

TMO Fire Safety Strategy

1. Introduction

- 1.1 As acknowledged in the TMO Health & Safety Policy Statement the company is fully committed to providing a safe and healthy environment for residents, employees and contractors. The area of fire safety in particular is highlighted as being of significant importance in a residential setting and as such is an area which is subject to intensive inspection, maintenance and assessment activity.
- 1.2 The TMO manages RBKC's housing stock which is diverse in nature but consists predominantly of purpose-built flats and maisonettes which are principally located in medium- and high-rise blocks. However, there are also a number of low-rise street properties and a smaller number of freehold houses. Additionally, whilst many of these properties were constructed between the 1950s and the 1970s there are a number of properties which were built before these dates.
- 1.3 Statistics indicate that people living in blocks of flats compared to houses – particularly those with social landlords – are at an increased risk of fire and so it is imperative that the TMO takes all necessary steps not just to comply with the legislation but also to protect our residents and reduce the likelihood of them being a victim of fire in their own home.
- 1.4 This strategy document enables us to outline the measures we have put in place not just to comply with fire safety legislation but, more importantly, to minimise the risk of fire throughout the housing stock. Specifically, we are committed to reducing the risk of an outbreak of fire and also the risk of a fire spreading within a building but also spreading from one building to another.

2. Legislation

- 2.1 A range of legislation applies in relation to maintaining Fire Safety in residential blocks. This includes the following -
 - the Building Regulations – a building must be compliant with the Building Regulations that were in force at the time of it's construction
 - the Housing Act 2004 – Environmental Health Officers apply the Housing Health & Safety Rating System (HHSRS) to dwellings and common parts of blocks to identify whether any of the 29 separate potential areas of hazard constitute a "category 1 hazard" when enforcement would be required.
 - The Regulatory Reform (Fire Safety) Order 2005 applies to the communal areas of residential blocks and also to workplaces. The Local Fire Authority is the enforcing body for this legislation.
- 2.2 For the purposes of Fire Safety legislation, specifically the Regulatory Reform (Fire Safety) Order 2005 (FSO), RBKC and the TMO are considered to be "responsible persons" and as such must ensure that "suitable and sufficient" fire risk assessments are carried out in the communal areas of all the residential blocks.

3. Enforcement

- 3.1 The Local Fire Authority is the enforcing body for the Regulatory Reform (Fire Safety) Order 2005. For TMO purposes the enforcing body is the London Fire Brigade.
- 3.2 Further, a protocol between the London Fire Brigade (LFB) and RBKC clarifies that fire safety enforcement in relation to RBKC properties will be undertaken by the LFB. (There remains a difference of view between the LFB and RBKC in relation to the enforcement of non-compliant leaseholder flat entrance doors. However, whilst RBKC reserves the right to challenge the LFB in the future in respect of it's position, in view of the need to ensure the safety of residents, visitors, workers and others within the blocks in which there are non compliant doors, the Borough is taking steps to pursue leaseholders whose doors remain non compliant.)
- 3.3 If the LFB visit an RBKC block to carry out an inspection or safety audit - this could be at the request of a resident, following a fire within the building or as part of a programmed inspection / audit - and the LFB have no specific issues or concerns they will issue a "broadly compliant" letter. If, however, there are concerns, in the first instance these will be raised with the TMO by telephone or by e-mail. This may be followed up with a written "Notice of Fire Safety Deficiencies" outlining the areas of concern and giving a timescale within which these must be addressed. Where the LFB consider there is a serious breach of legislation which is presenting a significant potential risk to residents they may issue an Enforcement Notice or a Prohibition Notice – both of which have legal status.

4. Standards & good practice applied to residential Housing

- 4.1 In addition to the legislation outlined above there are a number of guidance documents, British Standards, Codes of Practice, good practice guides etc. that cover fire safety in a residential environment and the TMO is committed to complying with these. The most important of these is "Fire Safety in Purpose Built blocks of Flats" which was published in July 2011 by the Local Government Group following extensive consultation with all stakeholders including ALMOs, the Chief Fire Officers Association etc. This is currently considered to represent good management practice and the TMO has adopted the principles set out in this guidance.

5. Management Arrangements for Fire Safety

- 5.1 This includes but is not confined to the following –
 - Programme of regular estate inspection, risk assessments and monitoring by Neighbourhood Staff and Health & Safety staff. Specifically, inspections ensure that combustible items and storage are not present in the communal areas, fire doors are operating effectively, emergency lighting is maintained, final exit doors are operational, signage has not been removed or defaced,

wet / dry riser cabinets have not been tampered with, any communal area repairs have been completed to a satisfactory standard etc. All defects / repairs are reported immediately by mobile telephone to the Customer Services Centre who instigate the repair. Repairs to fire doors, self-closers etc. are given priority. (Estate Staff Inspection checklist used for these inspections is attached at [Appendix 1.](#))

- Inspection, testing and maintenance of all fire safety systems / plant / equipment as per the requirements of the relevant British Standard by competent contractors under a planned preventative maintenance regime. In the case of emergency lighting the maintenance contractors regular checks are supplemented by monthly inspection and testing by the estate staff. Records are maintained of these checks.
- Regular Fire Risk Assessments (FRAs) & reviews and a prioritised approach to progressing action plan items
- Information to residents – general fire safety information on evacuation strategy, storage in communal areas, smoke alarms, LFB Home Fire Safety Visits etc. is provided via the TMO's website, in regular articles in the quarterly magazine to all residents ("The Link"), in the Residents Handbook, in an introductory letter to all new tenants etc. Additionally, more specific fire safety information is available through regular Sheltered Housing Newsletters etc.
- Installation of hard-wired mains powered smoke / heat alarms when periodic wiring inspection and re-wiring is being undertaken within a dwelling.
- Opportunity for residents and employees to report any concerns, defects, outstanding repairs etc. via our Freephone service. During working hours this is answered by the TMO's Customer Service Centre staff and out of working hours by Pinnacle, the TMO's contracted out of hours call monitoring service.
- Conditions of Tenancy prohibit the use of Liquefied Petroleum Gas (LPG)
- Use of fire retardant carpet, floor coverings and curtains in communal areas (in sheltered schemes)
- Upholstered furniture (provided in communal lounges or clubrooms) meets the Furniture & Furnishings Fire Safety Regulations 1988
- Achievement of "Class 0" spread of flame of the wall surfaces of the communal areas blocks. (Ensuring that when redecorations are carried out wall coverings are analysed and multi-layers of paint which are not well adhered and able to achieve this rating are stripped back to the substrate.)
- Annual servicing of all council-owned individual gas appliances in compliance with the Gas Safety (Installation & Use) Regulations and regular newsletters to leaseholders encouraging them to service their gas appliances.
- Regular inspection and testing of individual electrical installations – within dwellings and within common parts of blocks
- Fire safety – of residents, staff and contractors - will be considered at every stage of construction projects and will be reflected in Construction stage plans, risk assessments and method statements. Compliance with Building Regulations is paramount. Engagement with contractors to reinforce the need to ensure that all works are "made good to a fire resisting standard" and that contractors adequately train their operatives in order to facilitate this. Post inspections will also scrutinise this aspect of works.
- Investigate all reported fires within the stock, liaise with the LFB about the probable causes and identify and instigate any action to prevent a recurrence. Maintain a record of all fires and summarise those occurring in the reporting period in the Annual Health & Safety Report.

- Regular (bi-monthly) liaison meetings between the TMO Health, Safety & Facilities Manager and the London Fire Brigade's Fire Safety Team Leader for K&C plus local LFB Station Managers to discuss any recent fires, audits, FRAs, statistics on attendance at lift shut-ins, false alarm activations, LFB initiatives or any other issues or concerns etc.

