

Spenlow Apartments (E)



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 8th December 2025. I was able to speak to some residents while inspecting the building. The feedback I received was that residents did feel safe overall in their homes.

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in December 2025 by email. This was to understand how we can work together to keep your building safe and received some responses around issues within your properties. In most circumstances the best person to speak to is your local officer, you can find their phone number in [My Account](#) (register now if you haven't already).

You can call our customer service centre at 020 3815 0000. Standard call rates apply.

Please do reach out to me any point should you like to raise any building safety concerns for your building, discuss any vulnerability or would like any relevant safety information.

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 the email, I also sent you a letter to inform 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 **12th of December 2026** to further get your views and opinions and answer any queries or provide clarification.

This commitment has been made in **December 2025** and will be reviewed in **December 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
- 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
- Remediation works
- Changes in fire strategy
- 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 or Property Managing Agent 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 Property Manager: Brittany Burnett
- 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 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: Reece.Precilla@nhg.org.uk

Phone: 0203 815 2283



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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 the 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 undertaken by your Managing Agent Hallmark and Building safety inspections.



Maintenance and testing	Frequency
Automatic opening vents	Bi-annually
Alarm sounders	Annually
Building safety inspections	Annually
Communal fire door checks	Quarterly
Door closers	Monthly
Electrical	Five yearly
Emergency lighting	Monthly – discharged annually
District Heating	Annually
Fire Risk Assessment	Annually
Fire alarms	Bi-annually
Flat door checks	Annually
Fire alarm panel servicing	Bi-annually
Fire extinguishers	N/A
Domestic sprinklers	N/A
Dry Risers	Monthly – discharged annually
Legionella	Every 4 years

Maintenance and testing	Frequency
Booster Pumps	Every 2 years
Lifts servicing	Bi-annually
Lifting operations and lifting equipment regulations (LOLERS)	Bi-annually
Lightning protection	Annually
Mansafe	Annually
Smoke alarms (communal)	Bi-annually
Wayfinding signage	Annually

