

Hallmark 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 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 9th February 2026. I knocked a few resident doors to check what you know about fire safety, but I was unable to speak with any residents on the day. During the inspection, some repair issues relating to the smoke control system were identified, damaged locks on the riser cupboards, faulty emergency lights and combustible items in the communal areas were identified. I've worked closely with your Property Management Officer as well as internal teams in order to get these all resolved.

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in February 2026 by email. This was to understand how we can work together to keep your building safe. Some of feedback from this was that residents wanted information for the EWS1 rating for the building. I can confirm that Hallmark Court has a B1 rating, if you require a copy of this document, please reach out to your Property Manager. NHG are also finalising microsites for all high-rise buildings, including Ingot Tower, where we will store useful information around fire and structure safety that you can access. We will share the details of this once this has been set up.

I also sent you a letter to inform you about the fire strategy for your building and the importance of fire doors, your responsibilities and those of NHG in keeping your building safe. There are also Fire Action Notices around your building detailing what to do if a fire occurs. 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 invited you to attend an online drop-in session on the 16th February, but I wasn't able to engage with any residents that day. I will continue to hold at least one resident drop-in session yearly to give updates and get your views on how we are managing your block.

Please do reach out to me any point should you like to raise any building safety concerns for your building, discuss any additional support you may need in the event of an evacuation or would like any relevant safety information.

This commitment has been made in **February 2025**, and updated in February 2026. It will be reviewed in **February 2028** 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



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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 Building Safety Manager, Housing Officer and Estate 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.

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How you can influence decisions

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

- Primarily contacting your BSM or HO
- 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 HO, EM 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



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