6. Fire Alarms & Automatic Fire Detection (AFD)

6.1 AFD within Dwellings

Smoke alarms when installed and maintained correctly are a cheap and effective way to protect people and property. Available evidence suggests that some groups of people are more at risk from fire than others and that these groups are also more likely to live in flats (Local Authority or other) and are less likely to have a smoke alarm fitted in their home. Therefore, in April 2003 the TMO changed the Conditions of Tenancy to ensure that the responsibilities and obligations of tenant and landlord in relation to the installation, cleaning, testing, maintenance and repair of smoke alarms is clear to both parties. In order to increase provision of smoke alarms within RBKC's housing stock it was agreed that the following be implemented -

- All re-wiring projects would incorporate the installation of appropriately located mains electrically powered smoke / heat alarms with a battery back-up.
- All Capital Schemes which involve internal works within the dwelling but do not include rewiring would incorporate the installation of a battery smoke alarm (larger properties may require two or more smoke alarms.) The tenants' obligations are to clean, test, change the battery and report defects to the Customer Service Centre.
 - Where battery alarms have been installed and subsequently electrical rewiring works are proposed the battery models would be replaced with hard-wired models.
 - Battery alarms in void dwellings have their battery replaced and the alarm cleaned as part of the void works and new tenants must be provided with written instructions – preferably at sign-up stage.
 - In addition, the installation of alarms by the caretakers following instruction by the LFB was pursued. Dwellings were prioritised in terms of risk and the higher risk properties and higher risk residents were targeted first. The risk was determined by the vulnerability of the residents, the height of the blocks, the number of escape routes etc. (Again clear written instructions were issued at the time of installation.)
 - The LFB leaflets promoting Home Fire Safety Visits etc are widely available so that tenants and leaseholders are aware of these and are clear how this free service from the LFB can be accessed.

6.2 Fire Alarms & AFD in communal areas

In a small number of residential blocks – most of which are sheltered blocks and temporary accommodation - a fire alarm and warning system has been fitted. Where installed, these systems are inspected and maintained on a regular basis by specialist contractors. Generally, these systems are monitored by the local TMO staff with one location using a security guard (contractor) to monitor the fire alarm during certain periods. However, when

these staff leave the site (and also out of working hours) the monitoring of the systems is done by the Community Alarm Service (CAS).

To assist the LFB respond effectively to a fire alarm activation, zone plans for the system are installed adjacent to the alarm panels. Additionally, in the case of our sheltered housing schemes we have now installed a secure box for "fire documents" beside the fire alarm control panel. Information stored in this box includes details of the addresses of those residents who would need assistance to evacuate, locations of any oxygen cylinders present in the block and any other relevant fire safety information. The information in this box is updated regularly by the manager. The key for this box is stored in the adjacent key safe and out of working hours when the manager is not present at the block the LFB can obtain the code for this key safe by contacting the TMO's Community Alarm Service.

Staff are required to test the fire alarm on a weekly basis and maintain a written record of this testing. (Staff attend annual fire safety refresher training.) Residents are advised of the regular testing day and the need to be familiar with the sound of the alarm as well as the fire procedure. Fire Safety is a regular feature in the newsletter produced for the Sheltered residents.

6.3 Fire Alarms in TMO workplaces

In locations under TMO control staff carry out and maintain a record of the weekly fire alarm testing. In locations where others have control we endeavour, as part of our quarterly workplace inspection / assessment, to ensure that the landlord fulfils their obligation in relation to regular testing, maintenance and instigating 6-monthly fire drills.

7. SMOKE ALARMS - Fire Brigade's Home Fire Safety Visit

- 7.1 The TMO publicises the importance of fitting smoke alarms within the home as the best way to avoid injury or damage from fire. Specifically, a smoke alarm detects smoke at the very early stages of a fire, provides early warning and thereby provides extra time for residents to get out safely. Smoke alarms are known to be cheap, simple to install and widely available from DIY and hardware shops. However, we also publicise the service offered by the London Fire Brigade which includes installation of a smoke alarm. People who request a Home Fire Safety Visit (phone 08000 28 44 28) will receive a home visit, be given specific fire safety information in relation to their home and the LFB will install a smoke alarm.

8. LFB Proposed policy to recharge landlords for their attendance at false activations of automatic fire detection

- 8.1 The LFB have announced their intention to introduce a charging regime for their attendance at false activations of automatic fire detection (AFD). A start date of 1st April 2013 was originally given but further details have yet to be confirmed. The LFB intend to charge for every visit to a block once they have attended the block ten times in a rolling twelve month period. Further, the charging will continue until that block shows fewer than nine visits in the preceding 12-month period.

- 8.2 The Health, Safety & Facilities Manager has regular meetings with the LFB's local Fire Safety Team Leader and the issue of false alarms is now a standing agenda item at these meetings. The Team Leader provides the most recent information in relation to TMO-managed properties and this is interrogated for trends, shared with the Supported Housing Manager and all reasonable efforts are made to reduce the incidence of further false alarms.

9. Provision of Fire Fighting Equipment

9.1 Handheld extinguishers

9.1.1 Provision in Residential blocks

There are no portable fire fighting appliances provided within the common parts of the vast majority of our residential blocks. Whilst it was generally considered good practice for extinguishers to be located along escape routes and in close proximity to fire hazard areas, in consultation with the LFB and in accordance with Government guidance it was agreed that these were not required in the communal areas of TMO residential blocks for the following reasons –

- TMO blocks do not have any permanent staff based there and so in the event of a fire there will be no-one trained and competent to use the extinguishers. (There are only a very few exceptions where we have a concierge but even in these locations this may not be manned 24 hours a day.)
- The presence of extinguishers may encourage people to stay in a building (or return to their flat with the extinguisher) to tackle a fire when the safest course of action is to evacuate and alert the LFB who are trained to deal with fires.
- The LFB operational crews have, unfortunately, had experience of extinguishers being used against them as weapons / missiles. Additionally, it is not uncommon for these to be stolen or mis-used.

Therefore, in view of these considerations, where blocks of self-contained dwellings are considered by the FRA to present effective compartmentation thus enabling a "stay put / defend in place" evacuation strategy to be adopted, and the assessments confirm that no fire extinguishers need be installed in the communal areas, then TMO policy is not to install any extinguishers in those areas. Further, where extinguishers are already installed in the communal lobbies and corridors and the FRA for that block confirms they can be removed, contractors will be instructed to remove them.

Any location where the FRA recommends siting extinguishers in the communal areas these will, of course, be installed.

Additionally, fire extinguishers are provided in areas where there is shared provision or where the TMO provides cooking or electrical equipment etc. such as within the areas of potentially elevated risk in sheltered housing blocks - communal lounges, laundries, kitchens etc. - and within the temporary accommodation dwellings. Further, in areas of potentially enhanced fire risk used by staff and contractors as workplaces such as plant room, lift motor rooms etc. appropriate numbers and types of extinguishers will be provided. However, if the FRA indicates over-provision or under-provision in these areas this will also be addressed.

9.1.2 Provision in Workplaces, clubrooms etc.

Provision of fire extinguishers within workplaces (offices, concierges etc.), residents clubrooms, resource centres etc. is also considered by the respective FRA. Generally, some appliances are required in these locations to take account of the potential fire risk from any plant and equipment supplied by the TMO.

9.1.3 Maintenance of Extinguishers

All fire-fighting equipment is maintained in line with the British Standard and is inspected and serviced by a competent contractor on an annual basis. Visual inspections are also carried out by Neighbourhood Staff and Health & Safety staff on a regular basis and any concerns or defects highlighted and addressed as soon as possible.

9.2 Water hose reels

The TMO provides water hose reels in a limited number of locations. These are maintained by a competent contractor on an annual basis as per the requirements of the relevant British Standard. Additionally, regular visual inspections of the equipment are carried out by Neighbourhood staff and H&S staff. The FRA takes account of any hose reels present in a property and where the assessment confirms that these are no longer required then TMO will consider taking these out of use.

9.3 Sprinklers

Again sprinklers are installed in only a small number of locations - notably within a few underground garages and storage areas. Additionally, a small number of recently refurbished basement level flats have had domestic sprinkler systems installed. These are inspected and maintained by competent contractors as per the requirements of the relevant British Standard.

9.4 Dry & Wet Risers

The majority of the residential blocks of a height greater than eighteen meters (generally blocks of 7 plus floors) had a dry rising firefighting main incorporated at the time of construction. In the case of Trellick Tower a wet rising firefighting main is fitted. All wet and dry risers are inspected and serviced on a six-monthly basis by our planned maintenance contractor as per the requirements of the British Standard. Where necessary repairs are identified, defects found or where the test highlights that the pipework does not conform to the required standard then remedial action will be instigated as a matter of urgency. In situations where a period of restricted riser performance (or in exceptional circumstances non-performance) cannot be avoided then effective interim measures will be identified and the local LFB Station Manager notified and kept apprised of progress.

