

# Housing Scrutiny Commission

Tuesday 14 October 2025

7.00 pm

Ground Floor Meeting Room G01, 160 Tooley Street, London SE1 2QH

## Membership

Councillor Jason Ochere (Chair)  
Councillor Emily Tester (Vice-Chair)  
Councillor Barrie Hargrove  
Councillor Ketzia Harper  
Councillor Richard Livingstone  
Councillor Catherine Rose  
Councillor Jane Salmon  
Bassey Bassey (Co-opted Member)  
Ina Negoita (Co-opted Member)  
Althea Smith (Co-opted Member)

## Reserves

Councillor Sunil Chopra  
Councillor Ellie Cumbo  
Councillor Adam Hood  
Councillor Laura Johnson  
Councillor Hamish McCallum  
Councillor Bethan Roberts  
Councillor Kath Whittam

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### Contact

Adam Wood on 020 7525 0265 or email: [adam.wood@southwark.gov.uk](mailto:adam.wood@southwark.gov.uk)

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Members of the committee are summoned to attend this meeting

**Althea Loderick**

Chief Executive

Date: 6 October 2025



# Housing Scrutiny Commission

Tuesday 14 October 2025

7.00 pm

Ground Floor Meeting Room G01, 160 Tooley Street, London SE1 2QH

## Order of Business

Item No.	Title	Page No.
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**1. APOLOGIES**

To receive any apologies for absence.

**2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT**

In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.

**3. DISCLOSURE OF INTERESTS AND DISPENSATIONS**

Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.

**4. MINUTES**

1 - 8

To approve as a correct record the minutes of the meeting held on Monday 28 July 2025.

**THEME: THE GOOD LANDLORD PLAN**

**5. GOOD LANDLORD PLAN PROGRESS UPDATE**

9 - 27

To receive a report, *Good Landlord Plan Progress Update*, noting the progress and status of the Good Landlord Plan.

Item No.	Title	Page No.
6.	<b>THE REVISED RESIDENT ENGAGEMENT STRATEGY</b>	28 - 100
	To receive and comment on the revised Resident Engagement Strategy which responds to engagement with residents, the recommendations of the Housing, Community Safety and Community Engagement Scrutiny Commission and an independent review of resident consultation.	
7.	<b>TENDA ROAD (NEW BUILD HOMES)</b>	101 - 106
	To receive a report, <i>Tenda Road (New Build Homes) – Overview and Next Steps</i> , noting the project's complex history and the action plan in place to address concerns and resolve the matter as well as the appointment of an independent investigator.	
<b>THEME: FIRE SAFETY</b>		
8.	<b>POST-GRENFELL COMPLIANCE AND FUTURE FIRE SAFETY INVESTMENT</b>	107 - 114
	To receive a report, <i>Response to Housing Scrutiny Commission on Post Grenfell Compliance &amp; Future Fire Safety Investment</i> , noting how the Council currently stands in relation to updated fire safety legislation and the implementation of fire safety-specific modifications to housing stock as well as its plans for future fire safety investment.	
9.	<b>MARIE CURIE - RECOMMENDATION TO DEMOLISH SUBJECT TO CABINET DECISION</b>	115 - 281
	To receive a report, <i>Marie Curie - Recommendation to demolish subject to Cabinet Decision in December 2025</i> , noting the options considered in arriving at this recommendation and the reasons for departing from the original (2022) Cabinet recommendation.	
10.	<b>WORK PROGRAMME 2025-2026</b>	282 - 287
	To consider the work programme for the 2025-2026 year.	

Item No.	Title	Page No.
11.	<b>CABINET RESPONSES TO THE HOUSING, COMMUNITY SAFETY AND COMMUNITY ENGAGEMENT SCRUTINY COMMISSION'S: "SCRUTINY REVIEW OF TENANT STRUCTURES (DRAFT RESIDENT INVOLVEMENT STRATEGY)" INTERIM REPORT</b>	288 - 297

To note Cabinet's responses to the Housing, Community Safety and Community Engagement Scrutiny Commission's: "Scrutiny Review of Tenant Structures (Draft Resident Involvement Strategy)".

Date: 6 October 2025



## Housing Scrutiny Commission

MINUTES of the OPEN section of the Housing Scrutiny Commission held on Monday 28 July 2025 at 7.00 pm at Ground Floor Meeting Room G02A - 160 Tooley Street, London SE1 2QH

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**PRESENT:** Councillor Jason Ochere (Chair)  
Councillor Emily Tester (Vice-Chair)  
Councillor Barrie Hargrove  
Councillor Richard Livingstone  
Councillor Catherine Rose  
Councillor Jane Salmon  
Bassey Bassey (Co-opted Member)  
Ina Negoita (Co-opted Member)  
Althea Smith (Co-opted Member)

**OTHER  
MEMBERS  
PRESENT:** Councillor Stephanie Cryan  
Councillor Sam Dalton  
Councillor Emily Hickson  
Councillor Bethan Roberts  
Councillor Kath Whittam

**OFFICER  
SUPPORT:** Sarah Feasey, Head of Law  
Adam Wood, Scrutiny Officer

### 1. APOLOGIES

Apologies were received from Councillor Ketzia Harper.

### 2. NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT

There were no late items of business.

### 3. DISCLOSURE OF INTERESTS AND DISPENSATIONS

Councillor Emily Tester declared that the Kirby Estate which would be a subject of

discussion under items 5 and 6 was within her ward of North Bermondsey.

Ina Negoita declared an interest in items 5 and 6 of the agenda as she was a resident leaseholder of Devon Mansions. Ms Negoita did not take part in the meeting in her role as a non-voting co-opted member as she intended to present evidence to the Commission on the works at the Estate from a resident's perspective.

Councillor Richard Livingstone declared that he had attended a briefing on the Kirby Estate with Neil Coyle, MP, and officers.

#### 4. MINUTES

The minutes of the Housing, Community Safety and Community Engagement Scrutiny Commission's meeting held on 22 April 2025 were noted.

Note: The remit of this new housing commission had substantially changed in the new municipal year hence the minutes were *noted* rather than *agreed*.

