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Page 1: Main Webpage

Fire Safety at home

- In the event of a fire, **you should telephone 999 and ask for the fire service**. Calls are free.
- The advice as to whether you evacuate will depend on your building. The advice for council tenants or for those who have own a council leasehold block of flats is currently to stay put in the event of a fire, however, some buildings which do not belong to the council may have different advice. Please make sure that you know what the advice is.
- Fire safety is a shared responsibility between you and your landlord.

Our commitment

- Fire safety has always been a high priority for the council. To see the council's pledge on Fire Safety click here: **INSERT HYPERLINK**
- Following the tragedy at Grenfell Tower, we have been reviewing our fire safety systems and procedures. All council housing blocks have an up-to-date fire risk assessment (FRA) in place. Further information of FRAs is available in. [Fire Risk Assessments \(FRAs\) - Tower Hamlets Homes](#)
- Our supply of council homes is managed on behalf of the council by Tower Hamlets Homes. You can read about Tower Hamlets Homes approach to Fire Safety here: [https://www.towerhamletshomes.org.uk/uploads/assets/THH Approach to Fire Safety Feb 2019.pdf](https://www.towerhamletshomes.org.uk/uploads/assets/THH_Approach_to_Fire_Safety_Feb_2019.pdf)

Improving fire safety standards across the borough

- We are working with our housing partners and developers to ensure fire safety across the residential sector. This includes working with the Ministry of Housing Communities and Local Government to contact owners of buildings over 18 metres in height to find out what their buildings are cladded in and encourage speedy remediation works where the cladding is of fire safety concern. We have encouraged building owners to apply to access the £1billion non-Aluminium Composite Material (ACM) fund.
- In December 2020, the government announced the Waking Watch Relief Fund to pay for the installation of common fire alarm systems in high-rise buildings with unsafe cladding, removing, or reducing the need for waking watch. The initial tranche of the Waking Watch Relief Fund was administered by the GLA in London. The fund re-opened again on 26th May 2021 for four more weeks and the MHCLG are now administering this across England.
- We are working hard to deliver fire safety improvements to our own housing stock investing circa £'s xxxxxx on works. We are also working with regional partners to lobby government for sufficient resources to support fire safety improvements across all dwellings and preparing for the Building Safety Bill which was introduced in the House of Commons on 5th July 2021. <https://www.gov.uk/government/collections/building-safety-bill>
- Private landlords are responsible for ensuring their properties are safe and free from health hazards. The [Residential Landlords Association \(RLA\)](#) and [National Landlords Association \(NLA\)](#) offer information on ensuring you are renting a safe and secure home.

What are the Government's proposals for Fire and Building Safety?

The Fire Safety Act (2021) received Royal Assent on 29 April 2021, though it is still to come into force. You can read about the [Fire Safety Act on the government website](#). The [Building Safety Bill](#), in its current form, was introduced to the House of Commons on 5 July 2021.

Both the Fire Safety Act and the Building Safety Bill intend to make sure that residents of high-rise buildings feel safer in their homes by significantly reducing fire risks. They are a response to the Grenfell Tower tragedy – to stop such an event from ever happening again and minimising fire risks to make sure that high-rise buildings are managed properly.

General advice and guidance

Most fires in the home can be prevented by taking a few simple precautions, such as ensuring cigarettes are properly stubbed out, never leaving candles unattended, and having at least one working smoke alarm installed in your home.

Safety tips and advice

Government

Fire kills – lets prevent it. Safety tips and advice from Government on how to keep your home safe is available [here](#). This includes potential hazards like cooking, smoking, candles, celebrations, and electrical safety.

London Fire Brigade

The London Fire Brigade provides simple, practical information and advice that can help minimise the risk of a fire occurring, including creating and practising an escape plan and requirements by law.