10. Planned Preventative Maintenance (PPM) of Fire Safety Equipment

In addition to the PPM of the fire safety equipment and installations mentioned above the TMO also has contracts in place to facilitate regular maintenance of the following - all of which have a direct or indirect impact upon the fire safety of our blocks

- Portable Electrical Appliances (PAT testing of TMO owned portable electrical appliances in TMO controlled areas)
- Emergency Lighting (units or systems)
- Door entry systems (including FB release switches)
- Lightning protection systems

11. Definition of “high rise” block

11.1 Whilst there is no standard definition it is now generally accepted by social landlords and the LFB that blocks of six floors and above are considered to be “high rise”. In RBKC residential stock there are thirty-three blocks of heights of six or more floors.

12. Criteria for prioritising RBKC blocks on the basis of fire risk

12.1 A risk-based approach was adopted to enable blocks to be prioritised and FRA programmes to be drawn up. Criteria were agreed enabling us to categorise all blocks and allocate them to either the High, Medium or Low Risk FRA Programme. These criteria took account of the blocks (height, age, purpose-built, conversion, sheltered housing, temporary accommodation, adequate means of escape etc.) and the potential degree of vulnerability of the residents and they are set out at **Appendix 2**.

13. Regulatory Reform (Fire Safety) Order 2005 (FSO)

13.1 This fire safety legislation was introduced in October 2006 and specifically requires that “responsible persons” must ensure that suitable and sufficient FRAs are carried out in workplaces and the communal areas of all residential blocks. For our purposes the “responsible persons” are the TMO and RBKC.

14. Fire Risk Assessments (FRAs)

14.1 In order to ensure that our approach to compliance with the FSO met with the approval of the enforcing body (the Fire Authority) the TMO, RBKC and the LFB worked closely to agree this. Specifically, we proposed to adopt a risk-based approach which gave priority to the potentially high risk blocks and enabled them to be assessed at an early stage in the assessment programme.

14.1.1 The criteria outlined above (and documented at **Appendix 2**) were used to identify a high, a medium and a low risk assessment programme.

14.1.2 Procurement was undertaken to appoint a competent specialist fire consultant who could undertake “suitable & sufficient” FRAs initially for the high risk programme of properties.

14.1.3 At the LFB's request, in advance of starting the assessments, the successful consultant was introduced to the LFB's Fire Safety Team who approved the draft proforma to be used and were further appraised of the following –

- Proforma based on PAS 79 (FRA guidance and methodology for carrying out FRAs published by British Standards Institute) and the risk assessment guidance produced by the Health & Safety Executive (HSE).
- The Significant Findings & Action Plan which would be produced alongside the FRA report would use a Red / Amber / Green colour coding to assist with prioritising the actions. Specifically, colour coding –
 - **Red** – actions required to comply with specific legal requirements in the FSO (plus any significant life risk that is found)
 - **Amber** – actions relating to recommendations of BS, good practice etc.
 - **Green** – actions which could improve / enhance fire safety based on good practice etc. but of lesser priority.
- Actions would be progressed in order of risk – with priority being given to those with a Red or Amber rating. However, it must be recognised that where works are dependant upon significant resources such as capital funding, this is likely to lead to some delay whilst funds are secured and any necessary procurement is undertaken in compliance with our financial regulations.

Further, it was agreed that in the course of carrying out the FRAs any issues / situations identified that required urgent attention would be reported to the H&S Team immediately by telephone so that they could be addressed urgently.

14.2 Shared Buildings

14.2.1 Where a TMO building is shared with another user we will request a copy of the other user's FRA. The Action Plan and Significant Findings will be merged into one document and TMO will progress actions within their responsibility and will liaise with the other user requesting that they give priority to their actions.

14.3 Reviewing FRAs – frequency & arrangements

14.3.1 Comprehensive ("suitable & sufficient") FRAs have now been completed for each block. However, these are living documents which cannot remain valid indefinitely. Therefore, to ensure compliance with the FSO assessments must be reviewed and / or re-assessed periodically. TMO have adopted the current best practice guidance provided in the "Fire safety in purpose-built blocks of flats" (produced by the LGG and published in July 2011) and as such FRAs reviews will be undertaken -

1. When "material alterations" take place within a block
2. When there is a significant change in the matters that were taken into account as the risk assessment was carried out – such as a widespread change in the type of residents occupying the block
3. When there is a reason to suspect that the original FRA is no longer valid (eg after a fire that occurred within, or spread to, the common parts)

4. After completion of significant works instigated to address shortcomings identified by the FRA
5. Regularly

14.3.2 It is important to clarify that a Review of a FRA is not the same as a repeat of the entire FRA process. In determining the required frequency of FRA Reviews in RBKC blocks we have considered the overall risk rating from the assessment, the inspection regime (management control) for the property, ongoing maintenance and the criteria set out above. Whilst this is not a completely prescriptive approach and there is room for flexibility it is important to have a framework within which to work and this is set out below.

14.3.3 Specifically, as thorough FRAs have been undertaken in all RBKC locations, in blocks where criteria 2. to 4. above do not apply then it is our intention to carry out a shorter review exercise on a regular basis with a more fundamental new FRA completed at less regular intervals. It is anticipated that the shorter, more regular reviews which will tend to concentrate primarily on progress with previous Action Plan and identification of any changes, will be carried out in-house by the TMO Health & Safety Team. However, where completely new FRAs are required – either because some of criteria 2. – 4. apply or on a recurring basis- the services of a specialist fire risk assessor will be used.

14.3.4 The FRA will usually set out the timescale within which the regular review will be required – generally for properties assessed by us as being “potentially high risk” this will be required on an annual basis. We would aim to carry out a new FRA on a 3-yearly basis.

14.3.5 For blocks assessed by us as being “potentially medium risk” and also those assessed as “potentially low risk” we aim to carry out a review on a 2-yearly basis and a new FRA every 4 years.

14.4 FRA Action Plans

14.4.1 On receipt of the Significant Findings & Action Plan (the “Action Plan”) the Health & Safety Team will allocate each action (and set it’s priority) to the appropriate team / individual via the Workflow on W2 (the TMO’s electronic document management system). Statistics on status of all FRA actions are presented to the Operations H&S Group, the TMO’s H&S Committee and the Executive Team on a regular basis.

14.4.2 Where a high priority action cannot be progressed with the appropriate degree of urgency such as where significant resources and / or lengthy procurement are required then interim measures to reduce the fire safety risk in the short-term will be implemented. Specifically, these interim measures will be contingency plans instigated when fire protection measures are out of use, their repair is delayed etc.

15. Stay put / Defend in Place Strategy

15.1 The FRA confirms the appropriate evacuation strategy for the block. Overwhelmingly a “stay put / defend in place” has been highlighted as the

appropriate strategy for our blocks and the LFB have been made aware of this. Specifically, this means that only the residents in the flat where the fire breaks out are initially required to evacuate. This is because the compartmentation - both between the flats and also between the flats and the common parts of the block are considered to be sufficient to withstand fire for a significant period.

This is communicated to residents by a variety of means – Resident's Handbook, website, "The Link" magazine etc.

16. Storage of items in communal areas of residential blocks

16.1 Current guidance in this area sets out two options available to landlords in relation to storage of items within communal areas. These options are either -

- "zero tolerance" which is self-explanatory and doesn't permit storage of any items within communal areas and
- "managed use" which permits a small amount of non-combustible items to be stored providing they do not obstruct the means of escape in any way.

16.2 The TMO have adopted a managed use policy in relation to the majority of our blocks and this is policed by our regular inspection regime and further supported by staff training and guidance on what items and what volume of storage can be permitted.

17. Flat Entrance Doors

17.1 FRAs & Flat entrance doors

17.1.1 One area highlighted in many FRAs was the need to investigate whether flat entrance doors in enclosed blocks were sufficiently fire resisting (and self-closing). In every case where the assessor could not be confident that the flat entrance door met the required fire safety standard or where he was unable to ascertain that any glazed transoms etc. were adequately fire rated or resistant he highlighted these locations in the Action Plan. The significance of these doors is that in enclosed blocks the flat entrance doors effectively form part of the means of escape and so they (and any associated panels above or adjacent to the door) are required to be self-closing and to provide 30 minutes of fire resistance. A programme of replacement of non-compliant flat entrance door to tenanted properties was instigated and is currently nearing completion.

