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Housing Management Offer to residents living in high rise Council owned accommodation

**'Ensuring all our residents are
fire safe and fire aware'**

DECEMBER 2025



Service Offer to Residents – High Rise Living

Background

In response to key Grenfell Inquiry recommendations, Government introduced a package of measures to improve safety in certain regulated premises. The Council has 11 tower blocks which are referred to in law as 'higher risk buildings' and which fall within scope of statutory management obligations as set out in the Building Safety Act 2022. In response, the Council has developed a housing management offer for residents living in the Council's 'higher risk' buildings. This offer should be read in conjunction with the Council's Housing Management Strategy for Occupied Higher Risk Buildings 2025 <https://www.hillingdon.gov.uk/high-rise-buildings> and will:

- Outline a more intensive approach to housing management with dedicated Neighbourhood Housing Officers as a key point of contact
- Introduce the role of Accountable Persons who are responsible for ensuring that fire and structural safety is being managed for every tower block along with key management actions associated with every resident in the building
- Outline the inspection regime associated with the shared areas of the building and every flat within the building
- Explain the need to gather, store and keep up to date, key information on all residents to ensure that vulnerable people are 'fire safe' and we can communicate effectively with all occupiers who are aged 16 years or over.
- Set out clear guidance for 'staying put' and carrying out partial or total evacuation of the building following direction by the fire and rescue service.
- Set out or commitments on how residents can participate and ensure their voice is heard in matters relating to building safety decisions via a documented Engagement Strategy.
- Raise awareness of the rights and obligations of all households as part of ensuring that everyone is 'fire safe'.
- Explain why we restrict new lettings to tenants and household members who can self-evacuate in the event of being ordered to do so by the emergency services.
- Document the range of financial and safety related information we will make available to tenants and leaseholders, including tenants exercising their Right to Buy and prospective leaseholders who are looking to purchase an existing leasehold property.
- Establish and document a clear list of building safety costs which the law says can be passed onto leaseholders alongside the statutory protections regarding such costs
- Promote our 'mandatory occurrence reporting system' through which safety related concerns can be reported.

'Ensuring all our residents are fire safe and fire aware'

As a responsible social housing landlord, the Council knows that it has a primary responsibility to ensure that all our tenants and leaseholders occupy safe and compliant accommodation.

This Housing Management offer, in partnership with all residents living in our in-scope tower blocks, supports this primary responsibility and sets out how we will comply with our statutory management obligations as set out in the Building Safety Act 2022 and related Regulations.

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Section 1 - In scope buildings

The Council has a total of 11 residential blocks which it considers fall within the scope of the statutory management obligations set out in the Building Safety Act 2022. These are buildings which are at least 18 meters or six storeys in height. Government can include a wider range of buildings within the definition of 'higher risk buildings' and we will ensure that any changes in scope are reflected within this Service Offer. For transparency, all in scope buildings are identified below.

Building Address	Flats	No of storeys
Harding House, Addison Way, Hayes, Middx, UB3 2DH	Harding House 2-96 (evens)	13
Sutcliffe House, Addison Way, Hayes, Middx, UB3 2DJ	Sutcliffe House 134-228 (evens)	13
Melbourne House, Yeading Lane, Hayes, Middx, UB4 9LJ	Melbourne House 1-96	13
Skeffington Court, 51 Silverdale Road, Hayes, Middx, UB3 3BY	Skeffington Court 1-75	14
Wellings House, 236 Avondale Drive, Hayes, Middx, UB3 3PN	Wellings House - 1-48	13
Fitzgerald House, 237 Avondale Drive, Hayes, Middx, UB3 3PW	Fitzgerald House 1-48	13
Glenister House, 238 Avondale Drive, Hayes, Middx, UB3 3PP	Glenister House 1-48	13
Fairlie House, Pantile Walk, Uxbridge, Middx, UB8 1LT	Fairlie House - 1-72	11
The Gouldings, Pantile Walk, Uxbridge, Middx, UB8 1LR	The Gouldings - 1-72	11

Rabbs Mill House, 14 Chiltern View Road, Uxbridge, Middx, UB8 2PB	Rabbs Mill House 1-79	14
Cavenham Court, 18 Millington Road, Hayes, Middx, UB3 4FZ	Cavenham Court 1 - 113	7

The recommendations arising from the Grenfell Tower Inquiry, subsequent legislation and Regulation has not changed the Council's fire safety policy for its 'higher-risk' buildings. The policy remains 'stay put' unless you are affected by smoke, or you are directed to evacuate your flat by the London Fire Brigade. If you experience a fire in your own flat you should close the door to the room where the fire is located, leave your flat and move to the common area of the building. Do not go onto the balcony. Dial 999 and report the fire to the Fire Brigade, giving details of your address, including the postcode.

'A 'stay put' policy is in place for all our tower blocks - 'stay put' unless you are affected by smoke, or you are directed to evacuate your flat by the London Fire Brigade'

The Council's 'stay put' policy is based upon a set of basic principles. High rise buildings were designed to include a series of compartments with each compartment being able to withstand the spread of fire for one hour. Each flat in the building is a single compartment. The principle of 'compartmentation' enables fire fighters to put out a fire in one flat rather than tackle a whole building fire. To work properly this simple principle relies upon two key requirements:

- The building must have the necessary 'passive fire protection' to withstand the spread of flames i.e. compartment walls, floors and a self-closing flat entrance fire door and
- Access to the building must be sufficient for the affected residents to escape safely from their flat and to enable fire fighters to get in quickly

The Council has delivered a significant programme of work to install sprinkler systems within tower block flats. The only exclusions are where there are blocks awaiting demolition under our Hayes Regeneration Programme. Sprinklers are an active fire safety measure which will support containment by quickly suppressing a fire within an individual flat.

