



All Residents
Phoenix Court
1-65 Oak Square
Lambeth
London
SW9 9JG

Email: amir.miah@nhg.org.uk
Telephone: 0203 815 0275
10 Sept 2025

Dear Resident,

Building Safety Manager introduction & general safety info – Phoenix Court

I'm writing to introduce myself and tell you a little about some changes and reminders around building safety. I am the building safety manager for your building, and you can contact me if you would like to talk about any building safety issues or concerns.

Part of my role is to talk and engage with residents to understand any concerns around building safety. This includes facilitating surgeries and providing information, updates and assurances where needed. I will also be monitoring building safety through audits and inspections.

Resident engagement surgery

I will be visiting 194 Oak Square Management office on Thursday 18th Sept (10am – 4pm) to host a resident surgery. Please let me know in advance if you would like to meet and I'll book an appointment time to meet you. Alternatively, we can arrange a call at a time that suits you.

Your building has been registered with the Building Safety Regulator (BSR)

As you live in a high-rise building, which means that it's either seven storeys or over 18 metres tall, we have registered it with the Building Safety Regulator. The registration number for your building is: HRB03451Z0Y5.

You can find out more about the BSR here: www.hse.gov.uk/building-safety/residents.htm.

Their job is to help ensure that your building is safe and that we as your landlord, are doing everything we should to keep you safe in your home.

You can contact the BSR online by searching: Contact the Building Safety Regulator - GOV.UK (www.gov.uk). You may want to contact them if you would like to ask them any questions about what they do or if you are unhappy with how Notting Hill Genesis are handling any building safety concerns.

Their contact information is: 0300 790 6787

However, we hope that this is not the case. If you do want to talk to us, we are here to listen – you can contact your Housing Officer/Property Management Officer in the usual way or me, your building safety manager. Your building is your home, so it's important to us that you feel safe.

Reminder: your building operates a stay put evacuation strategy.

Your safety, and that of your household, neighbours, and visitors is our priority. Every year we'll contact you to remind you of some of the safety features in your building.

Notting Hill Genesis
Bruce Kenrick House
2 Killick St, London, N1 9FL
Phone 020 3815 0000
Email info@nhg.org.uk

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Please make sure you share this information with everyone living in your flat. These instructions supplement the fire action notice displayed in your building.

What should I do if I see or hear of a fire in another part of the building?

Your building is designed to contain a fire in the flat where it starts, this means it will usually be safer for you to stay in your own flat if the fire is elsewhere.

If smoke or heat affects your home, or if you are told to leave by the fire service then you must leave immediately. Do not use the lift to get out.

What should I do if fire breaks out in my flat?

Leave the room where the fire is straight away, closing the door behind you.

Tell everyone in your flat and get them to leave immediately. It is important that you close your flat door behind you. Do not stay behind to put the fire out. Do not use the lift.

Once outside the building call the fire brigade on 999. The fire brigade will ask you for your address, so make sure you know the full address and postcode to avoid any delay.

Ability to self-evacuate

If you feel you or anyone living with you is unable to leave the building safely without support, it is important you speak to your local officer, so this can be assessed and recorded.

Fire doors

All the communal fire doors in your building are checked four times a year and your flat front door will be checked once a year. Please allow the inspector access to inspect your flat door.

How can I help keep the building as safe as possible?

- Don't keep anything in the corridor. Items left in the communal areas can be a hazard in an emergency to residents and the fire brigade. Staff will remove items that shouldn't be there.
- Ensure communal fire doors and your flat front door are kept shut when not in use.
- Don't tamper with the self-closing devices on fire doors.
- Report any fault with fire doors/ other fire safety equipment immediately to your NHG officer.
- Not doing anything that creates a risk to your building's structural safety such as making changes to walls and surface areas without permission in writing.
- Ensuring balconies are kept clear of items that can cause or help spread a fire. This includes being mindful of throwing cigarette butts from balconies or smoking in communal areas.
- Not damage or remove any of your building's fire safety measures such as smoke detectors, fire alarms, fire extinguishers.

For further information visit our website www.nhg.org.uk and search 'fire safety'. If you have any questions or concerns about safety in your building, please contact me. Your local housing officer or property management officer remains your main contact for any other queries.

Kind regards,

Amir Miah

Building Safety Manager