- London Fire [Brigade](#) Home Fire Safety: Keep your loved ones safe from fire
- Fire safety easy [read](#)
- Home fire safety [essentials](#)
- Fire safety in the home [booklet](#)
- Home safety [guidance](#) for purpose-built flats and maisonettes
- Fire safety [law](#) - responsibilities and ensuring compliance with the "the Fire Safety Order"

Supporting webpages:

- Page 2: Fire safety prevention and protection - a summary of your responsibilities
- Page 3: Keeping council homes safe
- Page 4: Keeping private and housing association homes safe
- Page 5: Fire safety FAQ's

Page 2: Fire safety prevention and protection - a summary of your responsibilities

1. Fire prevention

The London Fire Brigade is the busiest fire rescue service in the country. To see how many fire related incidents they have dealt with in the last and previous years in Tower Hamlets click here:

<https://data.london.gov.uk/dataset/london-fire-brigade-incident-records>

You can help us to reduce the risk of fires by taking some simple measures:

- Keep rubbish away from public areas by placing rubbish out on the morning of collection.
- Store rubbish in a secure area until collection time. This will make it difficult for intruders to set light to it
- Do not leave rubbish, bikes, buggies, wheelchairs, or prams in communal areas or obstruct escape routes.
- Keep balconies free from clutter.
- If you have a skip fill it up as soon as possible and have it collected promptly
- Report any abandoned cars to the council.
- Don't leave candles unattended
- Shut doors - a door can give you 20 minutes protection in a fire.
- Make sure that you close internal doors at night to prevent fire from spreading
- Ensure cigarettes are stubbed out and disposed of carefully
- Never smoke in bed
- Keep matches and lighters away from children
- Keep clothing away from heating appliances
- Fit a smoke alarm - they save lives. Test your alarm weekly and please do not remove the battery
- Make sure you know where your nearest fire **exit is**.

2. Top tips to protect your home from fire

Install a smoke alarm

A smoke alarm is the easiest way to alert you of a fire, giving you time to escape.

- **Have at least one working smoke alarm in your home, ideally situated on the ceiling in the hallway but not in a kitchen or a bathroom. If your home has more than one floor, put a smoke alarm on each landing.**
- **Test your alarm every week to check that it works**

You can buy battery operated smoke alarms from supermarkets and DIY stores, and the London Fire Brigade carry out free home safety fire visits and fit smoke alarms for free if you need them.

<https://www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit/>

If you have difficulty hearing, you can buy a smoke alarm that has a vibrating pad or a flashing light.

To find out more, visit: <https://rnid.org.uk/information-and-support/technology-and-products/smoke-alarm-systems/>

3. Know your fire plan

Think about how you could escape quickly and safely from your home if there was a fire.

If a fire starts in your flat, you need to get everyone safely out. The London Fire Brigade have a video to help you plan your best escape route: https://www.youtube.com/watch?v=bTBwVw_IeJY

The procedure to escape safely from a fire in your home depends on what kind of building you live in, so it's vital you know where the doors out of your building are and about the fire evacuation plan for your building.

If you are a council tenant or leaseholder, contact your housing officer for more information about this.

If you are a private tenant in Tower Hamlets , contact your landlord for this information.

If you are a leaseholder in a privately owned building, contact the owner (the freeholder), your residents' management company or a managing agent.

In the event of a fire in your home, an escape plan can mean the difference between life and death:

- talk through your escape plan with everyone who lives in your home, especially children and teenagers, older people and lodgers
- choose the best escape route, which is normally your usual way in and out of your home
- also choose a second escape route in case the first one is blocked. Always aim to keep them both clear
- tell everyone where the keys to doors and windows are kept
- go through what to do in a fire
- if there's a fire it is vital that you act quickly and calmly once you become aware of a fire
- alert everyone – shout and get everyone together
- don't delay – you can't afford to waste any time
- get everyone out, using your escape route
- once you've escaped, call 999 (999 calls are free)
- don't go back in for anything - if there is still someone inside wait for the fire brigade to arrive
- find somewhere safe to wait. When the fire brigade arrives, give as much information as possible about the fire and the building, and if anyone is still inside

4. Keep communal areas clear

It is important to keep communal areas like corridors, walkways and exit doors clear, so that if there is a fire, residents can evacuate the building quickly and safely and the fire brigade will be able to reach your property without obstacles in the way.