The Council's tower blocks have earned a 'stay put' policy due to significant and ongoing investment in fire safety works and a regular and intensive programme of independent inspections. These inspections (Fire Risk Assessments) are a legal requirement. The Council complies with all aspects of the law and good practice regarding Fire Risk Assessments. We currently undertake Fire Risk Assessments on a rolling annual basis across our tower blocks.

Following the outcomes from the Grenfell Tower Inquiry, a 'stay put' policy remains in place for all the Council's high-rise buildings. 'Stay put' will still be best in 99% of incidents. Notwithstanding this, the Grenfell Tower Inquiry outcomes provide a contingency for the 1% and enable residents and the Council to be prepared.

Fire containment and evacuation plans are not separate issues but are different sides of the same coin. Having a building which fully supports a ‘stay put policy’ alongside options for partial or full evacuation provides an added degree of security for residents and provides fire and rescue services with a wider range of response options. By April 2026 the Council will document emergency evacuation plans for each of its tower blocks. Plans will be shared with residents and the Fire & Rescue Service and will be reviewed annually

‘Under the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 the Council must document a building emergency evacuation plan, share the plan with the local Fire & Rescue Service and ensure residents know what to do in the event of an emergency evacuation’

The Council’s Principal Accountable Person is the Director of Operational Assets. It is possible to have multiple Accountable Persons, each with responsibility for managing risks within the areas for which they are the Accountable Person, but one will continue to be assigned as the Principal Accountable Person to support the ‘whole building’ approach. This flexibility dovetails well with the Council’s approach to fire safety management which is centered upon specific management actions associated with ‘property’ along-side key management actions associated with ‘people’ and ‘prevention’. The Director of Operational Assets has therefore given specific delegated responsibilities associated with the management of higher-risk buildings to the Head of Residents & Neighbourhoods who will act as an Accountable Person under the Building Safety Act, working alongside and supporting the Principal Accountable Person.

Section 2 – Housing Management

The Council knows that the overriding responsibility of any responsible social landlord is to keep its residents safe and informed. In this context, and following the Grenfell Tower Inquiry outcomes, the Council has invested in front-line Neighbourhood Housing Officer resources and has embraced the statutory obligations reflected in the Building Safety Act 2022 and associated Regulations.

The Council’s response to fire safety management across its housing portfolio is to have a proportionate focus on ‘property’, ‘people’ and ‘prevention’. This approach also underpins the service offer to residents living in the Council’s tower blocks. Given the statutory obligations placed upon the Council in its capacity as landlord, the Council knows that to effectively deliver its obligations it must operate an intensive approach to housing management which provides an appropriate level of focus on ‘people’ and ‘prevention’. Working alongside and engaging with residents to ensure they are ‘fire safe and fire aware’ is a core Neighbourhood Housing role.

A named Neighbourhood Housing Officer will be the point of contact for all residents living in a Council owned and managed tower block. With approximately 500 properties in management, each Neighbourhood Housing Officers will have capacity to deliver a more intensive Neighbourhood Housing service and exercise oversight of the delivery of the range of services under this offer. A summary of this offer can be found in the ‘Service Standards for residents living in Council owned and managed tower blocks’. [Insert link to Service

Standard – to be posted on the <https://pre.hillingdon.gov.uk/high-rise/high-rise-residential-buildings> page]

'Neighbourhood Housing Officers will be the 'point of contact' responsible for the delivery of a more intensive form of Neighbourhood Housing Service to all residents living in the Council's tower blocks. In addition to providing 'end to end' tenancy management services the role is responsible for delivering the Council's housing management offer to residents within 'higher risk buildings'.

By delivering the housing management offer to residents living in 'higher risk buildings', Neighbourhood Housing Officers will develop and maintain effective landlord and tenant relationships, undertake a robust inspection regime, support the delivery of our engagement strategy and maximise the contribution to ensuring that all residents are 'fire safe' and 'fire aware'.

Taking a 'whole building approach' to fire safety necessitates the need to be more transparent, develop new relationships and improve existing ones with every resident across the 11 in-scope tower blocks. The Council is committing to more personal contact with residents, more inspections, more information sharing and improved channels of communication. The Council knows that the people living in our tower blocks are our greatest source of intelligence about the buildings and must be listened to. Within its housing management offer the Council is keen to 'get the balance right' between safety, intrusion and cost.

The Council is committing to more contact with residents, more inspections, more information sharing and better channels of communication. Working with you we will get the balance right between safety, intrusion and cost.

Section 3 – Accountable Persons

In its capacity as the landlord of residential tower blocks the Council is required to appoint a clearly identifiable Principal Accountable Person who is responsible for ensuring that fire and structural safety is being properly managed for every tower block. One of the Grenfell Inquiry outcomes was to establish a 'duty holder' with overall responsibility for building safety when a tower block was occupied. They would be responsible for maintaining the fire and structural safety of the whole building. It was also made clear that high rise residential buildings must be thought of as an integrated system and managed in a way consistent with a whole building approach.

The Principal Accountable Person has statutory obligations for assessing and managing building safety risks. As part of the registration process for all in-scope tower blocks, the Principal Accountable Person will identify themselves to the Building Safety Regulator as being the person with overall responsibility for managing fire and structural safety issues.