#### 5. OUTCOME OF THE REVIEW OF THE CANADA ESTATE 2017/18, FAIR STREET/DEVON MANSIONS 2018/19 AND KIRBY ESTATE 2018/19 QHIP MAJOR WORKS PROJECTS

The Chair introduced the item by briefly explaining the background to the reports.

He then read out a written submission from the Leader which stated (in summary):

- the poor management of works led to unacceptable outcomes for tenants and leaseholders
- the Leader apologised on behalf of the Council for the sub-standard works
- while Cabinet Member for Council Homes, she had introduced new processes for contract management and works oversight in response to the issues found
- engagement with tenants and leaseholders had also been reviewed and a new senior management team appointed
- she would work to rebuild trust between the council and affected tenants and leaseholders

The Chair then invited Ward Councillors Sam Dalton and Emily Hickson for London Bridge and West Bermondsey to address the Commission in respect of Fair Street / Devon Mansions.

The ward councillors reported:

- the length of time for which residents were let down and failed to get answers to their questions about the works

- the significant time required for the investigations to begin and to be completed
- the investigations focused on four key areas including the cost of the works, the poor quality of works and their risks, communications with residents, and the Council's performance
- the aims of the investigations were for residents to pay only for works completed to a high standard and to receive answers as to why works went over budget, over time and were of poor quality
- that Council promises to residents that they would have advance sight of the reports under discussion were not fulfilled because of their delayed publication

The ward councillors made a number of recommendations regarding the processes and structures through which residents could have greater input into and scrutiny over works before, during and after their delivery. They also recommended improvements to the process for inspecting and signing off works still outstanding or deemed not to be completed to the appropriate quality.

Subsequently, Ward Councillors Stephanie Cryan, Bethan Roberts and Kath Whittam for Rotherhithe addressed the Commission in respect of the Canada Estate, reporting that:

- many of their experiences and those of residents matched those reported by the Councillors for London Bridge and West Bermondsey
- the Pellings' report (and work processes leading to it) for the Canada Estate did not seem to match the insight provided in the Devon Mansions report
- detail contained within some recommendations needed to be attended to e.g. around the commitment to monitor the brick work on low rise buildings every two years (amongst others)
- challenges remained around how leaseholders could be protected from paying for substandard/incomplete work whilst also ensuring that tenants were similarly protected from subsidising those works through their contributions to the Housing Revenue Account
- ongoing issues remained about the cleaning of windows (e.g. safety and responsibility for cleaning)
- the standard of work for the new windows was poor and a new contractor should be appointed to make good all defects as a matter of priority
- the contractor's self-certification of works for windows was not enough to ensure their effective installation
- the officer leading the Task and Finish Team had been extremely helpful

Three residents who had previously spoken about the works to the Overview and Scrutiny Committee were invited to speak to the reports' findings.

Mr Barry Duckett (Chair of Canada Estate TRA) spoke first, highlighting:

- the original design intention for the windows was that they could be cleaned by residents via access to their balconies
- that earlier and more thorough engagement with residents by Pellings could have led to a more useful report
- that an earlier response to resident concerns could have prevented issues developing

Next, Mr Michael Robertson, local resident of Canada Estate, gave his views, reporting that:

- residents were frustrated with the Council failing to listen to and act on their representations
- since the departure of a number of senior officers from the Housing department, more information had been shared and residents were able to learn more about the failings in the works processes
- the rejection of requests for information amounted, in two cases, to obstruction of statutory disclosure

Ms Ina Negoita, local resident of Devon Mansions, closed the resident input part of the meeting, stating that:

- the information sought often required FoI requests for it to be provided
- poor governance, overspend and resident inconvenience resulted from lack of oversight, for example, scaffolding was up for nine months without significant work being carried out, and despite this, automatic payments were being made to contractors without checks on whether works had been completed
- contractor worklogs were missing
- residents obtained the services of an independent surveyor who identified only 11% of claimed, paid works actually existed, and that this had been communicated to the Council
- £2.1m of payments to the TMO over 20 years for internal works on Devon Mansions were not completed leading to further frustrations when the Council rejected calls to investigate and to refund residents' expenditure on external surveyor advice
- the TMO's closure with debt meant a loss to the HRA of £1.3m

Ms Negoita asked that:

- management culture change to increase its regard for accountability and that officers follow the Council's policies more closely, in particular, "Putting Residents First"
- a resident-officer working group be organised to develop a strategy for Devon Mansions (internally and externally)

- the quarterly Resident Panel Meetings be continued
- issues where fire safety compliance is in doubt be prioritised

The Chair then invited the Strategic Director of Housing, Hakeem Osinaike, and officers Ryan Collymore, Paul Murtagh and Syeed Kadir to present the reports.

Paul Murtagh (Interim Design Delivery Manager) who had led the Task and Finish Team conducting the Council's internal review into the major works projects introduced the report. He advised that the review sought to find out if anything had gone wrong in the delivery of the three projects and, if so, to identify lessons useful for avoiding similar issues in the future.

Paul expressed his thanks to residents for his many meetings with them and sharing their concerns about the works. He reported that he had also spoken to the consultants and contractors, and the resulting review identified 30 recommendations which Paul recapped. He also linked the actions around recommendations to work already underway to improve contracts and processes around works oversight.

Ryan Collymore (Director of Repairs and Maintenance) apologised on behalf of the Council for failing tenants and leaseholders on the three estates. He advised that the Council's preference was to ensure contractors do the work they were paid to do rather than issue refunds for poor quality work or work not carried out, however, the Council was prepared to speak with leaseholders on an individual basis about refunds.

Syed Kadir (Interim Assistant Director of Planned Maintenance) explained how they were integrating lessons learned from the reviews into the Consort Estate works, citing examples of meetings with the TRA and Leaseholder representatives, attended also by ward councillors. These had brought down the costs of the works planned. Monthly progress meetings with the contractor where TRA representatives are present to communicate concerns have also been initiated.

Hakeem Osinaike (Strategic Director of Housing) apologised both for the quality of the works and the time taken for the findings to be published. He assured the Commission that the lessons learned were being put into place.