17.2 Leaseholders Flat Entrance Doors

17.2.1 In RBKC the flat entrance door is demised to the leaseholder in the lease. In order to raise the profile of the fire safety requirements for these doors and to put leaseholders on notice of these, RBKC and the TMO wrote to all leaseholders in October 2012 ([Appendix 3](#)). This was followed up with a personalised letter ([Appendix 4](#)) to all residents whose doors had been highlighted in the FRA as potentially non-compliant. This letter was accompanied by an information / guidance note to assist leaseholders to establish whether their door was compliant ([Appendix 5](#)) and details of our Fire Consultant with whom they could engage privately to assess their door.

17.2.2 Following discussions with senior LFB officers and representations to DCLG a further “Before Action” letter ([Appendix 6](#)) was sent to lessees whose doors has been highlighted by the FRA as potentially non-compliant offering a one-off free assessment of their door by our Fire Consultant. At the conclusion of their exercise the list of addresses that remain non-compliant or potentially non-compliant will be referred to RBKC for enforcement.

17.3 LFB required standards for flat entrance doors within enclosed blocks

17.3.1 To ensure that our assessments are consistent with the standards required by the LFB the TMO’s Consultant Fire Risk Assessor has discussed with the LFB’s Head of Enforcement the standards for flat entrance doors located within enclosed residential blocks and these are the standards which are being applied to our blocks –

- In the first instance check whether documentation is available to confirm that the door is a certified 30 minute fire rated door (FD 30)
- Investigate whether door is appropriately marked up using the Trada marking system etc. ([details at Appendix 5](#)) to confirm fire resistance standard
- If no markings or documents are available then could the door be considered to be a “nominal” fire door – a solid door which is approximately 44mm thick is close fitting within its frame and has a self closing device fitted to it. Where no self-closing device is fitted it will be advised that one is fitted.
- In the case of an existing fire door the fitting of cold smoke seals will not be requested BUT
- If a new fire door is to be fitted then this will be required to meet the standards and requirements of the Building Regulations which are current at the time of installation.

18. Fire Safety & TMO Lifts

18.1 Lift Safety – information for residents who become shut in

18.1.1 Information is available on the TMO’s website and is periodically reproduced in the Link magazine. Copy is available at [Appendix 7](#).

18.2 Fire fighting lifts

18.2.1 As much of the housing stock is medium-rise and high-rise many of the blocks are served by one or more passenger lifts. Where appropriate “fire fighting lifts” are provided within TMO residential blocks. This is to satisfy the requirements of the Building Regulations which consider the height of the building etc. When lifts are installed they comply with the relevant standards at that time and when they are subsequently replaced the replacement lift is compliant with the standards current at the time of replacement. The criteria for a TMO fire fighting lift is set out below-

1. Minimum car size (1100mm wide x 1400mm deep) for 8 persons capacity (630kg).
2. Dedicated power supply serving lift (3 phase). Additionally, ancillary items such as lift alarm, lighting etc. are also served by their own dedicated power supply

3. 2-way communication on new lifts includes connection to Customer Service Centre / out of hours monitoring service when the lift alarm is activated
4. Fireman's Control Switch fitted. When operated this causes the lift to return to ground floor and open to allow the fire fighters access. It stops landing calls being registered and allows the authorised person e.g. LFB operative to take control of the lift (by applying a constant pressure on any call button).
5. Lift car and landing doors are composed of stainless steel that is not less than 16SWG thick and over 2 hours fire resistance.

Additionally, the TMO

6. has a comprehensive servicing and maintenance contract in place for all lifts. This includes monthly inspections.
7. employs contract managers who are responsible for the supervision and monitoring of the contract / contractors.
8. has the Council's Insurers, Bureau Veritas, carry out 6-monthly inspections which include a full safety check.
9. Neighbourhood Management staff (Estate Services Assistants, porters, inspectors and Estate Services Team Leaders) and Health & Safety staff carry out regular estate inspections which include visual inspection of the lift car and testing of the lift alarm.

Attached at **Appendix 8** is a comprehensive list of all TMO lifts (fire fighting lifts as described above are indicated by bold type).

19. Workplace Fire Safety

- 19.1 New staff receive induction training which includes general information on fire safety and details of the specific procedure they should follow in the event of a fire or emergency at their workplace.
- 19.2 Designated fire marshals are appointed in each workplace and attend annual fire safety training. Fire Marshals are responsible for ensuring that in the event of a fire alarm activation their area is cleared, staff evacuate safely via the designated escape routes and go to the agreed assembly area. The Fire Marshal then reports his area cleared to the Fire Control Centre. (The roles & Responsibilities of Fire Marshals is set out at **Appendix 9**.)

20. Fire Safety Training for TMO Staff

- 20.1 To promote competence in the area of fire safety amongst staff the TMO provides annual fire safety training to all fire marshals and all staff who are required to carry out inspections throughout the TMO housing stock. The course content is regularly reviewed to incorporate any issues highlighted in the Fire Risk Assessments etc. but it always has an academic element and a practical element – agenda reviewed to take account of any issues brought

up by the assessor. (Human Resources maintain a record of course attendees and attendance is mandatory.)

21. Fire Drills

- 21.1 Records of fire drills carried out within TMO offices etc. are maintained locally.

22. Workplace Inspections

- 22.1 In addition to the programmes of inspections/assessments throughout the housing stock we also have a workplace inspection programme. Quarterly workplace inspections are carried out by the TMO Facilities Coordinator. In each case a local Unison Representative is invited to attend. Reports of these inspections are sent to the H&S Committee who in turn report to the TMO Executive Team.

23. Security in offices – ID, controlled entry

- 23.1 To ensure the security of our staff and further enhance fire safety of these areas the main TMO offices have controlled entry systems and are accessed by use of a security fob.

24. Fire procedures

- 24.1 Staff who are not fully able-bodied and who may need assistance to be alerted to the fire alarm and / or require assistance to evacuate from the office are required to have a Personal Emergency Evacuation Plan (PEEP). The H&S Team will meet with the individual and together they will complete a proforma clarifying their specific evacuation procedure (in some cases this involves the use of a lightweight “evac” chair and training of staff in it’s use) and any additional assistance they will be provided etc. The PEEP will be reviewed on a regular basis and when the needs / ability of the individual change in any way. (A copy of the PEEP Proforma is at **APPENDIX 10**.)

25. GERDA Locks

- 25.1 Gerda high-security locks have been fitted across the Borough to replace the Fire Brigade (FB) locks which controlled access to roofs, plant areas, lift machine rooms and electrical intake areas. This was done largely to address the problems associated with the wide availability of FB keys. Gerda keys are borough-specific and can only be obtained from Gerda via authorised officers in the TMO.

- 25.2 Specifically, GERDA locks have been installed in the following locations -

H5	Electrical Intake Cupboards & Cupboards where entry phone equipment is stored
H10	Plant Rooms, Roof Access etc.
H12	Lift Motor Room doors only

- 25.3 All Caretakers have been issued with their own set of Gerda keys and all LFB tenders have been supplied with a GERDA master key.

26. Mobility Scooters

- 26.1 The TMO is committed to supporting independent living and is mindful of complying with the Equality Act 2010 where there is no conflict with fire safety legislation. Specifically, with regard to storage of mobility scooters any resident who wishes to park these in a communal area will be required to make this request in writing to their Neighbourhood Team. Applications will be considered on an individual basis and advice / guidance will be sought from the TMO's Fire Risk Assessor.
- 26.2 The London Fire Brigade enforces fire safety and so we will be guided by their requirements. In general, consideration will be given to situations where the scooter can be safely stored without causing an obstruction to the means of escape. However, in line with LFB policy and specifically to minimise the risk to all residents, permission will NOT be given for charging of any scooters within an internal communal area.

27. Policy on Furniture & Sheltered

- 27.1 All communal furniture, curtains, carpets etc. in sheltered housing schemes is now purchased through the sheltered housing residents group. This Group has been instructed to ONLY seek quotations from suppliers who can ensure that their furnishings / fabrics meet fire safety standards with regard to flame retardance etc.

