

Brent Civic Centre
Engineers Way
Wembley
HA9 0FJ

Enter Name & Address here and then
remove grey fill colour

www.bhphousing.co.uk
info@bhphousing.co.uk

Dear Resident

Re: Fire safety update

Following the recent tragic fire at Grenfell Tower, we have received a lot of questions from residents about fire safety in your blocks and in your homes. I understand your concerns and would like to reassure residents that your safety is our priority. We have tried to respond to all your enquiries and have met residents at several meetings around the borough in the last few weeks. I am now writing to all our residents to make sure you are all aware of how seriously we take our fire safety responsibilities, and to inform you of the steps we are taking to continue to keep your homes safe.

We have enclosed a list of Frequently Asked Questions (FAQs), summarising the fire safety enquiries we have received over the last few weeks. Please read this document and share it with other members of your household so that everyone is aware of the importance of fire safety issues. In particular please note the item about not leaving buggies, bicycles and other items in communal areas. It is essential that all communal areas are kept completely clear so they can be used in the event of a fire. We have instructed all BHP staff and contractors to remove immediately any items that are left in communal areas. No notice will be given before removal, and the cost of recovery and storage will be payable if you want to reclaim the item. I hope you will appreciate why this measure is necessary in order to ensure the safety of all our residents.

We have understandably received several enquiries from residents about cladding on the outside of blocks and I can confirm that no council block has the type of cladding that was used on Grenfell Tower or any Aluminium Composite Material (ACM), which has been the subject of recent Government tests. Some of our blocks have external wall insulation panels that are completely safe, but if you would like more information about your block please contact our fire safety team who can provide more information about where you live.

As tenants and leaseholders have indicated that it would be helpful we are arranging drop-ins in all areas with high-rise blocks over the next two months, so that the residents of high-rise blocks can raise and discuss fire safety issues at the most local level possible with appropriate representatives including the London Fire Brigade. A further letter will follow for all residents of high-rise blocks to confirm the times and locations of the drop-ins near you.

BHP is already doing everything we can to make your home safe, and since 2012 we have invested almost £10million in fire safety works including replacement doors, fire separation between communal areas and dwellings, signage and emergency. BHP will also immediately review our fire management procedures in line with any recommendations made as a result of the public enquiry or changes to national fire safety advice but we are not waiting for the Government to make legislative changes.

At a meeting of Brent's Full Council on Monday (July 10) councillors voted to earmark £10million for a programme of enhanced fire safety measures in high rise blocks such as sprinklers, smoke detectors and fire alarms. Now that this funding has been agreed in principle, officers have started the detailed work to draft a report outlining the full programme and schedule of works which will be discussed in the autumn. We will keep you informed as things progress.

In the meantime, if you still have any concerns about your property regarding fire safety, please do get in touch with us by emailing firesafety@bhphousing.co.uk or phone 020 8937 2486.

Yours faithfully

A handwritten signature in black ink, appearing to read 'P.P. Hakeem Osinaike', with a long horizontal stroke extending to the right.

P.P. Hakeem Osinaike
Operational Director of Housing

Brent Housing Partnership is committed to providing Best Value services to achieve continued customer satisfaction. Please contact the named officer on the letter should you require a translated copy.

Somali

Iskaashiga Guriyeenta Brent waxaa ka go'an in bixinta adeegyada Value Best si ay u gaaraan qancinta macaamiisha sii. Fadlan la xiriir sarkaalka ku magacaaban warqadda waa in aad u baahan tahay nuqul ka turjumay.

Tamil

ப்ரெண்ட் வீடமைப்பு கூட்டு தொடர்ந்து வாடிக்கையாளர் திருப்தி அடைய சிறந்த மதிப்பு சேவைகள் அளிக்க கடமைப்பட்டுள்ளோம். கடிதம் நீங்கள் மொழிபெயர்க்கப்பட்ட நகலை தேவைப்படும் வேண்டும் பெயரிடப்பட்டது அதிகாரி தொடர்பு கொள்ளவும்.

Urdu

برنت ہاؤسنگ پارٹنرشپ مسلسل گاہکوں کی اطمینان کے حصول کا بہترین کی قیمت کی خدمات فراہم کرنے کے لئے مصروف عمل ہے۔ خط آپ ترجمہ شدہ کاپی کی ضرورت چاہئے پر نام ظاہر افسر سے رابطہ کریں۔

Arabic

وتلتزم الشراكة الإسكان برنت لتوفير أفضل الخدمات القيمة لتحقيق استمرار رضا العملاء. يرجى الاتصال ضابط اسمه على الرسالة يجب عليك الحصول على نسخة مترجمة.

Albanian

Brent Partneriteti Strehimi është e angazhuar për ofrimin e shërbimeve më të mira Vlera për të arritur kënaqësinë e vazhdueshme të konsumatorëve. Ju lutemi të kontaktoni zyrtarin emrin në letër duhet të ju kërkojnë një kopje të përkthyer.

Farsi

برنت مسکن مشارکت به ارائه بهترین خدمات را برای دستیابی به رضایت مشتری ادامه متعهد است. لطفا افسر به نام در نامه اگر شما نیاز به یک نسخه کپی شده تماس بگیرید.

Gujarati

બ્રેન્ટ હાઉસિંગ ભાગીદારી સતત ગ્રાહક સંતોષ મેળવવા માટે શ્રેષ્ઠ કિંમત સેવાઓ પૂરી પાડવા માટે પ્રતિબદ્ધ છે. અક્ષર તમે અનુવાદિત કોપિ જરૂર કરીશું નામ અધિકારી સંપર્ક કરો.

