

# Ammanford 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 we manage your building for example. Your Building Safety Manager Andre Sandiford 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.

## 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 7<sup>th</sup> of October 2024 and invited you to meet with me onsite on the 17<sup>th</sup> of October 2024 to a residents building safety surgery. During the inspection I found several issues, such as a disconnected wire on an automatic cooling vent and inconsistency with the floor signage and the lift floors details. These issues were passed onto the property management team to be rectified immediately.

I sent a survey to understand your information needs, vulnerabilities and awareness of building safety in October 2024 to understand how we can work together to keep your building safe. 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 bring to their attention.

In October 2024, the Compliance Team sent you letter to inform you about the fire strategy for your building and the importance of fire doors on. I sent you information on your responsibilities and those of NHG in keeping your building safe in October 2024.

This commitment has been made in October 2024 and will be reviewed in October 2026 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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## 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
- Costs

## What decisions you would like to be involved in

- We encourage residents to get involved in making decisions relating to the safety of their buildings
- We encourage residents to create resident associations to have a voice in the management of their buildings. If you would like further information on setting up a Resident's Association, please contact your BSM

## How you can influence decisions

- Proactively seeking out resident feedback and using that information to tailor our building safety approach
- Contacting your BSM
  - Surgeries in person and online
  - Building & Estate walkabouts with Housing Officer
  - Inclusion at Residents Association meetings
  - Get involved though your Residents Association. If your building does not have RA and you would like to start one, please contact your housing officer for support and guidance in setting one up

## 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.

## How we'll measure and review this commitment

- Measure the number of cases raised on Workwise reviewing building safety content
- Writing to you annually to let you know what engagement and influence that has had

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

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