Building safety resident engagement commitment

Thetford Court W3



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 Joseph Vereenooghe 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 invited you by email to join me as I visited your block to carry out an inspection on the 12th of June 2026 and I knocked a few resident doors to check what you know about fire safety in your home. During the inspection I found no major issues and the minor issues picked up have been raised for repairs with your PMO and building manager.

I sent a building safety survey to understand your information needs, vulnerabilities and awareness of building safety in 2026 by email to understand how we can work together to keep your building safe. You told me that the you had concerns about residents leaving items in communal hallways. I confirmed on-site PMO will keep on top of this, via regular patrols on the HRB and send out reminder letters to all residents.

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, your responsibilities and those of NHG in keeping your building safe. I invited you to attend an open surgery on 21st of June 2026 to further get your views and opinions and answer any queries or provide clarification. We will continue to hold at least one resident meeting and one drop-in session yearly to give updates and get your views on how we are managing your block.

This commitment was made in June 2026 and will be reviewed in June 2028 or earlier if you tell us should.

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
- 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

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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 your BSM, PMO and Estate Operations Team 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 BSM, PMO & EOM
- 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 your PMO 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: joseph.vereenooghe@nhg.org.uk
Phone: 07443442739

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