5. Electrics and domestic appliances

Do not leave electrical appliances on standby. Always switch them off and unplug them when not in use.

Don't overload electrical sockets. Only use one plug per socket. To see if you're overloading your sockets check: <https://www.twothirtyvolts.org.uk/socket-overload/?hdpi=1>

Faulty electrical goods can cause fires. Take care with second-hand appliances and ensure they have been safely checked. A list of recalled products is available at: <https://productrecall.campaign.gov.uk/#G5KBACmIjFlc58dG.97>

You can register all of your domestic appliances to ensure that the manufacturers know who to contact if a safety repair is needed. The website provides quick access to the registration pages of over 60 leading brands of domestic appliances. www.registermyappliance.org.uk

Always use the charger that came with your phone, tablet, e-cigarette or mobile 5 device or a genuine replacement. Counterfeit electrical chargers can be deadly and many fail to meet UK safety regulations leading to fires and injury. www.london-fire.gov.uk/overloading-electrical-sockets.asp

6. Cooking

- Never leave pans unattended when cooking.
- Ensure you always check that you have switched the cooker off after cooking. Take extra care when cooking with hot oil. Consider buying a deep-fat fryer which is controlled by a thermostat.
- Don't cook if you are tired, have been drinking alcohol or taking medication that might make you drowsy.
- Keep the oven, hob, cooker hood and grill clean, and in good working order.
- Never put anything metal in the microwave.
- Never use a barbeque (BBQ) including disposable, indoors or on a balcony. If a cooking pan catches fire do not try to move the pan. Do not throw water onto the fire as it can create a fireball. If you can do so safely turn off the heat.
- Leave the room and close the door. Shout to warn others to get out, stay out and call 999.

7. Stay safe when you go to bed

- Close all doors as this helps to prevent fire spreading.
- Switch off and unplug electrical items such as TVs and avoid charging devices like mobile phones when you are asleep.
- Only leave essential appliances switched on such as fridge or freezer. Turn all others off.
- Make sure candles are out before you go to bed.
- Check that your cooker and heaters are turned off.
- Turn off and unplug electric blankets before going to sleep.
- Make sure cigarettes are stubbed out properly and are disposed of carefully. Never smoke in bed.
- Do not leave electrical appliances on standby. Always switch them off and unplug them when not in use.

8. What to do if a fire starts in your home

Never try and tackle a fire yourself – you could put your own life and others in danger.

If the fire is in your flat

If a fire starts in your flat, you need to get everyone safely out. This London Fire Brigade video gives you advice on planning your best escape route. https://youtu.be/bTBwVw_IeJY

- Call 999.
- Some homes offer multiple escape routes. Where the front door is usually the main or preferred route of escape, your secondary escape route may be the balcony at the back of your home.
- If possible, close the door of the room where the fire is and all doors behind you as you leave. This will help delay the spread of fire and smoke.
- Don't try to pick up any personal belongings.

- Fire produces smoke and poisonous gases that can cause light-headedness or loss of consciousness if you breathe it in which can cause issues if you're trying to get out of a burning building. To escape a fire and its fumes, crawl to the closest exit, remembering that it may be a window. Staying low to the ground will help protect you from inhaling smoke and toxic gases
- If you must go through a door to get to an exit, check if the door is hot. If the door (or doorknob) is warm to the touch, there could be fire raging on the other side, so do not go through it. If you open a door and see fire or smoke, shut the door and go to a second exit.
- Use the emergency exit and do not use a lift. Only use a balcony if it is part of an official escape route.
- If you live in a purpose-built flat or maisonette, London Fire Brigade has different advice that you should follow <https://www.london-fire.gov.uk/about-us/our-campaigns/know-the-plan/>

If the fire is not in your flat

If the fire is not in your flat, **make sure you know your fire plan.**

Often the best option is to stay indoors and call the London Fire Brigade.

If you live in a house or a flat that is part of a converted house, and there is a fire in your property, get out, stay out, and call 999.