Before opening to questions from Commission members, the Chair expressed that Cabinet should be recommended to act on the findings made and to provide a timeline of actions identifying when recommendations will be addressed.

The Commission members then asked officers questions and made broader comments including:

- what a clear process for escalating disputes between residents and those taking part in the project might look like. Officers recounted improved

relations as a result of applying the lessons learned from the reviews to the new works on the Consort Estate. It was then requested by the Commission that a process known to all parties should be established in addition to applying more broader lessons

- whether the new governance structures would recalibrate the Housing department as intended and how the rest of the Council might support the work of the Housing department – Officers advised that there was a range of accountability and governance structures capable of securing better outcomes (e.g. upwards from new governance and accountability structures being put in place by the Director of Repairs and Maintenance in their Directorate to the Strategic Director's Housing Improvement Board, the Chief Executive's Housing Assurance Board and the Strategic Housing Oversight Board chaired by the Leader of the Council)
- that work within budgetary processes would be useful to establish what monies might be clawed back from contractors
- that trust needed to be rebuilt not just between residents and elected representatives but between those representatives and officers so that scrutiny and challenge are conducted in a context of accurate and transparent information
- why the internal review explored works across three estates – Officers advised that individual investigations were carried out but these showed the problems found were broadly similar hence one review report was the most appropriate structure to highlight types of issue
- why other major works projects in the QHIP programme which also suffered from overspend and poor quality works were not investigated

There followed a discussion among members on the Commission's next steps. Proposals included:

- whether the Overview and Scrutiny Committee as the originating body for these investigations should continue to have a role in their resolution
- creating an inter-ward forum to share lessons and concerns among Councillors and facilitate escalation (where necessary)
- that the Commission make recommendations during the meeting which could be fine-tuned afterwards, if necessary, with the intention that Cabinet be presented with the information needed at the earliest opportunity

Subsequent discussion explored potential draft recommendations. It was agreed that these would be refined by the scrutiny officer for the meeting and then sent to the Commission for final confirmation. The recommendations set out below are the confirmed Commission recommendations to cabinet.

**RESOLVED:**

1. That Cabinet consider and agree the recommendations set out in:

- the Council's Task and Finishing Team's (TFT) *Internal Review of the Canada Estate (Phase 2) 2017/18 QHIP Major Works Project, Fair Street/Devon Mansions 2018/19 QHIP Major Works Project and the Kirby Estate 2018/19 QHIP Major Works Project*
- Pellings' *Review of Works Project for the Quality Homes Investment Programme - Canada Estate*
- Pellings' *Review of Works Project for the Quality Homes Investment Programme - Fair Street / Devon Mansions*

2. That the individual ward member recommendations presented to the commission, and other additional recommendations as a result of their reading the report and what they heard at the meeting, be included in the report from scrutiny to cabinet.
3. That Cabinet ensure more information on works and their costings is shared with residents before and during the works taking place.
4. That Cabinet assess whether there are sufficient Council skills and workforce expertise needed for effective oversight of major works, and build skills and capacity in these areas.
5. That in connection with recommendation 11 of the action plan (breakdown in communications between residents and LBS Project Team) a clear escalation process be established for where there are disputes between residents and officers, so that both parties know how to raise disputes and how they will be resolved.
6. That Cabinet ensure that automatic payments to contractors do not happen without a Contract and without Gateway 3 reports being approved.
7. That Members have training or updates on the revised processes around Statutory Disclosure.
8. That residents be required to pay only for works completed and to a high standard.
9. That information on the quality of work completed at LBS or other councils by contractors bidding in new tender processes have greater weight in contract-awarding decisions.
10. That the management response to Recommendation 21 of the TFT review not be limited to developing a Code of Conduct for TRAs but also undertake the 'deep dive' audit into the relationships between, and conduct of, residents and officers as per the TFT recommendation.
11. That Cabinet eliminate the possibility that fraud occurred in the interests of transparency.

12. That a Ward Councillor forum be created to share learning and/or concerns about works, which is facilitated by Senior Housing Officers and Housing Cabinet Member.
13. That quarterly Residents' Panel Meetings be established.

**6. MANAGEMENT RESPONSE TO THE OUTCOME OF THE REVIEW OF THE CANADA ESTATE 2017/18, FAIR STREET/DEVON MANSIONS 2018/19 AND KIRBY ESTATE 2018/19 QHIP MAJOR WORKS PROJECTS**

This item was considered in conjunction with Item 5. See item 5 above for decision.

**7. HOUSING SCRUTINY COMMISSION WORK PROGRAMME 2025-2026**

This item was deferred due to the lateness of the hour.

Meeting ended at 9.58pm.

**CHAIR:**

**DATED:**

<b>Meeting Name:</b>	Housing Scrutiny Commission
<b>Date:</b>	14 October 2025
<b>Report title:</b>	Good Landlord Plan Progress Update
<b>Cabinet Member:</b>	Councillor Michael Situ Cabinet Member for Council Homes
<b>Ward(s) or groups affected:</b>	All wards and council tenants and leaseholders
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	N/A
<b>From:</b>	Hakeem Osinaike, Strategic Director of Housing

## RECOMMENDATION

1. To note the progress and status of the Southwark Good Landlord Plan which outlines Southwark's approach to becoming a good landlord for all tenants and leaseholders.
2. This report provides an update on the progress of Southwark's housing improvement programme in meeting the required outcomes of the Housing Consumer Standards through the Good Landlord Plan (GLP), following the Regulator of Social Housing's (the Regulator) C3 judgement on how we are meeting these Standards.
3. The GLP sets out how we will deliver the Southwark 2030 Strategy goal Decent Homes for All and comply with new regulatory frameworks introduced following the tragic Grenfell Tower fire. Failure to comply would put the council in breach of its statutory duties and at risk of sanction by the Regulator and the Building Safety Regulator.
4. The Regulator has responded positively to the Council's overall approach, particularly the emphasis on governance, transparency, and capacity-building.

