

## Building safety resident engagement commitment

# Tesla Court

Tesla Court, 41-60 & 109-112, Warple Way, London, W3 7DQ



### 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 Andre Sandiford 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 the 11<sup>th</sup> of February 2025 and invited you to meet with me onsite. I also knocked on a few residents' doors to check what you know about fire safety in your home. During my onsite inspection I found no major issues and minor issues were passed onto and picked up by the estate management team.

The onsite Operations Team sent a survey to understand your information needs, vulnerabilities and awareness of building safety in February 2025 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 the email, I also sent out a letter to inform you about the fire strategy for your building, the importance of fire doors and your responsibilities and those of NHG in keeping your building safe. I invited you to an open surgery on the 11<sup>th</sup> of February 2025 to further get your views and opinions and answer any queries and provide any clarifications. We will continue to hold at least one resident meeting and one drop-in session yearly to give updates and get your views on how to manage your building.

This commitment was created in February 2025 and will be reviewed in February 2027 or earlier if you tell us we need to.



### 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:
- 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



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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
- Topics or themes that you are interested in



### 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. You can contact your BSM, Estate Management Team which includes your Housing or Property Manager with any idea or thoughts you may have around safety in your building.
- 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
- Drop-in surgeries in person and online
- Contacting your BSM or Property Management Team
- Inclusion at Residents Association meetings
- Get involved through your Residents Association.



### 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

- Use feedback you give to your PMO, HO or Estate Management Team. This can be Informal or Formal.
- NHG will review this feedback periodically to understand if the commitment needs to be reviewed.

Got a question about this commitment? Contact your building safety manager here:

**Email:** [Andre.sandiford@nhg.org.uk](mailto:Andre.sandiford@nhg.org.uk)

**Phone:** 07510 382 401