Janice Wray
TMO Health, Safety & Facilities Manager

November 2013

Estate Staff Inspection Checklist

APPENDIX 1

Daily Routine Checks

BLOCK: _____

Date: _____

Staff Name: _____

A.M/PM Check:

Items	CLEANING	Health & Safety	Repair Issues	REMINDERS
LIFTS				
Check lift is operating correctly				
Check lift car lights are working				
Check lift car alarm system is working				Update spreadsheet
Check lift door "runners" are free of obstructions				
Check that lift is clean & litter free				Make call backs to OCS?
Check lift lobby is clean				
HIGH- & LOW-RISE BLOCKS				
Check roof (periodic)				
Check roof doors are locked and ladder is secure				
Walk staircase from top to ground				
Check all staircase lighting is in working order				
No obstructions or storage (including bikes, prams etc.) on corridors, stairwells, entrance lobbies, lift lobbies, in refuse chute rooms, in clubrooms etc.				Report issues to Neighbourhood Officer
Check all staircase are clean & graffiti free				Make call backs to OCS?

Check exterior areas are litter free				
Check ground floor cupboard and half landing cupboards				
Check content of notice boards				N/Officer & Caretaker details / Call back details/ OCS schedule
Check trade buttons/ door entry sytem				
Check general signage / numbering				
COMMUNAL AREAS & WALKWAYS				
Check areas are free of obstructions				
Check all intake & electrical cupboards are locked				wet / dry riser cabinets – FB-approved locks in place no vandalism / defects / outstanding repairs etc.
Check all areas are free of combustible materials / Fire signage				Signage: where this is installed (particularly above final exit doors) this needs to be in place, not obscured or damaged or vandalised in any way
Visual check on any detection / extraction / ventilation in common parts				
Check all area free of litter				
Check all bin chute are clear				
Check bin chute				

area are free of rubbish and black bags				
Emergency & general lighting – monthly checks & written record of testing needs to be maintained				
Check rear doors				
Check window locks, glazing and cleaning				
Communal Fire Doors (& chute room doors)				not damaged, fully self-closing, not binding on floor, or frame, hinges intact, intumescent strips and cold smoke seal intact where present?
Final Exit door & main entrance door				must check the operation of these (fully self - closing)
EXTERNAL AREA S				
Check barriers are in working order				
All external areas are free of obstructions				NB especially combustible items
Check all lighting is in working order				
Check all areas are free of combustible materials & inc - empty containers				
Check the area is clean and litter free (inc. bin areas)				
Check external glazing and windows				

HEALTH & SAFETY CHECKS				
Check floor covering & condition				need to inspect for any defects and pay particular attention to any areas that could be affected by inclement weather
Wall & ceiling linings - inspected regularly for any defects				Particularly following any repair works – which must all be made good to a fire-resisting standard i.e. should not leave any gaps or holes in ceilings or walls as these could allow smoke to pass thro
Check for evidence of smoking				Update signage
Periodic checks on plant areas and other restricted access areas e.g. electrical intake cupboards to ensure no build-up of waste, no evidence of smoking, all fire extinguishers have been inspected within the last 12 months and have not been discharged etc.				
TENANT FOLLOW UP ISSUES:	NAME:	ADDRESS:	NOTES:	

Fire Risk Assessments - Criteria for prioritising RBKC blocks

High Risk

1. High rise
2. Blocks where original secondary means of escape are considered no longer viable by FB
3. Sheltered Schemes
4. Temporary Accommodation
5. Blocks which have undergone conversions of a questionable standard
6. Blocks over 4 stories with only one means of escape
7. Blocks where specific areas of concern have been raised by the Fire Brigade
8. Lack of adequate compartmentation
9. Storage of hazardous substances

Medium Risk

1. Medium-rise blocks which are not enclosed (communal walkways are open access) and may also have an alternative escape route.
2. Blocks over 4 stories with a viable and operational primary and also a secondary means of escape.
3. Blocks of 4 stories and less which were purpose-built as self-contained flats and where significant alterations have not been undertaken.
4. Medium or low-rise blocks which are designated for the use of the over-50-year-olds.

Low Risk

1. Low-rise blocks – unenclosed (where communal walkways are open access).
2. Low-rise blocks – purpose-built, self-contained residential dwellings.
3. Low-rise & medium-rise blocks of purpose-built, self-contained residential dwellings with very limited communal areas e.g. staircase only, no lobbies / landings, refuse chambers etc.

APPENDIX 3

292a Kensal Road
LONDON
W10 5BE

0207 605 6464
homeownership@tmo.org.uk

Property Ref:

Date: 11th October 2012

Dear _____,

Re: Fire Safety and leasehold flat entrance doors

We write to you regarding fire safety in relation to your flat entrance door following a Fire Risk Assessment which has been carried out in your block.

Your flat entrance door is demised to you pursuant to the terms of your lease. It is therefore your responsibility to ensure your flat entrance door is fully compliant with fire safety regulations.

You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects the safety and wellbeing not only of you and your family but of all of the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such they are required to meet standards laid down by Building Regulations and Fire Regulations.

You are therefore required to ensure that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations. You must ensure that your flat entrance door is either:

1. CERTIFIRE / FIRAS approved (Warrington 3rd party certification scheme)
- OR
2. BM TRADA Q-MARK approved as complying with British Standards BS 476 Part 22 (FD30S) or equivalent standard, including door frame, self-closing device and door furniture and be fitted by an approved contractor.

If your door is not approved as indicated by one of the above you will need to replace your door with one which is so approved.

You may be required in the future to provide us with evidence that your flat entrance door meets the standards described above. You must also ensure that in the future should you alter or replace your flat entrance door that your flat entrance door meets with and is fully compliant with fire safety regulations.

We also bring to your attention that the London Fire Brigade are the enforcement body for fire safety legislation, and you may therefore also be contacted directly by London Fire Brigade.

We bring to your attention that legal proceedings will be taken against you if your flat entrance door does not meet the standards described above.

Please contact Home Ownership in the initial instance on the number detailed above if you have any queries or would like to discuss this matter further.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Ward', with a stylized flourish at the end.

David Ward
Home Ownership Manager
Kensington and Chelsea Tenant Management Organisation

APPENDIX 4

292a Kensal Road
LONDON
W10 5BE

[REDACTED]
[REDACTED]@kctmo.org.uk

Date: 17th October 2012

Dear

Re: Fire Safety and your flat entrance door

We write to you regarding fire safety in relation to your flat entrance door.

A Fire Risk Assessment has been carried out in your block and your flat entrance door has been assessed as being of potentially high risk as it may not provide sufficient fire resistance.

Your flat entrance door is demised to you pursuant to the terms of your lease. It is therefore your responsibility to ensure your flat entrance door is fully compliant with fire safety regulations.

You will appreciate that compliance with fire regulations in blocks of flats is an important issue as it affects the safety and wellbeing not only of you and your family but of all of the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance because they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed and as such the doors in these locations are required to meet standards laid down by Building Regulations and Fire Regulations.

By 30th November 2012, you are therefore required to provide us with written confirmation and evidence that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations. You must provide us with evidence that your flat entrance door is either:

1. CERTIFIRE / FIRAS approved (Warrington 3rd party certification scheme)
- OR
2. BM TRADA Q-MARK approved as complying with British Standards BS 476 Part 22 (FD30S) or equivalent standard, including door frame, self-closing device and door furniture and be fitted by an approved contractor.

If your door is not approved as indicated by one of the above, or if you are unable to provide us with such evidence, you will need to replace your door with one which is so approved. You will then need to provide us with evidence that the replacement door meets the standards described above. I have enclosed some guidance to assist should you need to assess your door.

We also bring to your attention that the London Fire Brigade are the enforcement body for fire safety legislation, and you may also therefore be contacted directly by the London Fire Brigade.

Legal proceedings will be taken against you if you fail to comply with the fire safety regulations.

Please contact the TMO Health & Safety Team on the e-mail address or telephone number detailed above if you would like further information on the specific concerns the assessor has raised in relation to your door or if you would like to discuss this matter further.

Yours sincerely

Janice Wray
Health, Safety & Facilities Manager
Kensington and Chelsea Tenant Management Organisation

Is my flat entrance door fire rated? Or does it need to be?

Generally flat entrance doors need to be fire-rated if they are located internally. So –

- if your flat entrance is located off an internal / enclosed staircase or corridor it should be fire rated. Whereas,
- If your flat entrance door is located on an external / unenclosed balcony or walkway it would not need to be fire rated.

If you have not replaced your flat entrance door or any glazing located above or beside your flat door then you are required to take no further action at present unless you receive additional correspondence from the TMO.