9. If you are cut off by fire

- Try to remain calm and alert people in the home.
- Close the door and use towels or similar to block any gaps to help stop smoke spreading into the room. If you can wet the fabric down, do so. Cover vents with wet blankets as well, to keep smoke from seeping into the room
- Call 999 if you have access to a phone and give as much detail as possible about the fire, including the property number and floor of the property.
- If you get stuck on an upper floor of a building, hang sheets or anything large enough to capture people's attention out the window to let firefighters know where you are. Do not attempt to make your way through the fire.
- Try to make your way to a window.
- If the room becomes smoky, crawl along the floor as the smoke rises.
- Open the window. This will allow smoke to escape and provide you with fresh air.

10. Fire safety education at [home](#) (with children)

The London Fire Brigade has some useful resources for children. [Learning at home | London Fire Brigade \(london-fire.gov.uk\)](#).

Page 3: Keeping Council homes safe

Introduction

The principal piece of legislation in England and Wales that covers safety in social housing is the **Housing Act (2004)**, which identifies 29 categories of potential hazards, one of which is fire. Additionally, the **Regulatory Reform (Fire Safety) Order 2005** (commonly known as the FSO) applies to the common parts of multi-occupied residential housing and requires landlords or housing owners to carry out a Fire Risk Assessment and implement appropriate precautions.

The recent Fire Safety Act which received Royal Assent on 29th April 2021, it has yet to come into force (i.e. have legal effect), the Fire Safety Act 2021 will amend the Regulatory Reform (Fire Safety) Order 2005 by clarifying the applicability of this Order to specific parts of residential buildings, most notably to external walls and anything attached thereon, with far reaching consequences for responsible persons (i.e. the duty holder) who must ensure compliance with the law.

In summary, the Fire Safety Act (2021) will:

- Apply to all multi-occupied residential buildings (i.e. where there are “2 or more sets of domestic premises”)
- Amends the Fire Safety Order(2005) to require all responsible persons to assess, manage and reduce the fire risks posed by the structure, external walls (including cladding, balconies and windows), and any common parts of buildings. The latter includes all doors between domestic premises
- Allows the Fire Service to take enforcement action against responsible persons who fail to comply with the requirements of this Act
- Enables the government to issue risk based guidance which can be referred to as proof that a responsible person has either complied or failed to comply with the requirements of the Act

Tower Hamlets Homes

The Council has delegated its housing services to Tower Hamlets Homes (THH), a wholly owned Arm’s Length Management Organisation (ALMO). The current management agreement runs till 2028, with a break clause in 2024. You can read about Tower Hamlets Homes approach to Fire Safety here: <https://www.towerhamletshomes.org.uk/uploads/assets/THH Approach to Fire Safety Feb 2019.pdf>

Fire Risk Assessments

Carrying out a fire risk assessment on a block is a legal requirement and an essential component of good fire safety management. It is the process of identifying potential fire hazards, how they should be managed, and whether additional measures need to be taken to eliminate or reduce risk. Fire risk assessments are carried out every year on high-rise tower blocks, above five-storeys, while low-rise blocks are reviewed every three years.

We want to give our residents as much reassurance as possible about the fire safety of their council home. Tower Hamlets Homes carries out fire risk assessments for all residential blocks it manages and assessments for each block have been published on its [website](#) to demonstrate the steps being taken are taking to keep people safe.

Smoke Alarm

- If you are a **council leaseholder**, fit smoke alarms on each floor and test them once a week. The Fire Brigade provides FREE home fire safety checks and will give you a free smoke alarm. You can book an appointment [online](#) or phone them on 0800 028 44 28.
- If you are a **council tenant**, there should already be a smoke alarm in your flat. If not, please contact the THH Housing Service Centre on 020 7364 5015.
- Fire safety information and advice for tenants and leaseholders of THH managed properties is available: [Fire safety - Tower Hamlets Homes](#)
 - Email: contact@thh.org.uk
 - Phone: 020 7364 5015

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Page 4: Keeping private and housing association homes safe (or consider splitting the two)

Responsibilities of landlords and managing agents

If you live in a privately rented or housing association property, your landlord or housing provider is responsible for fire safety in your building.

