:

- Primarily contacting BSM or your Estate Management
- Contacting your BSM at NHG if you need to escalate any concerns
- Drop ins

We will use your feedback in our discussions with our contractors, or other parties like housing management, to consider how we can adapt works planning, timescales and specifications to accommodate as much of your feedback as possible.



## How we'll gather and use your opinions

- We'll keep a record on our Workwise system from our interactions as listed above
- We'll gather your thoughts in line with our usual GDPR policies, just like when you contact us about anything else.
- We will feedback to you any decisions made using the information you have told us



## How we'll measure and review this commitment

- Use feedback you give us – whether formal or informal – about how this commitment is working.
- NHG will review feedback periodically to understand if the commitment needs to be reviewed.

**Got a question or concern about this commitment? Get in touch with your building safety manager here:**

**Email:** [Naomi.Duce@nhg.org.uk](mailto:Naomi.Duce@nhg.org.uk)

**Phone:** 02038150696



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## Transparency of building safety information

At Notting Hill Genesis residents are at the heart of what we do. We want our resident to know they are safe and more importantly feel they are safe. To do this will be transparent in our management of your building's safety and the information we provide to you. This includes but is not limited to fire protection measures, fire prevention measures, maintenance of fire safety systems, fire risk assessments and building safety inspections.



| Maintenance and testing     | Frequency                     |
|-----------------------------|-------------------------------|
| Automatic opening vents     | Bi-annually                   |
| Alarm sounders              | Bi-annually                   |
| Asbestos surveys            | N/A                           |
| Building safety inspections | Annually                      |
| Communal fire door checks   | Quarterly                     |
| Door closers                | Monthly                       |
| Electrical                  | Five yearly                   |
| Emergency lighting          | Monthly – discharged annually |
| Estate inspections          | Monthly                       |
| Fire Risk Assessment        | Annually                      |
| Fire alarms                 | Bi-annually                   |
| Flat door checks            | Annually                      |
| Fire alarm panel servicing  | Bi-annually                   |
| Fire extinguishers          | N/A                           |
| Domestic sprinklers         | N/A                           |
| Legionella                  | Every 4 years                 |

| Maintenance and testing                                       | Frequency            |
|---------------------------------------------------------------|----------------------|
| Booster Pumps                                                 | Annually             |
| Lifts servicing                                               | Monthly              |
| Lifting operations and lifting equipment regulations (LOLERS) | Bi-annually          |
| Lightning protection                                          | Annually             |
| Mansafe                                                       | Annually             |
| Smoke alarms (communal)                                       | Bi-annually          |
| Wayfinding signage                                            | Monthly and Annually |

