

Sunflower House



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 Freya 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 17th August 2026. I knocked a few resident doors to check what you know about fire safety in your home and was able to speak with a few residents on the day. There were no fire or structural concerns raised however there was feedback around a high number of residents needing support in an evacuation, should a fire occur. If you require this, NHG can support by completing Personal Evacuation Emergency Plans (PEEPs), which will help us understand your evacuation requirements and notify the fire brigade as necessary. Please reach out to me directly if you would like any more information about this. I was also able to explain to a few residents what fire safety equipment is installed in your home and around the building. Please do continue to report any repairs to NHG if required.

During the inspection, I noted a small number repair issues and a number items being stored in the communal bike store and by the bottom of the stairs, including quite a few shopping trolleys. These have also been highlighted to your Building Manager to remove. As a reminder, personal items are not permitted in the communal hallways and there is a particular risk when items are stored on the escape routes. Please can you ensure that items, including trolleys are not stored anywhere within the building.

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in last year in July 2025 by email. This was to understand how we can work together to keep your building safe. The general feedback was residents weren't aware of what to do in the event of a fire and there wasn't full awareness of the fire safety measures in place at Sunflower House. As part of my communications with you, I've sent information to 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. Please familiarise yourself with this fire safety information. There are also fire action notices around your building and by the lifts with information on what to do if a fire occurs if your building. I will also be working with your Building Manager to display information on the notice board around fire safety.

I arranged an online drop in session for 1st September, but no residents joined on the day. If you would however like to get in touch with any questions relating to my visit or general building safety queries, please do get in touch.

I also made you aware 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.

This commitment has been made in **July 2025**, updated in **August 2026** will be reviewed in **August 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
- 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
- On local notice boards
- At local surgeries



**BETTER
BUILDINGS**

BUILDING SAFETY

Sunflower House



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, Housing Officer and Building Manager 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.



Sunflower House



How you can influence decisions

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

- Primarily contacting your BSM, HO or BM
- 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 RO, OM 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: Freya.Jewett@nhg.org.uk

Phone: 07352744438



**BETTER
BUILDINGS**

BUILDING SAFETY