## BACKGROUND INFORMATION

5. The Regulator carried out a planned inspection of the council's landlord services in August 2024, taking the Council's self-referral over electrical condition testing within its homes into account. This self-referral took place in June 2024, following an internal audit which highlighted concerns over electrical condition testing. Self-referral in such circumstances is a regulatory requirement.
6. On 27th November 2024, the Regulator published its regulatory judgement for Southwark Council's landlord services confirming a consumer grading of C3 which means the Regulator considered there to be serious failings in delivering the outcomes of the Consumer Standards with significant improvement needed. The four Consumer Standards are:
  - ◆ Safety and Quality Standard

- ◆ Transparency, Influence and Accountability Standard
- ◆ Neighbourhood and Community Standard
- ◆ Tenancy Standard

7. The table below shows the failings identified in the inspection.

No.	Theme	Key Inspection Finding
F.1	Electrical condition	Over 50% of Southwark Council's homes had not had an electrical condition test for over five years.
F.2	Smoke alarms	At the time of the inspection over 50% of Southwark Council's homes were without smoke alarms.
F.3	Remedial fire safety actions	Southwark had 2,000 overdue fire safety remedial actions.
F.4	High risk fire safety actions	100 outstanding fire safety actions were categorised as high risk by the council.
F.5	Stock condition survey	Southwark Council does not have up to date stock condition information for most of its homes. The Regulator did not have assurance that Southwark Council has a sufficient understanding of the condition of its homes in order to deliver the Safety and Quality Standard.
F.6	Decent Homes Standard	Southwark Council reported that around 30% of its homes do not meet the requirements of the DHS.
F.7	Repairs consistency	While the inspection provided assurance that Southwark Council is delivering an effective repairs service, the Regulator advised that there is scope to improve consistency in repairs completion times.
F.8	Damp and mould	The Regulator recognised improvements but advised that a focus on damp and mould should form part of our improvement work.
F.9	Allocations policy	In relation to the Tenancy Standard, the Regulator identified that Southwark Council was failing to allocate its homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account. The Council's existing allocations scheme had not been updated since 2013 and the introduction of an annual lettings plan in 2023 has led to a lack of transparency in the allocation of empty homes.
F.10	Communication and information	The Regulator found a need to improve transparency & communication in relation to its allocation of empty homes, and the transparency of Southwark Council's communications to its tenants about its failure to comply with landlord health and safety requirements.
F.11	Fair and equitable outcomes	The Regulator found that there is scope for Southwark Council to strengthen its understanding of how its services deliver fair and equitable outcomes for tenants through analysis of service outcomes based on tenant characteristics.

F.12	Tenant influence and decision making	The inspection identified weaknesses in how Southwark Council takes tenants' views into account in its decision making and communicates how tenants' views have been considered. It highlighted the need to ensure that resident engagement was more impactful.
F.13	Housing Management/TMOs	The inspection found weaknesses in Southwark Council's approach to supporting tenants to exercise housing management functions through Tenant Management Organisations (TMOs). This has contributed to breaches in the management agreements for three TMOs, resulting in poor outcomes for tenants.
F.14	Performance information	The Regulator did not have assurance that Southwark Council is meeting the specific expectations on the provision of performance information to tenants to support effective scrutiny of landlord services. There is limited information on performance and improvement activity routinely available or reported to tenants, undermining tenants' capacity to hold their landlord to account.
F.15	Complaints information	The inspection found weaknesses in how Southwark Council is delivering complaints information. The Regulator did not see evidence of Southwark Council sharing information with tenants about the type of complaints received and how this information is used to improve its services.
F.16	Complaints timeframes	Complaints reports indicated that Southwark Council is focussed on learning from complaints but responding to complaints within relevant timescales is a key area targeted for improvement, and there is a backlog of open complaints to resolve.

8. Following the regulatory judgement, the Housing Improvement Programme was initiated as a cross-cutting programme of improvement and transformation across housing services to tackle the root causes of the failings identified in the regulatory judgement and deliver sustainable lasting change that improves outcomes for residents.
9. The Council is required to meet with the Regulator on a monthly at present and demonstrate improvement through the agreed Programme which is now integrated into the GLP. The Regulator has the power to downgrade Southwark to a C4, meaning there are very serious failings requiring fundamental changes, and the Regulator may take enforcement action.

## KEY ISSUES FOR CONSIDERATION

### Becoming a Good Landlord

10. Delivery of high-quality housing services is a key priority across the council. Our Southwark 2030 strategy sets out our shared vision for 2030 and 'a decent home for all' is a key goal area of the strategy.
11. The GLP is central to the Southwark 2030 Strategy. It provides a structure for aligning our housing improvement work with the council's wider goals around fairness, health, and opportunity. It is a tool for holding ourselves to account, and for making sure that the voices of our tenants and leaseholders shape how we deliver services now and in the future.
12. The Good Landlord Plan is based on six themes:
  - ◆ Better Homes
  - ◆ Better Estates
  - ◆ Better Repairs
  - ◆ Better Customer Service
  - ◆ A Stronger Voice for Tenants
  - ◆ New Council Homes
13. A resident-friendly version of the plan is published on the website<sup>1</sup> with updates included in the annual report<sup>2</sup>.
14. The GLP builds on the lessons from our ongoing engagement with the Regulator and directly supports our response to the C3 judgement. It reflects our determination to improve the experience of tenants and leaseholders by strengthening the way we manage homes, resolve repairs, communicate with residents and meet our legal and regulatory duties. It also sets out a clear framework for accountability and service improvement, so residents know what to expect from us and how we are performing.
15. The GLP scope also includes improvements to services that were not highlighted as significant failings or where the Regulator had found assurance that the Consumer Standards are being met. For example, the Regulator stated that while the inspection provided them with assurance that Southwark Council is delivering an effective repairs service, there is scope to improve consistency in repairs completion times. As repairs are the subject of the majority of residents' complaints, this is a priority area for improvement. Preparation for Awaab's Law is also in scope despite not being an area of failing.
16. Likewise, although the Regulator found evidence that the council deals effectively with anti-social behaviour (ASB) and hate incidents in line with its policy and procedures and in partnership with relevant organisations, our residents have told us that how we manage ASB can be improved, so work has been done to improve the existing procedures.
17. The programme/projects and workstreams are shown below with a summary of recent progress and plans for the next quarter:

<sup>1</sup> [Good Landlord Plan 2025 DIGITAL.pdf](#)

<sup>2</sup> [Our housing annual report | Southwark Council](#)

### **Better Homes Progress**

18. The first phase of the True Compliance system for undertaking fire risk assessment surveys and managing actions identified on the assessments took place in w/c 1st September for the surveys and 8th September for the management of actions.
19. The next phase involves an assurance of compliance data, including root cause analysis and designing processes, policies and procedures as well as building long term capacity with delivery skills and capability.
20. A redesign of the no-access process across key compliance areas is underway to minimise slippage of ongoing assessment and inspection programmes and to keep tenants safe.
21. Compliance performance has improved in the period from the end of March to the end of September:
22. Domestic electrical condition tests have increased from 24.7% to 43.9
23. Communal electrical condition tests have increased from 66.9% to 89.7%
24. The percentage of compliant smoke alarms has increased from 7% to 25.2%
25. Overdue high risk fire risk assessment actions have reduced from 218 to 15
26. To ensure overdue electrical safety certification is carried out prior to the end of March 26 target date, two new contracts have been procured to carry out the unallocated certificates and to provide additional capacity for homes where there has been a no access and as additional mitigation for any issues with other contractors.

### **Focus to March 2026**

27. Go-live of the next phases of the True Compliance system including electrical, gas, asbestos, lifts and water safety.
28. Delivery of programmes to achieve compliance for areas of failure i.e. FRA actions, EICRs and smoke and CO alarms.
29. Revised no access process in place.
30. Development of robust performance reporting and improvements to data issues, with clear trajectories produced and tracked for non-compliant safety areas and weekly Power BI reporting from True Compliance published.
31. Commencement of the full stock condition survey.

### **Better Estates Progress**

32. In terms of decent homes, we have completed pilot stock condition surveys at Wyndham and Comber estates to establish a benchmark against which to assess quality standards. For the ongoing stock condition surveys, in September we sent 2,400 resident letters in September for the first 20% internal surveys which will commence from 29 September. Under our programme of estate refurbishment, works on Consort Estate began in April and are progressing on schedule, with successful pilot completion, ongoing resident consultation, and internal surveys revealing a need for increased

bathroom adaptations now funded from the adaptations budget, enabling quicker delivery of these upgrades.

33. Crane House's detailed design phase includes fire safety works, general refurbishment, smoke modelling, and potential sprinkler installation, with extensive resident engagement planned and design finalisation pending regulatory approval, though assembling a Resident Project Team remains challenging.
34. Priory Estate works began in May with completion expected by November, but progress is hampered by access issues to some garages and possible asbestos concerns, while project updates continue to be shared with residents despite difficulties forming a Resident Project Team.
35. Honiton Gardens will see surveys and pre-commencement activities by the contractor before work begins on fire safety, kitchen, bathroom and electrical upgrades.
36. Wyndham & Comber Estates, covering 651–661 properties, are in detailed design for fire safety and communal area refurbishment (excluding some HRBs), with draft scopes under resident review, planned procurement via the South East Consortium, and ongoing exploration of homeowner participation in contractor selection to ensure compliance with procurement rules.
37. We are also procuring works to bring 120 street properties up to a minimum standard of energy efficiency (EPC C) funded by a £1.3m Warm Homes grant. Consultants have been provided with brief for design pricing and a steering group inaugurated.
38. Under our programme to replace around 1,000 boilers per year, 438 have been completed as of the end of August.
39. A revised ASB procedure has been agreed, and full ASB training has been given to staff to improve handling of ASB. The new policy and procedure will be communicated to tenants as it is implemented.
40. We are working with colleagues in Waste Management to develop an approach to make sure we have the right resources on our estates to deal with issues such as fly tipping, littering and dog fouling. This may include using 'Fix my street' in the interim while we are developing a case management system.
41. We are on track to deliver our review of playground assets in partnership with colleagues in Parks. We are confident that the outcomes will provide clear priorities to guide future investment and improvement.
42. We have scheduled training on trauma informed approaches for October. Further training will be identified through our training needs analysis programme.
43. We are introducing estate surgeries to improve our visibility on the estates and ensure all residents have access to our services and are on track for this to be established across all areas in October. We are working on publicity to inform residents.

### **Focus to March 2026**

44. Embedding of the new ASB procedure including quality assurance dip sampling results.

45. Following estate specific consultation, final design of the Cleaning and Waste Management Pilot are being undertaken with infrastructure works and service changes scheduled to begin in March 2026.
46. Work with Thames Water to resolve the Friern Estate Water Pressure with potential for the installation of a boosted water system.
47. Future of Marie Curie House to be presented to Cabinet for decision December 2025.
48. Future of Marie Curie House to be presented to Cabinet for decision December 2025.

### **Better Repairs Progress**

49. Improvements to customer experience and access has begun with the 'ideal' journey for repairs online reporting has been mapped out. Digital and ICT transformation includes the design for a new online self-service solution being developed alongside plans to replace the current repairs email with online forms.
50. The negotiations to vary the Plentific contract are complete, and the new contract is now sealed with implementation of this new system to start shortly. The Plentific system, a new repairs and maintenance system will enable improved management of complex repairs including damp and mould and disrepair, access to framework 'marketplace' for procuring contractors and dynamic scheduling of repairs. The implementation plan has been refined and the critical path for delivery of Marketplace identified.
51. A review of issues with the current repairs system, Service Connect, has been carried out to understand and document issues and actions required to make short term improvements to repairs management. Many of the changes needed relate to how operatives' trades and skill sets and job management information have been configured, so system improvements should enable repairs managers improved insight into work order completion resulting in initial service improvements. Integration issues with NEC that have impacted on reporting have also been resolved and new report requirements are now being elicited.
52. For the overall repairs operating model, a review of organisational development includes financial, procurement and contract management as well as organisational culture.
53. New repairs policies and procedures are being developed and further changes under consideration for the DLO include growing the internal workforce whilst improving productivity through potential changes to contracts to implement shift patterns to better reflect the needs of residents, implementing dynamic resource scheduling, and harmonising contracts to tackle the high cost of overtime and potential discrimination due to the narrow pool of operatives in the overtime pool. A report will be taken to Cabinet in December to approve these changes.
54. For improved management of void (vacant) properties, a Discovery phase is now complete, and a series of recommendations were approved at Housing Improvement Board in August and will now be implemented. Initial focus is on process improvement for the most common causes of delay (meter issues and

key management issues) and on implementing a new integrated voids solution to replace the current spreadsheets in use.