Punjabi

Brent ਹਾਊਸਿੰਗ ਪਾਰਟਨਰਸ਼ਿਪ ਜਾਰੀ ਗਾਹਕ ਸੰਤੁਸ਼ਟੀ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਵਧੀਆ ਮੁੱਲ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਵਚਨਬੱਧ ਹੈ. ਪੱਤਰ 'ਤੁਹਾਨੂੰ ਇੱਕ ਦਾ ਅਨੁਵਾਦ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ ਤੇ ਨਾਮ ਅਧਿਕਾਰੀ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜੀ.



Frequently Asked Questions: Fire Safety

Q: Has BHP checked all its high rise blocks for fire safety?

A: Brent Housing Partnership (BHP) would like to reassure all our residents that fire safety is a number one priority. All high rises blocks have a Fire Risk Assessment (FRA) completed every year. Every high-rise block was checked in March-May 2017.

Q: Have other blocks been checked as well?

A: Yes any block/property that has a shared common area has a regular FRA completed in line with the fire orders and local government guidance documents. These properties include all high, medium and low rise blocks and converted street properties where there is a shared entrance. For properties that are not high-rise, the FRA is completed every two years.

Q: what happens after the Fire Risk Assessment (FRA) is completed?

A: The FRA assesses the risk of fire and recommends actions for the landlord to take to reduce the risk. BHP manages a programme of works identified in the FRAs to make sure the works are completed in line with the recommended timelines from the FRA.

Q: What has BHP done in response to the Grenfell tower incident?

A: All high rise blocks are checked monthly by the Estate Inspectors. Following the Grenfell Tower fire all high rise blocks were visited by our Estate Inspectors to identify and report any further actions required that may have occurred since the FRA was completed. All further actions identified are being managed through our remedial works programme. Please anticipate notifications to be sent if your particular property needs a repair, e.g. front door requires repairing or replacing.

We have continued to work and liaise closely with the London Fire Brigade on any updates to guidelines on evacuating buildings.

We have set up a dedicated Fire Safety phone number 020 8937 2486 and a dedicated email box firesafety@bhphousing.co.uk so that residents can contact us with any inquiry or concern about fire safety.

Q: What else is BHP doing to minimise fire risk?

A: We carry out regular fire safety checks and this is ongoing. Further support and resources have been implemented to continue to complete works identified as required within the fire risk assessments.

A: We have met residents at local meetings to discuss fire safety and we are arranging drop-in sessions for high-rise residents. You will receive more information in your area about these drop-ins.



Q: What do residents do in the event of a fire?

A: Please check your local signage for fire safety advice in relation to your specific block and familiarise yourself with safety advice from the London Fire Brigade (LFB) <http://www.london-fire.gov.uk/>. Please do not use the lifts in the event of a fire.

Q: Who is responsible for electrical appliances inside my home?

A: It is residents' responsibility to ensure that portable appliance testing (PAT) is carried out and that appliances are gas safe.

Q: What can I do as a resident to help maintain a safe environment where I live?

A: Within your property: Check to make sure that all electrical items are turned off and unplugged when not in use. Do not leave appliances used for cooking unattended at any time. Replace any items that expose live wires or faulty when in use. Check your fire detection alarms.

A: Within your block: Be vigilant to fire risk. If you think something will be a fire risk, remove it. Ensure that all communal areas including escape routes and fire exits are kept clear at all times. If you identify a broken fire door or other issue that may be a fire hazard, report it to the fire safety team immediately.

A: On your estate: Always park considerately so that your vehicle does not obstruct access for fire engines. Take notice of any yellow lines and signs advising you of emergency access, so that emergency service vehicles can reach the building quickly if needed. And remind your visitors too.

A: Evacuation plan: think about how you would get out if there is a fire in your home. If you cannot get out unaided or would have difficulty with stairs, let us know so we can send you more information on Personal Emergency Evacuation Plans. For more information contact firesafety@bhphousing.co.uk

Q: Is it safe to leave items such as buggies and bicycles in the communal area?

*A: No, you cannot leave any items in the communal areas. These following areas are to be kept clear **at all times** to allow for safe evacuation and so that the fire brigade have clear access if needed:*

- Corridors
- Stairwells
- Escape routes
- Fire exit doors

Q: What will happen to items left in communal areas?

A: To ensure communal areas are kept safe and to reduce the risk of fire, any items left in communal areas will be removed without notice.



Q: Will you be putting sprinklers in blocks that don't have them?

A: The Government has announced a full public inquiry into the Grenfell Tower fire to get a full understanding of what went so wrong and how similar tragedies can be prevented in the future. However, we are not just going to wait for this review to conclude before we do anything. Councillors have earmarked £10million for a programme of enhanced fire safety measures in high rise blocks including sprinklers. Now that this funding has been agreed, officers have started the detailed work to draft a report outlining the full programme and schedule of works which will be discussed in the autumn. Once the public inquiry findings are known we will review and, if needed, amend our fire management process and strategy accordingly.

Q: Will you be installing emergency lighting on our estates?

A: Yes - where additional lighting is recommended in the Fire Risk Assessment for your block, the lighting will be installed within the timescale recommended.

Q: My high rise block has cladding, is it safe?

A: None of the BHP high rise blocks have any cladding installed. Only the blocks in Watling Gardens has External Wall Insulation (EWI) as part of the Rockwool System which is a non-combustible mineral wool material that would not promote the spread of flames externally and is in compliance with current British standards. The EWI used at Watling Gardens is completely different to the cladding used at Grenfell Tower. As it is mechanically fixed to the wall of the building and is encapsulated with two coats of cement based product which is incombustible.

Q: I live in a high-rise block, where can I find out more about fire safety?

A: BHP are arranging drop-in sessions for high-rise residents. You will receive more information in your area about these drop-ins.

Q: .How can I report a fire safety problem in my block?

A: Email firesafety@bhphousing.co.uk or phone 020 8937 2486