If you replace your flat entrance door in the future then any door that you install or fit including any glazing in the door, above it or to the side of it must be to the requirements of the Building Regulations current at the time of the installation.

It is a Building Regulations requirement that Building Regulations approval is needed to replace a flat entrance door and also a requirement of your lease that you inform the TMO before the installation.

How do I know if my flat entrance door is fire rated?

UPVC covered or coated doors

If your door is a UPVC covered or coated door there will be no markings on the door to indicate that it is a fire rated door. When the door was purchased or fitted documentation will have been provided by the shop / merchant / contractor. This documentation could be in the form of a manufacturers certificate or just the sales receipt but it will state the fire rating of the door etc and have the relevant British Standards numbers, BS 476 Part 22 or BS 8214 etc.








Timber Fire Doors

A timber certified fire rated door could be marked with a colour coded plug or a label, so any one of the three different types of markings indicated below could be used, the plugs can be found inserted in the side edge of the door and the labels on the top edge of the door.



The British Woodworking Federation fire door marking schemes

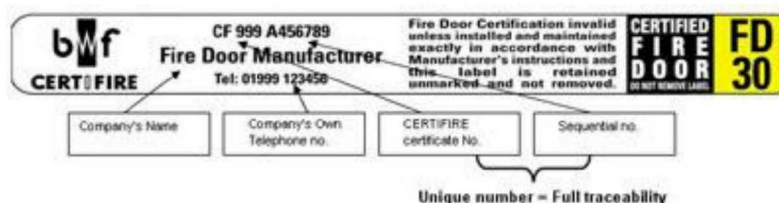
B.W.F. Scheme for identification of fire resisting door leaves in accordance with BS 476 Part 8: 1972.

Fire Resistant Ratings	Intumescent Necessary	Intumescent Not Necessary Green Core
30/20 (White background)		
30/30 (Yellow background)		
60/60 (Blue background)		
With specified Intumescent In frames or doors 30/30	White Background Blue Core 	

Remember — Red Core or Blue Core means Intumescent must be fitted in accordance with manufacturers instructions either in the door or frame. Green Core means you can carry on fixing as Intumescent has been fitted under lipping.

TRADA having similar coding system with a tree shape as centre core.

or the label



The fire rated standard required for a flat entrance door is 30 minutes, so your fire door should have either the label above with FD 30 on it or the red dot or tree.

Please provide a copy of any certification documentation or the sales receipt stating that the door is a fire rated one back to the TMO, this will include any glazing that may surround the door either in the transom light above the door or to the side of it.

If you do not have any documentation and the door has one of the above markings on it please can you provide a photograph of the door in situ and also one of the marking on the door.

If you have no documentation or there are no markings on the flat entrance door you could in the first instance contact the contractor who fitted the door and ask him to provide the required information. It has been a requirement of the Building Regulations that flat entrance doors fitted in protected staircases or on protected corridors should be fire rated since the early 1990s. Contractors undertaking the installation and replacement of fire rated doors should understand the requirements of the Building Regulations and implement them.

If this avenue does not provide the documentation required then you should seek advice from a competent person who can provide you with documentation stating that your flat entrance door is fire rated or not.

The Fire Consultant used by the TMO, Mr Carl Stokes, is professionally competent to carry out this inspection. He has advised that the cost of this service will be £50 including VAT. Should you wish to contact Mr Stokes his details are as follows –

██████████@firesafety-consultant.co.uk and mobile phone ██████████

1st October 2013

Dear

RE: Letter Before Action - Fire Safety and Flat Entrance Door

We are instructed by the Royal Borough of Kensington and Chelsea ('the Borough') and Kensington and Chelsea Tenant Management Organisation ('the TMO').

A Fire Risk Assessment has been carried out at your block and your flat entrance door has been assessed as being of potentially high risk as it may not provide sufficient fire resistance. You were informed of this in the letter sent to you on 11th October 2012. If your door was highlighted at that time you would have received a further letter on 17th October 2012.

Your flat entrance door is demised to you pursuant to the terms of your lease. It is your responsibility to ensure that your flat entrance door is fully compliant with fire safety regulations.

This letter is a letter before action and is notice to you as follows:

1. By 15th October 2013, you are required to provide us with written confirmation and evidence that your flat entrance door meets the required fire safety standards and is fully compliant with fire safety regulations. Such written confirmation and evidence will need to be assessed by the TMO's appointed Fire Consultant who will confirm whether your evidence is accepted.
2. By 15th October 2013:
 - 2.1 If you are unable to provide such evidence, you are required to contact Janice Wray on telephone number [REDACTED] to arrange for an inspection by Mr Carl Stokes, the TMO's appointed Fire Consultant, on one of the following dates. Mr Stokes will inspect your premises to ensure fire safety compliance; this inspection is free of charge as the cost will be met by the TMO.

Thursday 3rd October 2013

Tuesday 8th October 2013

Thursday 10th October 2013
 - 2.2 You are further required to ensure that such inspection is to have been carried out by 21st October 2013. The cost of this inspection will be borne by the TMO.
3. By 4th November 2013, you are required to have replaced your flat entrance door if it continues to fail to comply with fire safety standards. You will need to replace your flat entrance door with one which is approved and compliant with fire safety regulations. The costs of such replacement will need to be borne by you. We refer you to the information provided in the letters of 11th October and 17th October 2012. We attach an Information Sheet for you. You must ensure that your flat entrance door is either (1) CERTIFIRE/FIRAS approved (Warrington 3rd party certification scheme), or (2) BM TRADA Q-MARK approved as complying with British Standards BS 476 Part 22 (FD30S) or equivalent standard, including door frame, self closing device and door furniture. Such approved flat entrance door must be fitted by an approved contractor.
4. If you refuse to replace your flat entrance door with a door which is compliant with fire safety legislation by 4th November 2013, a request will be made to the Council's Environmental

Health Department to take further action. This could result in enforcement action being taken against you under Part 1 of the Housing Act 2004. For your information, any enforcement action is likely to proceed along the following lines:

- 4.1 The Council will write to you, requesting that you give access to your home to carry out an inspection of your property to identify any deficiencies/defects that may cause significant hazards, emphasis will be placed on the fire hazard i.e. the absence of a fire resisting door) to you and other residents.
- 4.2 If access is not allowed or is refused, environmental health may apply to the local Magistrates Court for a warrant to enter your premises.
- 4.3 If the warrant is granted, an officer from the Council will enter your home with the Police and locksmith in attendance. Your property would be left in a secure manner once the officer has completed the inspection.
- 4.4 Upon completing the inspection an assessment will be made to assess the hazards and determine if enforcement action is appropriate and necessary.
- 4.5 If so, a legal notice will be served on you requiring works to be carried out to the property within a specified timeframe. You will be charged a fee to cover the costs of enforcement. You will have a right of appeal against the notice. The notice will be recorded on the local land charges register.
- 4.6 If works are not started or completed within the specified timeframes, the Council may undertake the works themselves (works in default) and you may be prosecuted for non compliance.
- 4.7 If access to the property is denied to undertake these works, the Council, if appropriate, may apply to the local Magistrates Court for a further warrant to enter your premises as in paragraph 2 above to carry out works in default.
- 4.8 Any works in default will be subject to a 30% administrative fee to cover the Council's costs.
- 4.9 Any sums outstanding will be recovered as a debt.

As relayed to you in the above referenced earlier correspondence, compliance with fire regulations in blocks of flats is an important issue as it affects the safety and wellbeing of not only of you and your family but of all of the residents in the entire block, as well as visitors and workers. Flat entrance doors are of particular importance as they protect the means of escape from the building in an emergency situation. This is especially important within blocks where the communal lobbies and walkways are enclosed. The doors in these locations are required to meet standards laid down by Building Regulations and Fire Regulations.

Please contact Janice Wray, TMO Health and Safety Team on email [REDACTED]@kctmo.org.uk or by telephone on [REDACTED] if you would like to discuss this matter further.

However, we confirm that the dates by which we require compliance must be adhered to by you. Failure to do so could result in enforcement action against you as detailed above.

Yours sincerely

Cynthia Vachino
Solicitor (Housing and Litigation)

Enc. Information sheet September 2013: Fire Doors

Lift Safety – information for residents who become shut in TMO lifts

This is to advise you of the procedure to follow in the unlikely event that you become shut in a lift.

