

Building safety resident engagement commitment

19-37 Firecrest Court, Ridding Lane, Greenford, UB6 0FB



What is the commitment?

This engagement commitment sets out how I can work with you 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 (BSM) Andre Sandiford has put this together based on an engagement strategy created by Notting Hill Genesis and bespoke feedback and data from residents at Firecrest Court.

Methodology

Inspection and Issues Identified: On 22 July 2025, I carried out a building inspection with two residents from your building and spoke with other residents during door-to-door visits to discuss fire and structural safety.

You shared your preferences for receiving safety updates, which will help shape our engagement strategy. You asked for more information regarding the building's fire evacuation strategy. In response to your requests, I explained the evacuation strategy for your building which is the Stay-put strategy and supported your understanding of the process for reporting vulnerable residents.

Any issues not related to fire or structural safety have been referred to the relevant teams, with repairs assigned to qualified contractors. For updates, please contact your Property Manager.

Drop-in Surgery: On 22nd July 2025, I held an onsite drop-in session to support the building safety survey and answer your questions. Before the session, all residents received the NHG fire safety flyer, vulnerability support details, and the survey link via email.

You raised concerns about the rear ground floor car park door and cleaning standards in the building. Both concerns have been passed to your Property Manager to raise a repair attendance and to follow-up and provide feedback on your concerns related to the cleaning standards.

I also confirmed that your building is registered with the Building Safety Regulator reference (HRB04430R6V8) and shared their contact number.

Communication and Future Meetings: In July 2025, I emailed residents the building safety survey, a letter outlining the fire strategy, information on fire doors, and the safety responsibilities of both NHG and residents. I invited you to book a face-to-face meeting or a phone call to share feedback or ask further questions. Your property manager will continue to hold regular resident meetings and the BSM will hold at least one building safety drop-in session each year. I will provide relevant building and structural safety information applicable for this building. This commitment will be reviewed by July 2027, or earlier if needed.

The results and actions from the Building Safety Survey completed by residents will be addressed on an individual basis. Any commonly asked questions will be addressed through the property manager.



How we will share this with you

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
- NHG's annual 'refresher' information
- On our website & local notice boards
- At Resident Drop in surgeries
- During building inspections with NHG
- 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
- Inclusion at Residents Association meetings
- Surgeries in person and online
- Building & Estate walkabouts with Housing Officer
- Get involved through 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.
- We will feedback to you any decisions made using the information you have told us



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 about this commitment? Contact your building safety manager here:

Email: Andre.Sandiford@nhg.org.uk

Phone: 07510 382401



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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	Monthly & Bi-annually
Alarm sounders	Monthly
Building safety inspections	Annually
Communal fire door checks	Quarterly
Dry risers	Monthly
Door closers	Monthly
Electrical	Five yearly
Emergency lighting	Monthly – discharged annually
Estate inspections	Monthly
Fire Risk Assessment	Annually
Fire alarms	Monthly
Flat door checks	Annually
Fire alarm panel servicing	N/A
Fire Curtain	N/A
Legionella	Two yearly

Maintenance and testing	Frequency
Gas safety checks	Annually
Lifts servicing	Bi-annually
Lightening protection	Annually
Lifting operations and lifting equipment regulations (LOLERS)	Bi-annually
Manual opening vents	N/A
Mansafe	Annually
Portable appliance testing	Annually
Smoke alarms	Monthly
Sprinklers	N/A
Wayfinding signage	Monthly and annually



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Phone: 07510 382 401



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