

# Sunflower House



## 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 5<sup>th</sup> June 2025. I knocked a few resident doors to check what you know about fire safety in your home. The feedback I got was that residents didn't have any major concerns regarding fire risks, and we were able to talk through the evacuation strategy for your block and the importance of the fire detection in your homes.

During the inspection, I noted a small number repair issues and items in the communal hallway. These have also been highlighted to your Building Manager to action. Please continue to report any repair concerns and especially faults for any of the fire safety equipment which may arise.

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in July 2025 by email. This was to understand how we can work together to keep your building safe. The general feedback was residents weren't aware of what to do in the event of a fire and there wasn't full awareness of the fire safety measures in place at Sunflower House. As part of my communications with you, I've sent information to 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. Please familiarise yourself with this fire safety information. There are also fire action notices around your building and by the lifts with information on what to do if a fire occurs in your building. I will also be working with your Building Manager to display information on the notice board around fire safety.

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 invited you to attend an online drop-in session on the 15<sup>th</sup> July. The feedback from this session was that residents felt safe in terms of fire safety risks and again it was another opportunity to go through the evacuation strategy for your building. There were some concerns raised about non-residents accessing the building and levels of anti-social behaviour. I've highlighted this to your Building Manager to investigate further.

This commitment has been made in **July 2025** and will be reviewed in **July 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
- 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 BSM, Housing Officer and Building Manager 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 BSM, HO or BM
- 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 RO, OM or 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:** [Freya.Jewett@nhg.org.uk](mailto:Freya.Jewett@nhg.org.uk)

**Phone:** 07352744438