This includes things like providing smoke alarms and carbon monoxide detectors, providing fire doors, and ensuring communal areas are kept free of belongings.

The London Fire Brigade provides a full guide to:

- The [Responsibilities](#) of landlords and managing agents
- [Tenants'](#) rights and fire safety
- Fire safety in shared or rented [accommodation](#)
- The London Fire Brigade can take action if there are fire safety concerns about communal areas such as shared corridors and stairwells

Private renting in Tower Hamlets and fire safety

Residents in private blocks of flats should adhere to the London Fire Brigade's [information for people who live in purpose-built flats and maisonettes](#) and can book a [free home fire safety visit](#).

The Tower Hamlets Private renters [charter](#) sets out the standards the law demands from all private landlords and agents.

[Alarms](#) - Your home must have a working smoke alarm on every floor of your home. If you have solid fuel heating, your landlord must also fit a carbon monoxide detector.

You are responsible for checking the alarm works after you move in. If an alarm stops working, check if it needs new batteries or contact the landlord to arrange a replacement alarm.

Fire Safety in HMO's

A House in Multiple Occupation (HMO) is a property that is shared by three or more tenants who are not members of the same family. HMO landlords must have a licence from the Local Council Housing Department. This ensures that the property is managed properly and meets certain safety standards including under the Regulatory Reform (Fire Safety) Order 2005 (FSO) RR(FS)O and Housing Act 2004.

If you have concerns about fire risks in your home or building, the Council's Environmental Health team can investigate and act where appropriate. Tel: 020 7364 5008. email: environmental.protection@towerhamlets.gov.uk

Page 5: Fire Safety for Leaseholders

Advice and support for leaseholders:

There are a range of places that leaseholders can turn to for advice and support:

1. The managing agent, management company or landlord of your building will be able to provide information on fire safety of the building and provide a copy of your lease if this is not in your possession. Details of the managing agent will be found on your most recent service charge demand. You should also speak to them as early as possible if you will have difficulty in meeting service charge demands and wish to seek time to pay.
2. Other leaseholders or residents' groups in your building/development may be able to provide information on the specifics of the situation and might be helpful in coordinating a response or pressing for action from your building owner.
3. Government information [Building Safety Programme: other fire safety concerns - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/collections/building-safety-programme)
4. Leaseholders can access free initial specialist advice to understand their rights through the Leasehold Advisory Service (LEASE). Read more [information on LEASE](https://www.lease-advice.org/fire-safety/), including how to contact them for advice. <https://www.lease-advice.org/fire-safety/>
5. [Leasehold Knowledge Partnership](https://www.leaseholdknowledgepartnership.org/) (LKP) – an independent registered charity providing help for leaseholders on leasehold issues, including cladding. LKP also acts as secretariat to the All-Party Parliamentary Group on Leasehold and Commonhold Reform. You can sign up for a e-newsletter which will keep you informed of developments in relation to cladding and leasehold. They also offer an advice service [Advice - Leasehold Knowledge Partnership](https://www.leaseholdknowledgepartnership.org/)
6. UK Cladding Action Group (UKCAG) – Facebook Group which provides opportunities for leaseholders to support each other. You can also sign up for a e-newsletter for information about campaigning <https://endourcladdingscandal.org/get-involved/meet-campaign-partners/uk-cladding-action-group/>.
7. London Cladding Action Group – local branch of UKCAG [London Cladding Action Group - End Our Cladding Scandal](https://endourcladdingscandal.org/london-cladding-action-group/)
8. National Leasehold Campaign - provides for leaseholders to support each other with a range of issues relating to leasehold [WHERE LEASEHOLDER'S HAVE A VOICE \(nationalleaseholdcampaign.org\)](https://www.nationalleaseholdcampaign.org/)
9. LBTH – Mayor or Councillors can help you approach your freeholder or managing agent if you do not feel that you are being kept informed of progress.
10. Citizen's Advice – for advice in relation to managing financial challenges of paying for high service charge demands. [Citizens Advice](https://www.citizensadvice.org.uk/) There is also a list of other places to seek financial advice and support listed here [Financial Advice & Support - End Our Cladding Scandal](https://www.citizensadvice.org.uk/financial-advice/financial-advice-support-end-our-cladding-scandal/)
11. Your Mortgage lender – speak to them early if you feel you may struggle to keep up to date with mortgage payments.
12. Tower Hamlets Justice for Leaseholders – Facebook group you can join to communicate with other affected leaseholders in Tower Hamlets. [\(4\) Tower Hamlets Justice for Leaseholders - THJL | Facebook](https://www.facebook.com/4TowerHamletsJusticeforLeaseholders-THJL/). Additionally, Directors of Right to Manage or leaseholders who own their own freehold (who are therefore responsible for the remediation and fire safety of their building) will be able to connect with other leaseholders in Tower Hamlets in a similar situation via this Facebook group.
13. Contact your MP [Find your MP - MPs and Lords - UK Parliament](https://www.parliament.uk/your-mp/)