The Principal Accountable Person [PAP] is the overarching duty holder with responsibility for building safety during the occupation and maintenance of the building. The Council's PAP is the Director of Operational Assets

To enable effective management of fire and structural safety for high-rise residential buildings, the Principal Accountable Person has the following specific responsibilities:

- Prepare and keep under review a Residents' Engagement Strategy for the whole building
- Establish and operate a system for the investigation of residents' complaints
- Apply for Registration and Certification of the whole building, including bringing together a single safety case report
- Displaying information about the most recent Building Assessment Certificate, compliance notices and details of those responsible for managing building safety for the building
- Taking the lead for coordinating the golden thread of safety information for the building, keeping the golden thread updated and ensuring it is accurate and accessible
- Complying with the Safety Case and Mandatory occurrence reporting requirements
- Assessing fire and structural safety risks
- Taking all reasonable steps to prevent a major incident occurring and reducing the severity of any incident.

The Principal Accountable Person [PAP] must produce a Safety Case Report and submit it to the Building Safety Regulator on request and as part of applying for a Building Assessment Certificate. This report sets out an assessment of identified building safety risks and the steps which have been taken to manage those risks, prevent a major incident occurring and reduce the severity of a major incident. The Principal Accountable Person is required to keep safety case reports up to date as a way of providing assurance to residents and the Regulator that they understand the fire and structural risks in their high-rise buildings and are taking the appropriate steps to mitigate and manage those risks. The Building Fire Safety Manager supports the PAP by maintaining fire safety related data and reviewing Safety Case Reports against the published expectations of the Building Safety Regulator.

If the Accountable Person fails to comply with their duties, the Building Safety Regulator has powers available to them to ensure compliance.

The role of the Principal Accountable Person in relation to 'property' is interwoven with the Neighbourhood Management focus on 'people' and 'prevention'. Whilst a building may be compliant, what people bring into the building and the way they behave may present unacceptable fire safety risks which must be managed.

Section 4 – Customer Insight

One of the key roles of the Neighbourhood Housing Officer is to improve the extent, quality, and relevance of information which the Council holds in its capacity as landlord regarding households residing in the 11 in-scope tower blocks. To effectively manage risks and meet

its statutory management obligations, the Council will collect, store and make effective use of personal data.

The extent of data collected will be limited to that which is necessary and appropriate to effectively manage risks, meet the needs of vulnerable residents, ensure effective and timely communication and support the Council in the discharge of its statutory management obligations. Once collected, we will ensure that customer insight data is kept up to date, particularly in relation to matters which can change e.g. health and mobility related matters and contact details and preferences. The types of household data we will collect, and use will include:

- Occupancy details including full names, dates of birth and contact details
- Next of kin details including names, contact numbers and addresses
- Details of preferred or first language spoken
- Any known underlying vulnerabilities which may affect the way in which we provide services e.g. difficulties with written material
- General health information such as visual or hearing impairments and mobility issues
- Conditions which may result in you reacting or responding differently in relation to a real fire situation which could put you or others at risk
- Conditions which may increase the level of fire risk e.g. hoarding disorder and the presence of oxygen cylinders in the home linked to underlying medical issues
- Details of other services and support providers who may be working with you

Obtaining up to date and relevant information about the people who live in our tower blocks is central to the aims of our Vulnerable Residents & Reasonable Adjustments Policy. Use of such data helps us to achieve fair and equitable outcomes for vulnerable residents.

All personal data is stored securely. Further information can be found in the Neighbourhood Housing privacy notice on the Council's website which can be located at [Privacy policy - Hillingdon Council](#). This Notice is designed to give you information about the personal data we hold about you, how we use it, your rights in relation to it and the safeguards that are in place to protect it.

'The extent of data collected will be limited to that which is necessary and appropriate to effectively manage risks, meet the needs of vulnerable residents, ensure effective and timely communication and to support the Council in the discharge of its statutory management obligations'

Section 5 – New residents, ‘personal emergency plans’ and ‘emergency evacuation statements’

The Council has a well-established approach to working with tenants in the context of fire safety. The conversation starts at the commencement of the tenancy where key fire safety messages are shared and reinforced throughout the duration of the tenancy and at key touchpoints. The ‘Home Fire Safety Guide’ produced by the London Fire Brigade will be shared with and worked through with all new residents as a minimum. This forms part of an

initial induction to fire safety and awareness, provides the opportunity to ensure that residents are clear about the fire safety policy for the building, fire safety obligations and to provide any tailored information on fire safety e.g. alternative languages or easy-read formats.

Moving on from this initial' induction', we know that some residents have underlying issues which may need to be discussed and considered further. We commence this process with a 'Person Centered Fire Risk Assessment'. This is a structured conversation between the resident and the Neighbourhood Housing Officer. Via a series of questions, the Neighbourhood Housing Officer will seek to identify at a personal level if there are:

- Increased risks of fire
- Increased risks associated with the ability to react to fire or
- Increased risks associated with the ability to escape from fire

The Council must act with a documented approach [Personal Emergency Plan] to mitigate the risk where one or more high or significant risks have been identified in terms of:

- Increased risk of fire [where the focus on prevention] or
- Ability to react to fire [where the focus on early warning and detection]

Where high or significant risk presents in relation to 'ability to escape from fire', an Emergency Evacuation Statement must be co-produced with the resident. This sets out what a resident should do in the event of a fire in their flat.

We will obtain express consent from residents or nominated advocate at each stage of this process. We will not rely upon the published Neighbourhood Management Privacy Policy which includes data sharing associated with supporting vulnerable tenants.

We will review any Personal Emergency Plan and Emergency Evacuation statement at least every twelve months unless there is a material change in circumstances, or a shorter timeframe has been agreed. It is the responsibility of the Neighbourhood Housing Officer to ensure that all actions within the agreed plan are delivered within the documented timescale.

