

Malthouse Court



What is the commitment?

This engagement commitment sets out how I can work with you 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 (BSM) Andre Sandiford has put this together based on an engagement strategy created by Notting Hill Genesis and bespoke feedback and data from residents at Malthouse Court.

Methodology

On 22 April 2025, I carried out a building inspection and spoke with several residents during door-to-door visits to discuss fire and structural safety. During the inspection I identified several issues that needed to be addressed such as problems with the car park access, defects found with several communal doors, and the presence of combustible materials both within the building and on residents' balconies and intermittent issues with your AOV system. These concerns have been communicated to relevant teams and your Property Manager for resolution and updates will be provided through to completion.

Drop-in Surgery: On 23rd of April 2025, I held an onsite drop-in session to support the building safety survey and answer your questions. Before the session, all residents received the NHG fire safety flyer, service adjustment details, and the building safety survey link via email.

You told me that you required more information about the fire safety evacuation strategy, I provided all residents with an explanation of the "Stay-Put" strategy and visited residents who requested a visit. 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.

Any issues not related to fire or structural safety have been referred to the relevant teams, with repairs assigned to qualified contractors. For updates, please contact your Property Manager.

Communication and Future Meetings: I invited residents to book a face-to-face meeting or a phone call to share any feedback or ask further questions after the drop-in surgery. Your property manager will continue to hold regular resident meetings, and I will hold at least one building safety drop-in session each year. I will also provide relevant building and structural safety information applicable for this building. This commitment will be reviewed by April 2027, or earlier if needed.

The results and actions from the Building Safety Survey completed by residents will be addressed on an individual basis. Any commonly asked questions will be addressed through the property manager.



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
- NHG's annual 'refresher f information'
- On our website & local notice boards
- At Resident Drop in surgeries
- During building inspections with NHG
- 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
- 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

- 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.
- We will feedback to you any decisions made using the information you have told us

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 about this commitment? Contact your building safety manager here:

Email: Andre.Sandiford@nhg.org.uk

Phone: 07510 382401



Malthouse 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	Maintenance and testing	Frequency
Automatic opening vents	Bi-annually	Gas safety checks	Annually
Alarm sounders	Monthly	Lifts servicing	Bi-annually
Asbestos surveys	N/A	Lightening protection	Annually
Building safety inspections	Annually	Lifting operations and lifting equipment regulations (LOLERS)	Bi-annually
Communal fire door checks	Quarterly	Mansafe	Annually
Dry risers	Monthly	Portable appliance testing	Annually
Door closers	Monthly	Permanent opening vents (Car Park)	Annually
Electrical	Five yearly	Smoke alarms	Monthly
Emergency lighting	Monthly – discharged annually	Wayfinding signage	Monthly and annually
Estate inspections	Monthly		
Fire Risk Assessment	Annually		
Fire alarms	Monthly		
Flat door checks	Annually		
Fire alarm panel servicing	Bi-annually		
Fire extinguishers	Annually		
Fire Blankets	N/A		
Legionella	Two yearly		



Contact your building safety manager here:

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Phone: 07510 382 401

