



Maldon Apartments



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. Your Building Safety Manager Amar Patel has put this together based on responses from surveys, drop ins. 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 invited you by email to join me as I visited your block to carry out a building safety inspection on the 9th July 2025. During the inspection I found no major issues and the minor issues identified have been raised with your Property Managing Agent (Hallmark).

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in July 2025 by email to understand how we can work together to keep your building safe. I hope you will complete the survey if you haven't done so, as this will help us shape and tailor the services we provide to your block. 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 shared information with 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. You were invited to attend a drop-in surgery on the 22nd of July 2025 to further get your views and opinions and answer any queries or provide clarification. We will continue to hold at least one resident drop-in session annually to give updates and get your views on how we are managing your block.

This commitment has been made in July 2025 and will be reviewed in July 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
- 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 & text
- Via postal or hand delivered letter
- Fire Action Notices



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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 your BSM, Property Manager or Property Managing Agent Team 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.





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How you can influence decisions?

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

- Contacting your BSM, Property Manager or Property Managing Agent
- Drop-in surgeries
- Residents Association meetings



How we'll gather and use your opinions

- We'll keep and 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 us – whether formal or informal – about how this commitment is working

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

Email: Amar.Patel@nhg.org.uk

Phone: 07795 887 969



BUILDING SAFETY