The Building Fire Safety Manager will provide expect advice as necessary on the assessment of risks, the content of Personal Emergency Plans [including 'reasonable adjstments'] and the documenting of Emergency Evacuation Plans

The Council will not share any Emergency Evacuation Statement with the Fire & Rescue Service without your express consent

There will be circumstances where we identify a tenant who is unable to self-evacuate unaided and will have an Emergency Evacuation Statement documented. Where this is the case, we will work with them and others who may support or live with them to consider moving to more suitable alternative accommodation.

'Personal emergency plans' will be used to help prevent a fire from occurring and ensure

early detection. Where necessary we will document an evacuation plan for a real emergency.

As part of our service offer, Neighbourhood Housing Officers will be offering to work with leaseholders and their subtenants to develop personal emergency plans and document Emergency Evacuation Statements where necessary. Where leaseholders or tenants who rent from leaseholders are unable to self-evacuate from their flat unaided, the Tenancy Management Officer will work with them on an individual basis to consider the housing options which are available to them.

In addition to undertaking a 'new tenant visit' to all new tenants who have moved into a flat within a tower block, the Neighbourhood Housing Officers will offer a 'new home visit' to all new leaseholders and all new sub-tenants. Irrespective of tenure, these visits offer a 'person-centered' approach to developing our relationship with all residents and ensuring that they are 'fire safe' and 'fire aware'. This includes having a full understanding of the fire safety policy for the building, how they can contribute to the fire safety measures and prevent the possibility of a fire occurring.

'New tenant visits' and 'new home visits' aim to ensure that all residents are clear about the fire safety measures in the building and the part they play in keeping everyone safe'

The Council already follows good practice in relation to the provision and use of 'Premises Information Boxes' [PIBs]. These secure steel boxes have been in place at the front of all the Council's high-rise residential buildings for some years. The boxes contain all key building related information which would be of use to the fire and rescue service. In addition to building related information the boxes contain details of all residents who the Council has assessed as being 'vulnerable' and who are the subject of a documented 'emergency evacuation plan' i.e. they are unable to evacuate from the building unaided. This information will help the Fire & Rescue Service better understand who may be at particular risk in the event of an emergency and how they deploy resources. We will also highlight any household where a resident is receiving oxygen therapy and oxygen cylinders are present in the flat.

The Building Fire Safety Manager will exercise a quality assurance and audit role over the content of PIBs to ensure that data is accurate, relevant and is aligned to statutory requirements and relevant codes of practice.

The Neighbourhood Housing Officer is responsible for ensuring that information within PIBs is accurate and up to date. This includes any changes in occupancy, or any material change of circumstances which could mean that a resident is less mobile or less able to react in the event of a real fire situation.

As part of our service offer, the Neighbourhood Housing Officer will also ensure that any identified needs associated with leaseholders or their sub-tenants are included within the 'Premises Information Box' for the building.

As part of this offer we will operate a more inclusive approach, working with all residents in the building irrespective of their tenure to ensure that everyone remains 'fire safe and fire aware'

Section 6 – Shared area and property inspections

The Council understands that the shared areas of an estate are an extension of every resident's home, and it is important that these areas are safe, clean and maintained to a good standard. Separate charges [service charges] are raised by the Council and are payable by tenants and leaseholders in respect of services provided to internal and external shared areas. It is therefore important that the Council can demonstrate that it is closely monitoring these services to ensure that they are being delivered and are achieving desired outcomes.

The Council has in place an Estate Services Standard. The Estate Services Standard adopts a visual standard for assessing whether the shared areas of estates are being maintained to an acceptable standard. The overarching aim of the standard is to support the management, delivery and monitoring of core shared area services which are consistent in quality, are value for money and which maintain shared areas to a recognised acceptable standard. Core shared area services in this context include cleaning, caretaking and grounds maintenance. This focus does not detract from the fact that shared areas must be safe for all residents and visitors to use and enjoy. We will inspect and report on the quality of shared areas against these Standards. As part of our approach to resident engagement and involvement, we are keen to inspect the shared areas of our tower blocks on a collaborative basis. Working together is an integral part of our engagement offer. The full Estate Services Standard can be found on our website [xxxx](#)

The Estate Services Standard will be checked by service providers themselves (as part of their own approach to quality assurance), by staff from the Neighbourhood Management Team and by residents as part of a joint monitoring approach.

It is important to understand that the internal shared areas of tower blocks present additional management challenges. Landings, stairways and corridors provide the principal means of escape in the event of a fire. Anything which adds to the fire load, materially restricts the escape route or which presents a safety risk such as a slip or trip hazard is unacceptable. It is for this reason that the Council co-developed an Acceptable Standard for Fire Escape Routes – [insert link to standard on the website](#). The purpose of this Standard is to provide guidance (including enforcement) on how the Council manages the common parts of its housing stock. The Council recognises that many residents view the internal shared areas of the buildings in which they live as an extension of their homes. We know that many residents wish to personalise communal areas to make them more homely and welcoming. The Council must balance the wishes of tenants with its statutory responsibilities and its overriding objective to keep tenants safe.

The Acceptable Standard for Fire Escape Routes seeks to effectively control the usage of common areas to minimise, remove or mitigate against social and lifestyle factors which might generate fire and other health and safety risks.

Internal shared areas also include active fire precautions and other measures designed to support the fire safety strategy for the building including automatic opening vents, emergency lighting and self-closing lobby doors. These measures relating to building safety also need to be regularly inspected to ensure they are in proper working order.

