

Building safety resident engagement commitment

Tesla Court, 1 – 20 & 101 – 104 Warple Way, London W3 7DQ



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 (BSM) Symone Crossley has put this together based on an engagement strategy created by Notting Hill Genesis and bespoke feedback and data from residents at 1 – 20 & 101 – 104 Tesla Court.

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 10th February 2026. On arrival, I found that the rear entrance door did not lock and I immediately raised the issue with the estate management team. After following this up, the estate management team confirmed on the 23 February that the door had been repaired.

I sent a building safety survey via email on 11th February 2026 to understand your information needs, vulnerabilities, and awareness of building safety. This is 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.

I also sent you a letter to inform you about the fire strategy for your building and the importance of fire doors. In addition, I sent you information on your responsibilities and those of NHG in keeping your building safe. I held an online drop-in session on 16th February 2026 to further understand your views, opinions and answer any queries or provide clarification. 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.



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:

- Via email
 - Via postal or hand delivered letter
 - Via text
 - Fire Action Notices
- At sign up
 - NHG's annual 'refresher f 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



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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
- 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
- Building & Estate walkabouts with Housing Officer



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: Symone.Crossley@nhg.org.uk

Phone: 02085482508



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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	Monthly
Asbestos surveys	N/A
Building safety inspections	Annually
Communal fire door checks	Quarterly
Dry/wet 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 extinguishers	N/A
Fire Blankets	N/A
Legionella	Two yearly

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



Contact your building safety manager here:

Email: Symone.Crossley@nhg.org.uk

Phone: 07353 895957



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