FAQ's for leaseholders (non-council leaseholders)

Who is responsible for carrying out Fire Safety Risk Assessments?

Responsibility for carrying out a **fire risk assessment** in your building could be with the owner (**freeholder**), a residents' management company, a **Right to Manage company**, or a managing agent. In law, the responsibility for fire safety in the shared parts of a building is that of the '**responsible person**'. For blocks of flats or large houses in multiple occupation, this is usually the freeholder or management company.

The freeholder or management company may decide to give some of these responsibilities to a managing agent. This can include arranging for a fire risk assessment to be done or reviewed.

The responsible person (or agent) may carry out the fire risk assessment themselves or may employ someone else to do it.

Who can carry out a fire risk assessment?

The law does not specify who is allowed to carry out a **fire risk assessment**. The law simply states that the person must be competent enough to complete a 'suitable and sufficient' assessment of that particular building.

How often must a fire risk assessment be done?

There are no specific time periods in law for how often fire risk assessments must be carried out or reviewed. The law simply says that the person responsible for the assessment in your building must review it 'regularly' to make sure it's up to date.

The **responsible person** must review the **fire risk assessment** if:

- there's reason to think it's no longer valid (for example, if there has been a fire in the shared parts of the building)
- there have been significant changes since the assessment was done (for example, major building works or more people using the building)

The assessment itself might also include a recommendation of how often it should be reviewed or updated. Reviewing an existing fire risk assessment can take less time than carrying out a new assessment, so reviews can be done more frequently.

The Local Government Association (LGA) produced guidance on fire safety in purpose-built blocks of flats. This recommended that for low-rise blocks of up to three storeys above ground, built in the last 20 years, fire risk assessments should be:

- reviewed every 2 years
- redone every 4 years

For blocks with higher risks (for example, because of the age of the building), or those more than 3 storeys high, the LGA recommended that fire risk assessments should be:

- reviewed every year
- redone every 3 years

In extreme cases (for the highest-risk buildings), the LGA recommended doing a new fire risk assessment once a year

What is an External Wall System?

The external wall system is made up of the outside wall of a residential building, including cladding, insulation, fire-break systems, etc. The external wall may be a cavity wall, rainscreen cladding system or an External Wall Insulation (EWI) system.

What is an EWS1 Certificates?

An EWS1 certificate is an External Wall System Fire Review certificate. EWS1 certificates come into play when a leaseholder is buying or selling or re-mortgaging an apartment in a multi-storey multi-occupied residential building. The EWS1 is not a building safety certificate or a legal requirement, it is a mortgage valuation tool. EWS1 certificates are not issued by the Fire Brigade.

The Royal Institute of Chartered Surveyors (RICS) and mortgage lenders jointly created the EWS1 form. It was launched in December 2019 as a way for mortgage lenders to assess the external wall safety of buildings over 18 meters, to help them decide whether to offer a mortgage on any given apartment within multi-storey, multi-occupied residential buildings.