The Neighbourhood Housing Officer will undertake a rolling programme of quarterly estate inspections covering the internal and external common areas of the building. The objectives of the inspection regime are to:

- Proactively identify and report maintenance defects and ensure that the cycle of any repeat defects is broken
- Proactively check that all communal fire doors are in proper working order
- Ensure that standards applicable to the means of escape are complied with
- Check the fire safety precautions and other fire safety measures for the building
- Monitor the standard of service provision to shared areas including Caretaking and cleaning

As part of a broader landlord service inspection regime, the Neighbourhood Housing Officer will inspect the shared areas of the building every three months to ensure they are safe, clean and well maintained.

As part of delivering a transparent Neighbourhood Housing service, dates for shared area inspections and the outcomes from shared area inspections will be published.

Separate to these shared area inspections the Council will independently commission annual Fire Risk Assessments by an appropriately qualified and experienced assessor. These assessments are a legal obligation under the Regulatory Reform (Fire Safety) Order 2005 as amended. The Council will also publish Fire Risk Assessment outcomes, including any associated outcomes and resolutions, in a way which is useful and meaningful to residents as part of providing independent assurance.

Outcomes from the quarterly shared area inspections and the annual Fire Risk Assessments will be made available to residents to view as part of projecting confidence and assurance in our work to keep residents safe.

As part of its more intensive approach to housing management, the Neighbourhood Housing Officer will also aim to make personal contact with all residents who live in one of our tower blocks on a rolling six monthly basis. As part of this planned home visit the Neighbourhood Housing Officer will:

- Inspect the self-closing fire door to your flat
- Ensure that the Council has up to date details on the occupancy of the flat and contact details

- Establish if there have been any material changes which could impact the risk of a fire developing in the resident's flat, the resident's ability to respond to a fire or the resident's ability to self-evacuate from the building
- Establish if there is a need to co-develop a plan [personal emergency plan'] to mitigate any increased risks associated with fire developing or a resident's ability to respond to a fire
- Establish if there is a need provide written guidance to the resident [emergency evacuation statement] where the resident would be unable to self-evacuate if there was a fire in their flat or if requested to evacuate by the Fire & Rescue Services
- Identify any residents who are in receipt of oxygen therapy and is storing oxygen cylinders in their flat
- Ensure any appropriate updates are included in the Premises Information Box.
- Identify if there are any support needs requiring referral into other services
- Check that no changes have been made which would impact upon the fire safety / compartmentation of the flat
- Check that any leaseholder who has sublet their flat and is acting as a landlord, is fully compliant with all safety certification
- Check that any leaseholder who is occupying the flat and has gas appliances and gas heating can evidence an annual gas safety check by a Gas Safe registered engineer.
- Ensure that smoke / heat detectors are in proper working order
- Ensure that any balcony is not being used for storage of combustible items
- Ensure residents remain clear about the fire safety policy for the building and how to prevent the likelihood of a fire starting

Regular personal contact with residents via a planned home visit every six months is central to ensuring that all residents remain 'fire safe and fire aware'

Any resident who is unable to evacuate unaided from the building or presents as 'high risk' due to the presence of oxygen cylinders in their flat will be flagged in the 'premises information box' for the building. This secure steel box located at the front of the building contains key information which would be accessed by the London Fire Brigade in the event of a real fire / emergency. The 'at a glance' information would be used by the Fire & Rescue Service to effectively prioritise and deploy their resources. The 'premises information box' can be accessed by your Neighbourhood Housing Office [who is responsible for keeping the contents up to date], other authorised Council staff and the London Fire Brigade.

Section 7 – Rights and obligations

The Building Safety Act 2022, in addition to tenancy and lease conditions, places obligations on the Council, tenants, leaseholders and other occupiers of our tower blocks. As owner and manager of higher-risk buildings, the Council's preferred approach is for all parties with a vested interest in building safety to rely upon the enforcement of rights and obligations as a last resort rather than a first response. In all cases the Council's preferred option is to work with residents through a 'social contract' which reflects the rights, duties and obligations of all parties to maintain safe, clean and well managed buildings and estate environments.

As building owner and manager, the Council accepts its full range of statutory and contractual obligations associated with the management and maintenance of higher-risk buildings. This service offer reflects the Council's commitments to all residents regarding its approach to meeting these obligations. To support engagement in a 'social contract' it is also important that tenants, leaseholders and other residents meet their obligations too.

For the Council to meet its obligations, it is important that all residents:

- Provide access to the Council, and its authorised contractors, following reasonable notice for the purpose of inspection, survey or to undertake work. This includes but is not limited to gas and electrical safety testing
- Keep in repair and proper working order any safety related item which is the responsibility of the resident. In the case of leaseholders and leaseholders who have sublet their flat, this will include gas and electrical installations
- Take care not to interfere with, damage or allow to be damaged any safety related item in the building
- Cooperate in relation to the provision of relevant information needed by the Council to assess risks and take reasonable steps to prevent major incidents in the building
- Refrain from storing any items on the internal shared areas of the building and private balconies
- Participate in the management of the building and building safety decisions as part of the Council's engagement strategy for higher-risk buildings

The Council will work with and engage with residents through a 'social contract' reflecting the rights, duties and obligations of all parties to maintain a safe, clean and well managed estate environments

Gas Safety is important to everyone. This includes the Council in its capacity as a landlord and building manager, resident leaseholders who have gas appliances and gas heating and leaseholders who have sublet their flat and are therefore also landlords. The implications associated with failures in gas safety can be serious and far reaching. In the context of keeping everyone safe it is therefore important that all residents and parties play their part.

