

Building safety resident engagement commitment

Malthouse Court, Brentford, TW8 0FR



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) Vinoraj Thavarasa** 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

As your Building Safety Manager, 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 **09th June 2026**. I knocked on a few residents' doors to check what you know about fire safety in your home but was unable to speak to any residents on the day. During the inspection, I found no major issues, and the minor issues have been referred to your Building Manager.

Your previous BSM sent out a **building safety survey** by email in **April 2025** to understand your information needs, vulnerabilities and awareness of building safety. This was to understand how we can work together to keep your building safe.

Please continue to report any repair concerns, and especially faults, for any of the fire safety equipment that may arise.

Please do reach out to me at any point should you like to raise any building safety concerns for your building, discuss any vulnerability or would like any relevant safety information.

On **05 June 2026**, I emailed the residents to inform 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. Your property manager will continue to hold regular resident meetings and the BSM will hold at least one building safety drop-in session each year. I will provide relevant building and structural safety information applicable to this building. You were invited to attend a **drop-in surgery** on the **17th July, 2026** to further get your views and opinions and answer any queries or provide clarification.

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. The registration number is **HRB05486S4Y2**

This commitment was made in **April 2025** and was updated in **June 2026**. This will be reviewed in **June 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
- NHG's annual 'refresher information'
- On our website
- 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
- 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
- Costs



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 Building Safety Manager or Property Management Executive 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

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

Email: Vinoraj.Thavarasa@nhg.org.uk

Phone: 07932 816747



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