Over time EWS1 forms have begun to be used for buildings under 18 meters, reflecting the Government's Building Safety guidance published in January 2020 which applies to buildings of any height. To find the latest information on which buildings EWS1 forms apply to, and current exemptions for buildings under 18 meters, check out the RICS website [Cladding Q&A \(rics.org\)](https://www.rics.org/uk/advice-and-guidance/articles/cladding-q-and-a)

The certificate provides two main options. Option A is for buildings where the external wall system is unlikely to support combustion. Option B is for buildings with combustible materials present in the external wall system, which may or may not need to be remediated.

The outcome of the survey for each block will fall into one of the following five categories, or ratings:

Option A

A1 rating There are no attachments whose construction includes significant quantities of combustible materials (i.e. materials that are not of limited combustibility).

A2 There is an appropriate risk assessment of the attachments confirming that no remedial works are required.

A3 Where neither of the above two options apply, there may be potential costs of remedial works to attachments.

Option B

B1 Surveyors conclude that in their view the fire risk (Note 8) is sufficiently low that no remedial works are required.

B2 Surveyors conclude that an adequate standard of safety is not achieved, and they have identified to the client organisation the remedial and interim measures required (documented separately).

Who carries out the EW1S, what is their expertise and how many experts are there?

The EWS form must be completed by a fully qualified member of a relevant professional body within the construction industry with sufficient expertise to identify the relevant materials within the external wall cladding and attachments, including whether fire resisting cavity barriers and fire stopping have been installed correctly.

The Council cannot approve individual persons who can deliver the EWS1 and cannot advise on who can and cannot complete the EWS1 form/ process. Only qualified chartered members of the relevant professional bodies such as IFE and RICS will have the necessary self-assessed competence AND professional indemnity insurance to carry out this work

As with “intrusive surveys” there are very few people in the UK who have the qualifications and experience to sign an EWS1 certificate, so there can be long delays in being able to appoint an appropriate person to do the survey and sign the certificate, given the very large number of buildings affected across the UK.

Does each flat/apartment have to get an individual EWS1 form for selling, buying or remortgaging?

EWS1 forms apply to the whole building and are arranged by the building owner. Individual leaseholders are not able to purchase or arrange EWS1 surveys. EWS1 certificates are valid for 5 years.

RICs website [Cladding Q&A \(rics.org\)](https://www.rics.org/insights/articles-and-reports/cladding-q-a) provides further information for leaseholders who are concerned about:

- Certificates being re-issued with a changed rating
- NIL valuations
- Height of buildings and where an EWS1 is required
- Who is responsible for obtaining an EWS 1 certificate
- Who can sign an EWS1 certificate

This is what an EWS1 certificate looks like [ews1-form-5.3.21 final clean2.pdf \(rics.org\)](#)

It may be possible to sell a leasehold apartment without a current EWS1 certificate, where the buyer does not require a mortgage. However, buyers may seek a substantial reduction compared to any previous market value of the apartment.

Our building was given an EWS1 certificate with a B1 or A1 rating, but this has been downgraded- what can we do?

- Ask your managing agent for a copy of the Intrusive Survey Reports for your building which lead to both the previous and downgraded EWS1 rating, so you can understand what new information came to light.
- Ask your managing agent for a copy of the Fire Risk Assessment for your building so you can understand what risks have been identified and what actions have been recommended to address the risks.
- Ask your managing agent if they will be applying to the Building Safety Fund to pay for any remediation work required.

Our building has been told we have to have a Waking Watch. What should we do?

- Ask your managing agent for a copy of the Intrusive Survey Report for your building.
- Ask your managing agent for a copy of the Fire Risk Assessment for your building so you can understand what risks have been identified and what actions have been recommended to address the risks. Ask them what has changed that has led to the decision to appoint a Waking Watch.

- Ask your managing agent what other steps to address the fire safety risk they have considered and rejected, such as improvements to fire doors, temporary alarm systems or changing evacuation procedures.
- Ask your managing agent if they have secured three independent quotations for the Waking Watch provider.
- Ask to see the service specification for the Waking Watch provider so you can see what service they should be providing to you.
- Ask your managing agent if they will be applying to the [Waking Watch Relief Fund – GOV.UK \(www.gov.uk\)](#) to pay for any Waking Watch required.
- Ask your managing agent what steps they are taking to address the fire risk more permanently so that Waking Watch can be removed as soon as possible.