The Gas Safety (Installation & Use) Regulations 1998 as amended deals with the installation, maintenance and use of gas appliances, fittings and flues in domestic premises. They place duties on landlords to ensure that gas appliances, fittings and flues provided for tenants' use are safe.

In summary terms landlords are required to:

- Ensure gas fittings and flues are maintained in a safe condition
- Gas appliances must be serviced annually
- Ensure an annual gas safety check is carried out on each appliance / flue
- Inform tenants of where to turn off the gas and what to do in an emergency
- Keep records of the gas safety check
- Issue a copy of the latest safety check record to the existing tenant

All servicing and checks must be undertaken by an appropriate Gas Safe registered engineer. Even if you are a leaseholder who uses a managing agent, you still retain overall responsibility for ensuring compliance with the Regulations.

Annual servicing to ensure that gas appliances, fittings and flues are in safe and proper working order is equally important to resident leaseholders.

For the Council to meet its obligations it will:

- Require all tenants to provide access to ensure that the annual gas service can take place
- Require all leaseholders who have sub-let their flat to provide the Council with evidence each year that it has completed an annual gas safety check by a Gas Safe registered engineer in their capacity as a landlord
- Check with all sub-tenants to ensure that they have received a copy of the latest gas check safety report from their landlord [leaseholder]
- Require all resident leaseholders to show that they have had their gas installations serviced each year by a Gas Safe registered engineer

Irrespective of tenure or occupation arrangement, every dwelling containing gas appliances, fittings and flues will need to be checked annually by a Gas Safe registered engineer to ensure residents remain safe. Gas compliance is a key part of the ‘social contract’ all residents ‘sign-up’ to as part of living in a tower block.

British Standards – BS7671 require all electrical installations to undergo inspection and testing at regular intervals. The industry agreed standard is 5 years for rented property or a change of tenant. This requirement applies to the Council in its capacity as a landlord and to leaseholders who have sub-let their flats.

British Standards also require landlords to have a mains wired smoke detector installed on the escape routes for each floor, a detector in the lounge (or principal habitable room), and a mains wired heat detector in the kitchen. All landlords are also required to ensure a carbon monoxide alarm is installed in every room where there is a fixed combustion appliance (including a gas boiler). Where a new fixed combustion appliance is installed, a carbon monoxide alarm will be required to be installed by law.

Landlords are legally required to repair or replace smoke and carbon monoxide alarms once they have been informed that they are faulty. Testing of alarms remains the tenant's responsibility

All landlords must undertake electrical testing every five years or following a change in tenant and have appropriate detectors installed and maintained. Electrical compliance is a key part of the ‘social contract’ all residents ‘sign-up’ to as part of living in a tower block

Section 8 – Resident Engagement & Empowerment

One of our key priorities is to listen to and act upon the voice of our residents. The Council has a statutory duty to prepare and regularly review a residents' engagement strategy. This strategy is essentially a plan of action; it sets out how we'll engage with you about decisions relating to building safety. We have also established a Building & Fire Safety Panel where residents can meet with key Council Officers to discuss and review our approach to fire and building safety matters, review progress and performance.

A building safety decision is any decision made about the management of the building, the management of building safety risks or any other decision connected to the Council's landlord responsibilities for fire and building safety. These legal responsibilities are defined in the Building Safety Act 2022 and the formal name for them is 'Principal Accountable Person duties.' We will review this strategy every two years. Reviews will be based on changes to the law, good practice and feedback from residents - if there are any major changes to the strategy, we will update you.

The Council's Resident Engagement Strategy is published on the Council's website <https://pre.hillingdon.gov.uk/high-rise/high-rise-residential-buildings> and covers:

- Information about how safety related decisions are made
- What decisions the Council will consult residents on
- How views will be considered
- How decisions and other information will be shared
- How methods for promoting participation will be measured and kept under review

The Council will provide every resident aged 16 years or over with a copy of the resident engagement strategy.

'The Council will produce and publish an inclusive engagement strategy which supports the 'social contract' between the Council and residents and enables everyone to be actively involved in the management of their building at a pace and level which suits them'

Section 9 – Financial and safety related information

The Council is committed to a high level of transparency in its approach to the management of its tower block portfolio. This includes providing relevant and useful information to residents in a clear and timely manner which supports the operation of the 'social contract' and accountability. The Building Fire Safety Manager has a key role in maintaining the 'golden thread' of safety related information for monitoring and Regulatory purposes.

'An open and transparent approach to sharing information with residents which goes beyond the sharing of basic prescribed information'

The Council will comply with all information sharing obligations to the Building Safety Regulator and is committed to sharing all prescribed information with residents in a format which is useful and meaningful to them.

The Council has a duty to bring forward a Case Safety Report for each higher risk building in management. These reports set out an assessment of identified building safety risks and the steps which have been taken to manage those risks, prevent a major incident occurring and reduce the severity of a major incident. The Council is committed to publishing all Case Safety Reports and ensuring that they reflect good practice and the Building Safety Regulator's expectations.

As requirements regarding prescribed information change, the Council will update its offer on the sharing of financial, and safety related prescribed information.

All residents will be given a 'Fire Safety Information Pack'. The content of the pack will be explained to residents by their Neighbourhood Housing Officer during the 'new tenant visit' or 'new home visit'. All packs will be tailored to individual tower blocks and your property type / location within the building. Packs will be provided to all new residents, irrespective of their tenure.

'Fire safety Information Packs' will be reviewed and updated in the light of any material changes to the building, Statutory / Regulatory changes and feedback from residents.

