

Building safety resident engagement commitment

Miller House, 429A Harrow Road, London, W10 4SD



What is the commitment?

This engagement commitment sets out how we will 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) Andre Sandiford has put this together based on an engagement strategy created by Notting Hill Genesis and bespoke feedback and data from residents at Miller House.

Methodology

Inspection and Issues Identified: As your Building Safety Manager, I conducted an inspection at your building on 27th of October 2025. I also knocked on doors and spoke with residents about fire and structural safety. You asked for more information on resident engagement, I provided you with details of our bespoke engagement strategy and details on how to register a resident association for your building. The non fire or structural risks we discussed have been prioritised and allocated to the appropriate internal team with repairs allocated to a competent contractor for resolution, further updates will be provided by your Property Manager.

Drop-in Surgery: I invited you to an onsite drop-in surgery at your building to help residents with the building safety survey and answer any related questions. All residents received a building safety flyer, evacuation support information for any vulnerable residents and the building safety survey link via email prior to the Surgery. I also informed you that your building is registered with the Building Safety Regulator (BSR) and provided the registration number and (BSR) contact details.

Communication and Future Meetings: In my email sent in October 2025, I included the building safety survey, a letter about your building's fire strategy, the importance of fire doors, and the safety responsibilities of NHG and residents. I invited you to arrange a face-to-face appointment or a phone call to share any further views or ask any further questions prior or after the most recent surgery. We will hold at least one resident meeting and one drop-in session yearly for updates and feedback. I will also be present at future Residents Meetings and Estate events. This commitment, made in October 2025, will be reviewed in October 2027 or sooner 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 via email or 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:

- Via email
 - Via postal or hand delivered letter
 - Via text
 - Fire Action Notices
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- 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



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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: 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	Bi-annually and Monthly
Smoke control system	Monthly
Building safety inspections	Annually
Communal fire door checks	Quarterly
Door closers	Monthly
Electrical	Five yearly
Emergency lighting	Monthly & a Annually
Estate inspections	Monthly
Fire Risk Assessment	Annually
Flat door checks	Annually
Fire alarm panel servicing	Monthly & Bi-annually
Legionella	Two yearly

Maintenance and testing	Frequency
Gas safety checks	Annually
Lightening protection	Annually
Lightning protection	Annually
Lift Inspection	Monthly & Bi-annually
Mansafe	Annually
Portable appliance testing	Annually
Smoke alarms	Monthly
Wayfinding signage	Monthly



Contact your building safety manager here:

Email: Symone.Crossley@nhg.org.uk

Phone: 02085482508



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