Our Building Insurance is going up, what can we do?

- Ask what information the Insurance provider has seen that has led them to increase the premium – has the insurance provider been provided with an accurate picture of your building and the risks?
- Ask your managing agent if they shopped around and got independent quotes for insurance.
- Ask your managing agent what, if any, additional premium has been added which is paid to either the managing agent or the freeholder and ask if this can be removed.
- Ask what the insurance provider said could be done to reduce risk and reduce the premium – for example, would a temporary alarm system reduce the premium?; will the premiums reduce if the remediation work is completed?; would the premium reduce if unsafe cladding is removed pending any replacement?
- Check the FCA website for latest information provided to insurers [Leaseholder buildings insurance | FCA](#)

Our freeholder/managing agent won't let us have a copy of the fire risk assessment and/or the intrusive survey report.

See this advice from Leasehold Advisory Service [Fire safety in flats - Top 10 Tips - The Leasehold Advisory Service \(lease-advice.org\)](#)

If you continue to have problems obtaining information from your freeholder or managing agent, [contact LBTH \[email address\]](#), your local councillor or MP, and ask if they can help intervene on your behalf.

Can we ask the developer of our building to fix the issues with the building, or claim on the warranty?

This article on the Leasehold Knowledge Partnership website covers points around warranties, surveyors and developers. [Should the buyer beware? Leaseholders and fire safety remediation costs - Leasehold Knowledge Partnership](#)

Our building does not qualify for the Building Safety Fund, what can we do?

This is a major challenge for many leaseholders, and even buildings that are eligible to apply to the Building Safety Fund may find that not all of the remediation work required is covered by Government funding. The Government has said it will make further announcements about how work on buildings will be financed :[Government to bring an end to unsafe cladding with multi-billion pound intervention - GOV.UK \(www.gov.uk\)](#).

Ultimately any costs not covered by Government funding or paid for by the freeholder/developer or by a warranty, will fall to be paid by leaseholders.

What is the Building Safety Fund?

The government has set up a Fund to support the remediation of buildings that have ACM and other types of cladding. The Fund has strict criteria. More information about the Fund is here: [Remediation of non-ACM buildings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/remediation-of-non-acm-buildings) and [Private sector ACM cladding remediation fund: prospectus - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/private-sector-acm-cladding-remediation-fund-prospectus)

Making an application to the Building Safety Fund is a complex process. Applications to the Building Safety Fund are made by the Freeholder/Managing Agent/Right to Manage Company rather than individual leaseholders.

The Association of Residential Managing Agents (ARMA) have published a set of useful information that explains what a Managing Agent/Freeholder has to do to complete an application to the Building Safety Fund [Leaseholder Advice \(arma.org.uk\)](https://arma.org.uk/leaseholder-advice)

This is a flow chart setting out the steps to be taken [Building Safety Fund - Fund Application Process Infographic June 2021.pdf \(arma.org.uk\)](https://arma.org.uk/building-safety-fund-fund-application-process-infographic-june-2021.pdf) Your Managing Agent should be able to explain what stage of this process that are at, and what steps are required to progress the application.

This is an overview for leaseholders [Microsoft Word - Building Safety Fund - Briefing Document for Leaseholders June 2021.docx \(arma.org.uk\)](https://arma.org.uk/microsoft-word-building-safety-fund-briefing-document-for-leaseholders-june-2021.docx)

This describes what parts of a building are covered by the Fund [Building Safety Fund - What is covered Infographic June 2021.pdf \(arma.org.uk\)](https://arma.org.uk/building-safety-fund-what-is-covered-infographic-june-2021.pdf)

The Building Safety Fund does not cover all types of remedial work that may be required, for example, the Fund does not cover buildings under 18 meters in height and does not cover the cost of replacing wooden balconies.

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