In addition to the use of Notice Boards [including digital notice boards] located within tower block lobbies, key information will be published and made available on the Council's website. This information will be reviewed and updated following feedback from residents and will include:

- Service contracts – including a summary of specification, frequency and compliance
- Fire Risk Assessments – including due dates, completed dates and summary outcomes
- Building Registration and certification
- Safety Case Reports – which document building safety risks and the steps taken / being taken to reduce and control those risks
- Mandatory occurrence reporting - specific issues which must be reported to the Building Safety Regulator
- Details of Accountable Persons who are responsible for ensuring that fire and structural safety is being managed for every tower block
- Fire safety concerns and complaints – details of how to raise fire safety concerns, make a complaint and details of the procedure operated by the Building Safety Regulator in relation to complaints
- Dates for shared area inspections and the outcomes from shared area inspections

Section 10 – Management of leasehold service charges

In addition to providing and publishing a range of safety related information, the Council also wants to be transparent about building safety costs.

There will be a cost for landlords associated with some of the legal duties it must comply with. In its capacity as landlord, the Council can pass on to leaseholders the reasonable costs associated with safety related matters through their service charge. The Council will clearly set out a list of building safety costs which the law says can be passed onto leaseholders and the statutory protections which are in place regarding such costs.

It is common for leaseholders to contribute to routine maintenance costs, building repairs and refurbishments through their service charge. Leaseholders will directly benefit from the building safety measures the Council has put in place to ensure that their home and building is safe.

The Council will be transparent about building safety costs and charges. Leaseholders will also receive clear and timely information so they can see 'at a glance' what the financial implications are of current and proposed building safety works

Section 11 – Complaints Management and Mandatory Occurrence Reporting

As part of its 'social contract' the Council values the contribution all residents can make to keep their building safe, clean and well managed. In this context it is important to the Council to be responsive to all residents and deliver its statutory, contractual and service level commitments. To support this the Council will establish a system for investigating complaints relating to building safety risks or concerns that the Council has failed to comply with any aspects of its duties under the Building Safety Act 2022 and associated Regulations.

The Principal Accountable Person is responsible for operating the complaints system in relation to relevant complaints associated with building safety risks and compliance with any duties or obligations under the Building Safety Act 2022.

What is a complaint?

In general terms a complaint can be considered as: *"an expression of dissatisfaction by telephone, personal visit or in writing, about the standard of service, actions or lack of action by the council or its own staff or those acting on its behalf, affecting an individual or group of customers."*

Who can complain?

Anyone who uses our services and is dissatisfied with the standard of service we have provided or our lack of action. The Council will also accept complaints by an advocate on behalf of a resident, with appropriate consent. However, any complaint should be made to the Council within 12 months of when a person feels that something has gone wrong.

What can people complain about?

People can complain about any **services** that the Council provides or contracts out.

However, please note that:

- although a complaint can be submitted against Council **policy**, please be aware that Council policy cannot be overturned through the complaint process as this can only be done through the statutory decision-making procedure.
- we will not deal with issues through the complaint procedure where a claim has been made in a court such as a disrepair claim; and
- issues relating to employment or application for employment with the Council cannot be addressed through the complaint procedure.

As part of its offer to tower block residents, the Council has provided an element within the complaints procedure that focuses on building safety concerns. Residents can report and identify a specific tower block while outlining their concerns. This feature within the complaint's procedure allows for notification to be sent directly and immediately to the appropriate team for action. This also applies to building safety concerns raised outside working hours. Further information on our complaints handling process can be found on the Council's website <https://www.hillingdon.gov.uk/complaints>

Additionally, we have co-developed a Complaints Service Standard with residents. This sets out all our commitments in relation to effective and responsive complaints handling. The Standard can be found on our Service Standards webpage [XXX](#)

Mandatory Occurrence Reporting

As part of our statutory obligations under the Building Safety Act, the council are required to have a means of capturing and reporting certain fire and structural safety issues, called 'safety occurrences', to the Building Safety Regulator. The Council, as the 'Principal Accountable Person', has introduced a 'mandatory occurrence reporting system' [MOR]. Residents and other users of our high-rise buildings may be able to spot a problem before we do. As well as being able to report an issue directly to our Building Safety Manager, residents also have the right to access and use our reporting system to report these types of safety occurrences.

Our Mandatory Occurrence Reporting system and associated operating procedure sets out what our staff do, and we have supplemented this with information designed to better help residents understand the process. Further information on Mandatory Occurrence Reporting can be found on our website <https://pre.hillingdon.gov.uk/high-rise/mandatory-occurrence> which includes:

- A clear definition of a 'relevant complaint' associated with building safety risks and compliance matters.
- Who can make a complaint and how.
- The timeframe to consider and respond to a complaint.
- The circumstances when a complaint must be referred to the Regulator [Health & Safety Executive] and

- Commitments to sharing information including the outcomes of 'relevant complaints' with residents.

The Building Fire Safety Manager will exercise management oversight of the MOR system and lead on all responses, investigations and escalations to the Building Safety Regulator.

Our accessible complaints process and the Mandatory Occurrence Reporting system ensure residents in our tower blocks can easily and swiftly escalate concerns to the right people so timely and effective action can be taken.

Section 12 – Building Emergency Evacuation Plans

The Council has appropriately adopted a 'stay put' Policy in respect of all its high-rise residential buildings. However, as part of learning from the Grenfell Tower tragedy the Government has mandated the production of Building Emergency Evacuation Plans for all higher-risk buildings under Regulation 13 of the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025. This affords the Fire & Rescue Services flexibility in responding to fires in higher-risk buildings.

