

# Cranston 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 Naeem Rasul 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 22nd of January 2026 with your Hallmark building manager. I sent you a survey via email and letter to fill in order to understand your information needs, vulnerabilities and awareness of building safety in January 2026. I also informed you that your building had been registered with the Building Safety Regulator (BSR) and provided you with the registration number and the BSR's contact number for any concerns that you might want to raise. The letter also provided you information about the fire strategy for your building and the importance of fire doors alongside information on your responsibilities and those of NHG in keeping your building safe. Furthermore, I invited you join me at annual building safety audit visit held in January 2026, during the inspection I found issues with water ingress from front of the block to the stairs that lead to the basement and water ingress and cracks in the car park which I have raised to the internal teams within NHG. Currently there is remediation work in the car park. I also raised issues related to the management of the block.

I carried out a door knocking exercise to ensure we reach everyone using different communication methods. We would continue to hold at least one meeting and one drop-in session yearly to give updates and get your views on how we are managing your block.

On 22<sup>nd</sup> January 2026, I audited your building and carried out a door knocking exercise to discuss your building safety needs. The residents I spoke with found the information useful and all other issues picked up during the audit was raised to the Hallmark building manager who was in attendance.

This commitment has been made in January 2026 and will be reviewed in January 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:

- At sign up
- New resident home visit
- On our website
- On local notice boards

- At local surgeries
- During building inspections
- Face to face appointments
- At pop up sessions
- By introductory & animation videos
- Local newsletters
- Via email
- Via postal or hand delivered letter
- Via text
- Fire Action Notices



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# Cranston Court



## 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
- Changes in fire strategy
- Remediation works
- 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 BSM, PMO and HO 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.



# Cranston Court



## How you can influence decisions

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

- Primarily contacting BSM, PMO or HO
- 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 PMO, HO or 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:** [naeem.rasul@nhg.org.uk](mailto:naeem.rasul@nhg.org.uk)

**Phone:** 07769910099



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