Building safety resident engagement commitment

Bankside Apartments N4 2JP



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 (BSM) Alex Lazarus has put this together based on an engagement strategy created by Notting Hill Genesis, 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 invited you by email to join me as I visited your building to carry out an inspection in January 2026. During this visit I knocked a few resident doors to check what they knew about fire safety in your home. During the inspection I found no major issues, and the minor issues picked up have been raised with Estate Management.

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in January 2026 by email to understand how we can work together to keep your building safe. You have said that you would like easy to understand fire safety information, we are currently developing animated videos and will share these once they are available.

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. In addition, I sent you information on your responsibilities and those of NHG in keeping your building safe. I invited you to attend a drop-in session In January 2026 to further understand your views, opinions and answer any queries or provide clarification. Unfortunately no residents joined the session. We will continue to hold at least one meeting and one drop-in session yearly to give updates and get your views on how we are managing your block.

This commitment has been made in January 2026 and will be reviewed in January 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 visits
- 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

Notting Hill Genesis

BETTER BUILDINGS BUILDING SAFETY

Building safety resident engagement commitment

Bankside Apartments N4 2JP



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 BSM, Estate Manager or PMO 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.

Notting Hill Genesis

BETTER BUILDINGS
BUILDING SAFETY

Building safety resident engagement commitment

Bankside Apartments N4 2JP



How you can influence decisions

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

- Primarily contacting your Estate Manager or PMO
- 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.

How we'll measure and review this commitment

- NHG will review feedback periodically to understand if the commitment needs to be reviewed.
- Use feedback you give your Estate Manager or us – whether formal or informal – about how this commitment is working.

Got a question or concern about this commitment? Get in touch with your building safety manager here:

Email: Alexandra.Lazarus@nhg.org.uk
Phone: 07823 719313

Notting Hill Genesis

BETTER BUILDINGS
BUILDING SAFETY