Under Regulation 13 the Council will prepare a separate building emergency evacuation plan and share the plan with their local Fire and Rescue Authority. A copy of the plan will be stored in the secure information box and will be reviewed annually.

The building emergency evacuation plan must include:

- a copy of the instructions to residents as required under regulation 9(2)(b)(i) of the Fire Safety (England)Regulations 2022
- confirmation of whether there are 'relevant residents' in the building
- information relating to any other arrangements for that building, for example if an Evacuation Alert System has been included

The Building Fire Safety Manager has responsibility for the production and review of Building Emergency Evacuation Plans, coordinating drills in liaison with the Fire & Rescue Service, and documenting the learning outcomes.

The Council will ensure that all residents are fully aware of what they need to do if the Fire & Rescue Service requires a full or partial evacuation of the building.

Section 13 – Service Offer Review

The management offer for residents living in Council owned and managed tower blocks will be reviewed every two years to ensure that it supports the 'social contract' between the Council and residents, continues to deliver safe, well managed buildings and meets all statutory guidance and Regulations. All reviews and changes will be made in partnership with residents and published.

Section 14 – Glossary of Terms

Term or reference in Service Offer	Definition
'In-scope' and 'higher risk' buildings	A residential building of at least 18m in height or 6 storeys, whichever is reached first. All known as 'tower blocks'
Building Safety Regulator	The 'Regulator' in respect of duties and responsibilities for 'higher risk' buildings is the Health & Safety Executive
Principal Accountable Person [PAP]	A position defined in law with statutory responsibilities for occupied higher risk buildings including fire and structural safety. The Council's PAP is the Director of Operational Assets.
Accountable Persons [AP]	A position defined in law with statutory responsibilities for occupied higher risk buildings. The post holder is answerable to the Principal Accountable Person. The APs supports the PAP in areas including resident engagement, data collection, property and building inspection and the completion of Person-Centred Fire Risk Assessments as part of supporting vulnerable households.
Building Fire Safety Manager	This specialist role delivers expert advice in relation to fire safety responsibilities across the Council's Higher Risk Buildings and provides managerial oversight and quality assurance of statutory functions, processes and systems which seek to keep residents safe.
Building Safety Certificate [BAC]	Are issued by the Building Safety Regulator [BSR] when satisfied that the Council is fully compliant and has not breached any relevant duty in respect of its management of a 'higher risk' building. Landlords are 'invited' to apply for a BAC by the BSR on risk-based approach. When issued, BACs are displayed within buildings.
Neighbourhood Housing Officer	The Neighbourhood Housing Officer is the 'point of contact' responsible for the delivery of a more intensive form of housing management service to all residents living in the Council's tower block portfolio. They are key to delivery of core aspects of the offer to residents living in tower blocks.

Building safety risks	These are safety related risks associated with the building which must be identified, regularly reviewed and effectively managed
Case Safety Report	A report which sets out an assessment of identified building safety risks and the steps which have been taken to manage those risks, prevent a major incident occurring and reduce the severity of a major incident
Major incident	An incident leading to a significant number of deaths or serious injury to a significant number of people
Residents' Engagement Strategy	Is a statutory plan produced by the owner and manager of the 'higher risk' building which sets how all residents can participate in the management of the building.
Building safety charge	Is a statutory element within the service charge payable by leaseholders which relates to all costs associated with building safety work
Stay put strategy	A strategy based on the design principle that only the residents of the flat of fire origin need to escape initially, while other residents may remain in their own flats unless their flat is affected by smoke or fire, they feel threatened, or they are instructed to leave by the Fire & Rescue Service. A stay put strategy does not preclude residents, who are aware of a fire within a building but not directly affected by it, from deciding to evacuate.
Person Centered Fire Risk Assessment	A structured and private conversation between the Neighbourhood Housing Officer and a resident to identify if there are any risks which need to be mitigated in relation to increased risk of fire. Issues associated with ability to respond to a fire and issues associated with ability to escape from a fire
Personal emergency plan [PEP]	A tailored plan which is co-developed and documents clear actions to mitigate assessed risks associated with increased risk of fire in a flat and risks associated with the ability to respond to a fire in a flat

Emergency Evacuation Plan	A co-developed document which sets out what an individual resident must do if they have a fire in their flat but are unable to self-evacuate from the building unaided.
Reasonable Adjustments	Physical measures introduced and changes to service delivery which are tailored to individual needs to ensure that vulnerable tenants achieve equitable outcomes in terms of being both 'fire safe' and 'fire aware'
Building Emergency Evacuation Plan	A plan which tells all residents in the building what they must do if the Fire & Rescue Service orders a partial or full evacuation of the building.
Privacy Notice	A document that the Council publishes to explain how personal data relating to residents is processed. It has two aims: to promote transparency and to give individuals more control over the way their data is collected and used
Relevant Complaint	Are Complaints associated with building safety risks and compliance matters rather than day to day service provision
Mandatory Occurrence Reporting System	A system the Council has been required to induce to capture and report certain fire and structural safety issues, called 'safety occurrences', to the Building Safety Regulator. Reports can be made by staff, contractors and residents.

Translations

If you would like to receive this information in another language please contact us on 01895 277 038

اگر آپ یہ معلومات کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے ٹیلیفون 01895 277 038 پر رابطہ کریں۔

Urdu translation.

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277 038 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi Translation.

જો ਤમੇ આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો ફુપા કરીને અમારો સંપર્ક કરો ટેલિફોન 01895 277 038

Gujrati traditional.

यदि आप यह जानकारी किसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277 038 पर संपर्क करें।

Hindi

Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka
01895 277 038

Somalia