As lifts are replaced their alarms are upgraded and linked to a dedicated telephone line which is manned 24 hours a day. In addition, a few of the lifts in larger blocks have also had this facility added. Therefore, if you were to become stuck/trapped in a new lift (generally those replaced within the last fifteen years) such as those now in operation at Worlds End estate, Silchester estate, Edenham Way, Trellick Tower, Grenfell Tower, Chesterton Square, Broadwood Terrace etc. please press the alarm and hold it until a member of staff responds. You will be asked for details of your location so please advise which estate and block you are in. If you live in a block with an older lift then please press the alarm and advise those who respond to contact the TMO on 0800 137 111.

Once staff are notified they will contact our lift maintenance contractors to see if they have an engineer in the vicinity who can respond in a reasonable timescale (ideally no more than 15-20 minutes). If an engineer can respond promptly he will be instructed to attend immediately. If the engineers are unable to attend within an acceptable timeframe our staff will contact the Fire Brigade, advise that our engineers are unable to respond on this occasion and the Fire Brigade will then attend and release you.

The Fire Brigade have asked that residents be reminded of this procedure as they will no longer be responding to direct calls from residents stuck/trapped in lifts, but will refer them back to their landlord in the first instance. Clearly in situations where the landlord is unable to arrange for quick release of residents or where those shut in the lift are in great distress or there is a medical emergency the Fire Brigade will be informed and will respond.

I would also take this opportunity to reassure you that the lifts on your estate are maintained to a high standard. In particular, they undergo monthly inspection and maintenance by our lift contractors and daily inspections (visual checks, testing of alarm etc.) by the Neighbourhood staff. However, should you become aware of any defects please do report these using the repairs freephone 0800 137 111.

Location of all TMO Lifts

Address	Equipment	lift no.	Location
Greaves Tower, Worlds End Estate, SW10	Passenger Lift	H001	R/H Even
Greaves Tower, Worlds End Estate, SW10	Passenger Lift	H002	L/H Odd
Whistler Tower, Blantyre Street, off Cheyne Walk, Worlds End Estate, SW10	Passenger Lift	H003	R/H Even
Whistler Tower, Blantyre Street, off Cheyne Walk, Worlds End Estate, SW10	Passenger Lift	H004	L/H Odd
Ashburnham Tower, Worlds End Estate, SW10	Passenger Lift	H005	R/H Even
Ashburnham Tower, Worlds End Estate, SW10	Passenger Lift	H006	L/H Odd
Dartrey Tower, Worlds End Estate, SW10	Passenger Lift	H007	R/H Even
Dartrey Tower, Worlds End Estate, SW10	Passenger Lift	H008	L/H Odd
Blantyre Tower, Worlds End Estate, SW10	Passenger Lift	H009	R/H Even
Blantyre Tower, Worlds End Estate, SW10	Passenger Lift	H010	L/H Odd
Chelsea Reach Tower, Worlds End Estate, SW10	Passenger Lift	H011	R/H Even
Chelsea Reach Tower, Worlds End Estate, SW10	Passenger Lift	H012	L/H Odd
Berenger Tower, Worlds End Estate, SW10	Passenger Lift	H013	R/H Even
Berenger Tower, Worlds End Estate, SW10	Passenger Lift	H014	L/H Odd
Blantyre Walk, Worlds End Estate, SW10	Goods Lift/Service Lift	H015	Goods lift
Jean Darling House, Milmans Street, SW10	Passenger Lift	H016	Passenger lift
King Charles House, Wandon Rd, SW6	Passenger Lift	H018	L/H
King Charles House, Wandon Rd, SW6	Passenger Lift	H019	R/H
Lacland House, Anne Lane, SW10	Passenger Lift	H020	Flats 1-16
Lacland House, Anne Lane, SW10	Passenger Lift	H021	Flats 17-32
Riley House, Anne Lane, SW10	Passenger Lift	H022	Flats 1-16
Riley House, Anne Lane, SW10	Passenger Lift	H023	Flats 17-32
Gillray House, Anne Lane, SW10	Passenger Lift	H024	Flats 1-16
Gillray House, Anne Lane, SW10	Passenger Lift	H025	Flats 17-32

Milman House, Anne Lane, SW10	Passenger Lift	H026	Flats 1-16
Milman House, Anne Lane, SW10	Passenger Lift	H027	Flats 17-32
Brunei House, 105 Cheyne Walk SW10	Passenger Lift	H028	Passenger lift
Nursery Lane, Highlever Road, 1 W10	Passenger Lift	H030	Passenger Lift
Mulberry Close, Beaufort Street, SW3 SAB	Passenger Lift	H031	Passenger Lift
Wiltshire Close, London SW3	Passenger Lift	H032	Flats 1-26
Wiltshire Close, London SW3	Passenger Lift	H033	Flats 35-60
Wiltshire Close, London SW3	Passenger Lift	H034	Flats155-180
Wiltshire Close, London SW3	Passenger Lift	H035	Flats 189-214
Wiltshire Close, London SW3	Passenger Lift	H036	Flats 69-146 6 Floors R/H
Wiltshire Close, London SW3	Passenger Lift	H037	Flats 69-146 6 Floors R/H
Curran House, Lucan Place, SW3	Passenger Lift	H038	Passenger lift
Keppel House, Fulham Road, SW3	Passenger Lift	H039	Passenger lift
Elm Park House, Fulham Road, SW3	Passenger Lift	H040	L/H Lift
Elm Park House, Fulham Road, SW3	Passenger Lift	H041	R/H Lift
Elm Park Gardens, 110, SW10	Passenger Lift	H042	Passenger lift
Elm Park Gardens , 104, SW10	Passenger Lift	H043	Passenger lift
Elm Park Gardens, 98,SW10	Passenger Lift	H044	Passenger lift
Elm Park Gardens, 93, SW10	Passenger Lift	H04S	Flats 21-40
Elm Park Gardens, 93,SW10	Passenger Lift	H046	Flats 1-20
Elm Park Gardens, 92,SW10	Passenger Lift	H047	Passenger lift
Elm Park Gardens, 86, SW10	Passenger Lift	H048	Passenger lift
Elm Park Gardens, 74 SW10	Passenger Lift	H050	Passenger lift
Elm Park Gardens, 71 SW10	Passenger Lift	H051	Passenger lift
Elm Park Gardens, 68, SW10	Passenger Lift	H052	Passenger lift
Elm Park Gardens, 68,SW10	dustbin hoist	H053	Goods Lift

Elm Park Gardens, 67 SW10	Passenger Lift	H054	Flats 21-40
Elm Park Gardens, 67 , SW10	Passenger Lift	H055	Flats 1-20
Elm Park Gardens, 55 SW10	Passenger Lift	H056	Passenger lift
Elm Park Gardens, 40 ,SW10	Passenger Lift	H057	Passenger lift
Elm Park Gardens, 35 ,SW10	Passenger Lift	H058	Passenger lift
Elm Park Gardens, 34 ,SW10	Passenger Lift	H059	Passenger lift
Elm Park Gardens, 28 ,SW10	Passenger Lift	H060	Passenger lift
Elm Park Gardens, 22 ,SW10	Passenger Lift	H061	Passenger lift
Elm Park Gardens, 16 SW10	Passenger Lift	H062	Passenger lift
Elm Park Gardens, 10 SW10	Passenger Lift	H063	Passenger lift
Elm Park Gardens, 7 ,SW10	Passenger Lift	H064	Flats 21-40
Elm Park Gardens, 7 , SW10	Passenger Lift	H065	Flats 1-20
Elm Park Gardens, 5 , SW10	Passenger Lift	H066	Flats 21-40
Elm Park Gardens, 5 ,SW10	Passenger Lift	H067	Flats 1-20
Fulham Road, 361 , SW10	Passenger Lift	H068	Passenger lift
Fulham Road, 437 , SW10	Passenger Lift	H069	Passenger lift
Cecil Court, Fawcett Street, SW10	Passenger Lift	H070	Passenger lift
Broadwood Terrace Pembroke Rd W8	Passenger Lift	H071	Passenger lift
Chesterton Square, Pembroke Road, W8	Passenger Lift	H072	"A" L/H lift
Chesterton Square, Pembroke Road, W8	Passenger Lift	H073	"B" R/H lift
Ingelow House, Holland Street, W8	Passenger Lift	H074	Flats 1-16
Ingelow House, Holland Street, W8	Passenger Lift	H075	Flats 17-32
Campden Houses, Peel Street, W8	Passenger Lift	H076	Flats 1-17
Campden Houses, Peel Street, W8	Passenger Lift	H077	Flats 18-34
Campden Houses, Peel Street, W8	Passenger Lift	H078	Flats 35-53
Campden Houses, Peel Street, W8	Passenger Lift	H079	Flats 54-72

