



Norman Court



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 we manage your building for example. Your Building Safety Manager Abimbola 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.

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 1st of May 2024 with the local fire and rescue service officers. We got a notice of noncompliance from the fire and rescue service, and we are working on resolving the issues identified to ensure compliance.

I sent a survey to understand your information needs, vulnerabilities and awareness of building safety in May 2024 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 in September 2024. I sent you letter to inform you about the fire strategy for your building and the importance of fire doors alongside information on your responsibilities and those of NHG in keeping your building safe. There was a community event where the fire and rescue services attended which was held on 29th of June 2024. I sent you an email to advise of door knocking event held on 6th September and also invited you join me at annual building safety audit visit on September 12, 2024. During the inspection I found no major issues and minor issues were raised with the Estate Management Team. 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.

This commitment has been made in September 2024 and will be reviewed in September 2026 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
- Via postal or hand delivered letter
- Via text
- Fire Action Notices





Norman Court



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
- Contacting your BSM
 - Surgeries in person and online
 - Building & Estate walkabouts with Housing Officer
 - Inclusion at Residents Association meetings
 - 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.



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

Email: Abimbola.Apalara@nhg.org.uk

Phone: 07386686540





Norman Court



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 |
| Asbestos surveys | (N/A) |
| 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 | Bi-annually |
| Fire extinguishers | (N/A) |
| Fire Blankets | (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 | Monthly & Bi-annually |
| Mansafe | Annually |
| Portable appliance testing | Annually |
| Permanent opening vents | N/A |
| Smoke alarms | Monthly |
| Sprinklers | Annually |
| Wayfinding signage | Monthly and Annually |



Get in touch with your building safety manager here:

Email: Abimbola.Apalara@nhg.org.uk
Phone: 07386686540