55. The voids process will now include the identification of void properties that either include a disabled adaptation or are suitable for disabled adaptations. These properties can then be highlighted on the choice-based lettings property advertisement and shortlisted for disabled applicants only, as required.
56. Compliance has been assessed across twelve themes outlined in Awaab's Law which is set to come into force in October 2025. The first phase from 27 October 2025 requires social landlords to address all damp and mould hazards that present a significant risk of harm to tenants within fixed timeframes. The regulations will be further extended in 2026 and 2027 to cover additional hazards, including excess cold and heat, structural collapse, fire, and electrical hazards.
57. The assessment has covered awareness and reporting, triage of cases, investigation of hazards, tenant vulnerabilities, and follow-up on completed work. While one area is compliant, the other areas still require attention to achieve full compliance with Awaab's Law. These areas include facilitating awareness and reporting of cases, triaging reported cases, investigating emergency and significant hazards, considering tenant vulnerabilities and providing written summaries to tenants.
58. The key risks associated with the preparation for Awaab's Law relate to the recruitment of additional operatives, improvements needed to establish effective case management, and the work needed to improve the strategic collection and use of tenant data to meet diverse needs. Mitigation strategies include the implementation of Plentiful Marketplace for contractor procurement, the development of bespoke case management functionality, and collaboration with Public Health to develop data-led reporting.
59. A proactive property inspection plan has been developed and includes a prevention campaign to help residents prevent or resolve issues, a fast-track process for serious cases, quality assurance for works carried out and solutions to mitigate issues with resident access. Specialist surveyors will be engaged for this work programme

### **Focus to March 2026**

60. Implementation of Plentiful Marketplace in October for improved access to framework contractors with a scheduled go live date in October 2025 with other modules including disrepair to follow.
61. Cabinet approval of business case for new operating model and related changes
62. Implement new management structure
63. Resolution of issues with the current repairs system, Service Connect, to make short-term improvements to repairs management.
64. Design and prototype testing for a new integrated repairs online solution
65. Requirements, technical assessment and solution design completed for the new voids system with build underway

- 66. Implementation of readiness plan for Awaab's Law which comes into force on 27 October 2025.
- 67. Devon Mansions remedial works post-inspection process to be carried out and a Schedule of Defects identified will be issued to the Contractor to complete.
- 68. Remedial works to Lakanal as part of the Fire Remediation programme currently at Gateway 1 procurement stage, with procurement of contractor expected 1<sup>st</sup> April 2026.
- 69. Replacement of underground heating mains at Setchell Estate now costed and approval to appoint consultants and continue to design phase is being sought, with tender phase expected to begin in February 2026.
- 70. Procurement of contractor to deliver structural works required to Pope House on Manor Estate
- 71. Continue with scheduled Repairs Action Days

### **Better Customer Service Progress**

- 72. The complaints improvement work has resulted in a reduced backlog of stage one complaints by the Housing Complaints team, from a high of 743 in May 2025 to zero overdue as of 18 September.
- 73. Following a Discovery into complaints handling, nine recommendations to improve stage one complaints handling have been approved and a detailed implementation plan is being finalised with colleagues in Customer and Exchequer. Working with TDS, analysis of the complaints inbox has provided a number of shorter-term opportunities for improvements such as proactive updates, fast track handling for vulnerable residents, intelligent auto-responder for housing repairs complaints. Analysis has also provided some medium-term solutions to be worked into the overall project plan including staff training and improved learning from complaints.
- 74. In relation to improvements to customer experience, the resident experience plan has been agreed at Cabinet on 16 September. This sets out several targeted areas for improvement including a refreshed customer service training offer for staff. Organisational Development are commissioning a new training provider who will deliver the core aspects of the plan from April 26. In the meantime, the existing provision remains, and training will be changed to incorporate the new requirements of the plan.
- 75. A Resident Portal with self-service is also being designed.
- 76. Plans to open Bournemouth Road to customers for in person assistance had an initial project completion date of December 2025. Good progress has been made across key internal stakeholders, however, there have been challenges chiefly in contractor appointment, procurement, and compliance areas. Alternative front facing sites are to commence w/c 15 September. Further front facing services are planned with children services in Q3.
- 77. On-line appointments are being offered to leaseholders to discuss service charges, with face-to-face and call-back options. The system is being reconfigured for the post actuals billing period to allow additional appointments. Six dates in October have been arranged across the borough for post-billing surgeries for leaseholders. Homeowners will be informed via their billing packs and on the website. Posters will be put up in resident halls, and text and e-mail

notifications will be sent once the actuals have been issued. Officers from Homeownership, Repairs and Maintenance and Landlord Services will be in attendance.

78. A project to allow leaseholders to access their service charge breakdown online is now in place. A comms campaign has been agreed, and text and e-mail messages are sent to homeowners to advise them of the new functionality and a link to how they can set up a Housing-on-Line account through MySouthwark.

### **Focus to March 2026**

79. Further development of complaints service improvements including to complaint and service request prioritisation and categorisation

80. A Quality Assurance Framework for housing complaints handling and investigation will be implemented by March 2026.

### **A Stronger Voice for Residents Progress**

81. Consultation responses for the new resident engagement strategy have been analysed following closure of consultation on 24th July. There are some changes resulting from the strategy including the need to simplify language, define key terms, link to the legislative framework and the Good Landlord Plan, simplify number of boards and connect structures e.g. homeowner forums should not be standalone from forums for other residents. Next steps are to take the changes to the strategy to resident forums and through internal governance. The Cabinet date for decision has moved from October to December due to a request from scrutiny for the strategy to go to scrutiny prior to Cabinet.