Campden Houses, Peel Street, W8	Passenger Lift	H080	Flats 73-91
Campden Houses, Peel Street, W8	Passenger Lift	H081	Flats 92-108
Campden Houses, Peel Street, W8	Passenger Lift	H082	Flats 109-125
Hesketh Place, 6-16 ,W11	passenger Lift	H083	Passenger lift
Runcorn Place, 7-12 , W11	Passenger Lift	H084	Passenger Lift
Carton House, Henry Dickens Court, W11	Passenger Lift	H085	Big lift
Carton House, Henry Dickens Court, W11	Passenger Lift	H086	Small lift
Marley House, Henry Dickens Court, W11	Passenger Lift	H087	Big lift
Marley House, Henry Dickens Court, W11	Passenger Lift	H088	Small lift
Treadgold House, 25 Bomore Road, W11 4HD	Passenger Lift	H089	Passenger lift
Grenfell Tower, W11	Passenger Lift	H090	"A" L/H lift
Grenfell Tower, W11	Passenger Lift	H091	"B" R/H lift
Grenfell Tower, W11	Passenger Lift	H092	S.S. Office
Dixon House, Darfield Way, W10	Passenger Lift	H093	Even floors
Dixon House, Darfield Way, W10	Passenger Lift	H094	Odd floors
Frinstead House, Shalfleet Drive, W10	Passenger Lift	H095	Even floors
Frinstead House, Shalfleet Drive, W10	Passenger Lift	H096	Odd floors
Markland House, Darfield Way, W10	Passenger Lift	H097	Even floors
Markland House, Darfield Way, W10	Passenger Lift	H098	Odd floors
Whitstable House, Silchester Road, W10	Passenger Lift	H099	Even floors
Whitstable House, Silchester Road, W10	Passenger Lift	H100	Odd floors
Whitchurch House, 3 Kingsdown Close, W11	Passenger Lift	H101	Passenger lift
Talbot House, 10 Ladbroke Crescent, W11	Passenger Lift	H102	Passenger Lift
Lowerwood Court, Ladbroke Grove, W11	Passenger Lift	H103	L/H Odd floors
Lowerwood Court, Ladbroke Grove, W11	Passenger Lift	H104	R/H Even floors
Tavistock Road, 70-80 ,W11	Passenger Lift	H105	Passenger Lift

Clydesdale House, 255 Westbourne Park Rd, W11	Passenger Lift	H106	Passenger lift
Ledbury House, Lonsdale Road, W11	Passenger Lift	H107	Passenger lift
Lonsdale House, Lonsdale Road, W11	passenger Lift	H108	Flats 1-16
Lonsdale House, Lonsdale Road, W11	passenger Lift	H109	Flats 17-32
Lonsdale House, Lonsdale Road, W11	passenger Lift	H110	Flats 33-48
Lonsdale House, Lonsdale Road, W11	passenger Lift	H111	Flats 49-64
Lonsdale House, Lonsdale Road, W11	passenger Lift	H112	Flats 65-80
Longlands Court, Westbourne Grove, W11	passenger Lift	H113	Flats 1-12
Longlands Court, Westbourne Grove, W11	passenger Lift	H114	Flats 13-24
Longlands Court, Westbourne Grove, W11	passenger Lift	H115	Flats 25-36
Longlands Court, Westbourne Grove, W11	passenger Lift	H116	Flats 37-48
Longlands Court, Westbourne Grove, W11	passenger Lift	H117	Flats 49-81
Acklam Road, W10	Passenger Lift	H118	3 Floors
Acklam Road, W10	Passenger Lift	H119	2 Floors
Edenham Way, W10	Passenger Lift	H120	Flats 15-50 L/H
Edenham Way, W10	Passenger Lift	H121	Flats 15-50 R/H
Edenham Way, W10	Passenger Lift	H122	Flats 51-80 L/H
Edenham Way, W10	Passenger Lift	H123	Flats 51-80 R/H
Trellick Tower, 5 Golborne Road, W10	Passenger Lift	H124	L/H lift
Trellick Tower, 5 Golborne Road, W10	Passenger Lift	H125	Middle lift
Trellick Tower, 5 Golborne Road, W10	Passenger Lift	H126	R/H lift
Adair Tower, Appleford Road, W10	Passenger Lift	H127	L/H lift
Adair Tower, Appleford Road, W10	Passenger Lift	H128	R/H lift
Hazlewood Tower, Appleford Road, W10	Passenger Lift	H129	L/H lift
Hazlewood Tower, Appleford Road, W10	Passenger Lift	H130	R/H lift
Manchester Drive, Southern Row, W10	Passenger Lift	H131	Block 1/2

Manchester Drive, Southern Row, W10	Passenger Lift	H132	Block 3/4
Raymede Tower, Treverton Street, W10	Passenger Lift	H133	L/H lift
Raymede Tower, Treverton Street, W10	Passenger Lift	H134	R/H lift
Treverton Tower, Treverton Street, W10	Passenger Lift	H135	L/H lift
Treverton Tower, Treverton Street, W10	Passenger Lift	H136	R/H lift
St. Quintins Avenue, 69 ,W11	Passenger Lift	H137	Passenger lift
Portobello Road, 375 , W11	Passenger Lift	H138	Passenger Lift
Oxford Gardens, 34, W10	Passenger Lift	H139	Passenger Lift
Burgessfield, 57 Wornington Road, W11	Passenger Lift	H147	Passenger lift
Cambridge Gardens, 118 , W10	Passenger Lift	H149	Passenger lift
Oxford Gardens, 36 , W10	Passenger Lift	H150	Passenger Lift

Key

Lifts in **bold text** are fire-fighting lifts

ROLES & RESPONSIBILITIES OF TMO FIRE MARSHALS**FIRE SAFETY TRAINING:**

The TMO will annually hold independent training for fire marshals which you will be required to attend.

FIRE MARSHAL RESPONSIBILITIES:

- To ensure all our areas are kept clear of combustible items / flammable materials and encourage good housekeeping.
- To know your escape routes and staircases.
- To maintain access to all escape routes.
- To attend annual fire marshal refresher training.
- To be familiar with the location and use of the fire extinguishers.

IN AN EMERGENCY SITUATION:

- Take control of the situation.
- Ensure you and your colleagues follow the correct procedure.
- Ensure that your areas of the building are evacuated and all rooms are clear.
- One Fire Marshal from each office to report their area clear to the Fire Evacuation Co-ordinator
- Ensure staff remain in the designated area until instructed to disperse or return to the building.

PERSONAL EMERGENCY EVACUATION PLAN

APPENDIX 10

NAME:

LOCATION:..... Offices

AWARENESS OF PROCEDURE

I have received the emergency evacuation procedures:

in Braille ☐ on tape ☐ in BSL ☐
in print ☐ in large print ☐ in SSE ☐

ALARM SYSTEM

I am informed of an emergency evacuation by:

existing alarm system ☐ pager device ☐
visual alarm system ☐ other (please specify) ☐

ASSISTANCE PROVIDERS – if any

For example where an Evac Chair is required assistance will be provided by

Other members of staff in room as required

EVACUATION PROCEDURE: (a step by step account beginning from the first alarm)

1. The alarm sounds
2. Prepare to leave the building.
3. Route to be taken and assistance by whom?
4. Route taken in event of primary route being blocked -
5. Use of refuge?
- 6.. Assembly area?

7. If refuge to be used arrangements for evacuating in event of the Fire Evacuation Coordinator or the Fire Brigade instructing that this is required.
8. Arrangements for returning to building at end of emergency.

NOTES FOR COLLEAGUES ACCOMPANYING :

SAFE ROUTE(S): (Please provide a diagram where necessary).

Describe route from office in detail -

If the fire/emergency is blocking the primary route the alternative fire refuge / escape route is -

Assembly point is at :

METHODS OF ASSISTANCE: (e.g. transfer procedures, methods of guidance etc.)

Evac Chair etc.

EQUIPMENT PROVIDED:

Please detail

SUMMARY OF PROCEDURE:

Jan 2013