82. As part of improved engagement with residents with diverse needs the engagement strategy includes a focus on listening and respect. Fair and equitable analysis will lead to recommendations being designed and implemented, ensuring we know, understand and meet the needs of all of our residents

83. An annual report which gives residents an overview of our performance as a landlord has also been published alongside the latest tenant satisfaction measures; those based on tenant surveys show improvements across all but one measure.

84. The Housing website is being refreshed, and new housing boards will be launched in January as part of the launch of the new engagement strategy.

85. As part of increasing opportunities for resident engagement, we have involved residents on two procurement panels, an ASB working group, decisions about GIG grants, as well as supported TRA meetings, Local Housing Forums, Tenant Forum and Homeowner Forum. We are organising two conferences for later in the year and an ASB event.

### **Focus to March 2026**

86. New resident engagement strategy produced, and reports prepared for Cabinet approval in December.

87. Housing Revenue Account - Rent setting to be presented to Cabinet December 2025

### New Homes Progress

88. The delivery of new build schemes on site to meet the Council 2018-22 delivery target to complete 2,500 new homes has achieved 2124 completions to date and 174 onsite and on track to complete by March 2026.

89. 2022-2026 Programme to work towards starting 1000 new homes, bringing forward a number of sites that will deliver new affordable homes for Southwark residents has 34 Council Homes already completed and a further 676 are on site. Overall this programme currently has a total of 724 starts.

90. A Design and Build contract has now been awarded for Fendall and Maltby Street, St Saviours Estate with works due to re-start on site in October 2025.

91. For the new allocations policy, following a resident consultation that received 668 online responses as well as other responses from local groups and organisations, the Lead Member for Housing agreed to a change to the project timeline to allow for service readiness for the new scheme, including technology. Implementation of the new policy will now be in the first quarter of the next financial year, and the project team are working with Communications to develop key messages for residents on the new timescales.

92. The new Home Connections Choice Based Lettings system test site has gone live for testing. The initial design on the system has also taken place with the test customer site to go live by the end of the month.

93. The Southwark Homesearch bidding website has been updated with a link<sup>3</sup> that outlines all the agreed local lettings schemes completed within the last two years. This includes the number of new homes per development and the percentage that has gone to the local tenants. This page will continue to be updated as new schemes are completed.

### Focus to March 2026

94. A further 227 homes will complete before March 2026.

95. Phase 2 of the Tustin Estate Renewal to be presented to Cabinet for decision October 2025.

96. Decision by Chief Officer on the provision of new Council Homes at Joan Street, SE1 in October 2025

97. Preferred redevelopment option of Maydew House and Abbeyfield Estate to be agreed, subject to resident consultation.

98. Cross-Cutting Enabling Projects

99. A new digital Housing Staff Newsletter was successfully launched in July and is now live on SharePoint and with the September issue due to go live shortly.

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<sup>3</sup>

[www.southwarkhomesearch.org.uk/content/Information/Prioritisingapplications/LocalLettingsScheme](http://www.southwarkhomesearch.org.uk/content/Information/Prioritisingapplications/LocalLettingsScheme)

100. Monthly Housing All Staff Briefings have commenced, with recent focus on complaints, the Good Landlord Plan and compliance. Planning is progressing for the Housing Awards Programme and an Annual Housing Conference is also in development. These initiatives aim to boost morale, reinforce the values of Working to Be a Good Landlord, increase leadership visibility and cross-departmental collaboration.
101. The learning and development lead for Housing is also delivering a comprehensive Learning and Development Delivery Plan which includes the following phases:
  102. Establish learning requirements, current skill set and learning gaps across the division.
  103. Improving the leadership and culture of Housing.
  104. Focus on the development of the core learning programme and delivery of learning, focusing on business priorities which will address the skill and knowledge gaps identified in phase 1.
  105. Communication and roll out of the learning programme, including evaluation of learning initiatives and making improvements where necessary.
106. A new Housing Digital and Technology Design Authority has been established to assess and prioritise work within housing. A service delivery checklist has been shared with TDS to outline the current support mechanism provided for Digital and Technology solutions. From this we can aim to ensure housing solutions are better defined, managed and supported. Plans are in place to set up a regular Change Advisory Board, to monitor the case for change, whether the change should go ahead, and ensure changes are implemented properly – documented, tested and communicated – and are delivered as end-to-end service redesign rather than technology implementation.
107. Progress is being made in pulling information from source data solutions for prioritised report build focusing on repairs (including voids) and compliance.
108. The Housing Ombudsman's recommended Knowledge and Information Management strategy (KIM) is being implemented to include integrated performance reporting, assured data quality for Tenant Satisfaction Measures, data governance and maturity, and data insight and intelligence.
109. To further strengthen the governance and assurance model, the commissioning of specialist consultancy has been approved to deliver our future governance, assurance and performance frameworks for housing. The outputs include:
  110. A refreshed housing governance framework: This will provide a clear structured framework that defines the roles of Boards and Forums, responsibilities, and reporting lines across Southwark's housing governance including external audit arrangements enabling stronger oversight. This also includes oversight and assurance of the Tenant Management Organisations.
  111. A new housing performance framework: An integrated performance framework that aligns outcomes, regulatory requirements, and resident priorities, enabling consistent measurement, reporting, and improvement across housing services.
  112. An outline governance structure: Roles, skills and high-level responsibilities to facilitate and administer the new governance and performance frameworks as part of a redesigned business functions department hub.

## Regulatory engagement

113. At the most recent monthly regulatory engagement meetings in June and August, the Regulator provided positive feedback on the Council's progress and the direction of the Housing Improvement Programme, acknowledging the commitment and operational effort behind current improvement activity.
114. Detailed data queries relating to specific areas of compliance reporting have been raised by the Regulator, including variations between the reported number of non-compliant homes and overall compliance percentages, and clarity on the status of remedial works, particularly in relation to water safety, gas certification, and fire risk assessments (FRAs).
115. The Council provided explanations on each point, including the impact of asset number adjustments on compliance calculations, the resolution of specific certification delays, and steps being taken to assure the quality of legacy FRA records and training. We also confirmed the approach to outstanding water safety actions through tank replacement works, with further review underway on the remaining actions.
116. The Regulator highlighted that it was positive to see focus on root cause analysis and recognised that some parts of the programme are moving more quickly, including complaints improvement and the development of the new allocations policy.
117. A focus of discussion in the August meeting was on how regulatory engagement and the council's grading may change as the improvement programme is delivered. The Regulator advised that it would be for the council to tell the Regulator at the point when there is an internal view that improvements had progressed enough to have the grade reconsidered. Dependent on the Regulator's view, this would likely trigger a new inspection but one that is likely to be scoped slightly differently to planned inspections.
118. Overall, engagement with the RSH continues to be positive with a continued openness to the robust challenge provided by the Regulator. It should be noted that a significant proportion of issues relating to data, accuracy and reliability require extensive analysis, redesign and systems work to fully resolve, and that although work is underway to deliver improvements, this is a long-term undertaking. This approach is supported by the Regulator to ensure sustainable change can be delivered.

## Policy framework implications

119. The GLP is required to ensure the council is compliant with the new regulatory framework introduced in the aftermath of the Grenfell Tower Fire. Failure to comply with the new framework would put the council in breach of its statutory duties and at risk of sanctions from the Regulator of Social Housing. These sanctions could be of significant financial, political and reputational risk to the council.
120. The changes support the council's existing policy framework. The Southwark 2030 Strategy sets three principles and six goals for the council. One of the six principles is 'Decent homes for all'. The GLP will ensure that all 37,500 of

Southwark's tenants enjoy their basic right to a decent home. The changes will complement four other goals in Southwark 2030:

- ‘A good start in life’
- ‘A safer Southwark’
- ‘Staying well’
- A healthy environment’

## **Community, equalities (including socio-economic) and health impacts**

### **Community impact statement**

121. The regulatory judgement published in November 2024, following the inspection of Southwark Council's Housing Service, included findings under the Transparency Influence and Accountability Standard, that the Council does understand the diverse needs of its tenants, with information collected through a robust tenancy audit process, and evidenced how this is used to identify support needs into services.
122. The Regulator added that they found there is scope for the Council to strengthen its understanding of how its services deliver fair and equitable outcomes for tenants through analysis of service outcomes based on tenant characteristics.

### **Equalities (including socio-economic) impact statement**

123. An Equalities Impact and Needs Assessment completed for the GLP indicates that in comparison to the wider borough population council homes:
  - Have more children
  - Older people suffer from higher levels of ill-health and disability
  - Have a larger number of households headed by females
  - Have higher levels of households from a BAME ethnicity
  - Suffer from higher levels of deprivation and poverty
  - Have a greater proportion of households from a Muslim or Christian background compared to other tenures.
124. The aim of the GLP is to improve housing outcomes for all tenants and Leaseholders. The tenant survey measures data for 2024/25 showed that of the more than 2000 tenants surveyed, the highest levels of satisfaction were from tenants over the age of 75, many of whom were residents of sheltered accommodation.
125. Other demographic findings were that men were more satisfied with housing services overall than women, and those who identified their ethnic group as ‘other’ were the most satisfied of all ethnic groups, including being treated fairly and with respect. Asian/Asian British were the least satisfied overall, and those who identified as Black/African/Caribbean/Black British were the least satisfied at being treated fairly and with respect. Households with a disabled member had slightly higher overall satisfaction than those without a disabled household

member, but lower satisfaction levels on being kept informed and treated fairly and with respect.

126. To address the Regulator's findings and strengthen our understanding of how services deliver fair and equitable outcomes, the Good Landlord Plan includes workstreams under Theme Four: Better Customer Service, by aligning to the corporate Customer Experience Plan Four Pillars, including Supporting Our Vulnerable Residents, and Theme Five, A Stronger Voice for Tenants and Leaseholders, through establishing a project to create a fair and equitable housing service, building upon the wider work of the Council's equality, diversity, and inclusion policy.
127. The new neighbourhood delivery model will also assist with this, by splitting the borough into three areas to mirror the Landlord Services patches, to help build a closer working relationship with residents. This will ensure issues are dealt with at a neighbourhood level with a more holistic approach, and we will also establish an approach for specific needs including residents with disabilities and older people.

### **Climate change implications**

128. Southwark Council has declared a climate emergency. There are a number of initiatives in the GLP that support the reduction of carbon emissions and provide improvements to the environment: We are targeting work to improve the energy efficiency of our homes, including improving the EPC rating of homes; installing more efficient boilers, and making improvements to our heat networks. We are in the process of delivering improved waste management, with a focus on improving recycling rates on our estates. We continue to support gardening and food growing on estates. New homes are built to low carbon standards and are designed to increase biodiversity

### **Resource implications**

#### **Financial issues**

129. Southwark faces some specific challenges in responding to the new regulatory framework given factors including: The size of the council's housing stock, with more than 37,000 tenants and 16,000 leaseholders (largest social landlord in London and forth largest in the country). The age and condition of the housing stock, as 60% of the council's homes are at least fifty years old, including more than 8,000 built before 1940. Unprecedented budgetary pressure impacting the council's Housing Revenue Account, arising from government policy interventions and macro-economic factors beyond the council's control.
130. These factors all impact the financial implications of the GLP, some of them significantly; in particular, the cost and extent of the works that will be identified by the full stock condition survey to ensure homes are safe, secure and meet the Decent Homes Standard.

#### **Staffing issues**

131. The council has allocated additional staffing resources to deliver the GLP. A dedicated programme team has been established within the Strategy and

Communities department to lead on this work, supported by colleagues across the Housing department.

### **HR issues**

132. Some of the deliverables in the GLP may require changes to the Housing department's structure and staffing arrangements. Where this is the case, these issues will be presented in specific reports to the appropriate decision-making body, as and when they arise.

### **Consultation**

133. For the reasons outlined, several elements of the GLP may require consultation with trade unions. Where this is the case, these issues will be presented in specific reports to the appropriate decision-making body, as and when they arise.
134. The GLP will require regular consultation and ongoing engagement with tenants. This will be handled in accordance with the new engagement strategy being developed.

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

### **Assistant Chief Executive, Governance and Assurance<sup>4</sup>**

135. The Social Housing (Regulation) Act 2023 was introduced following the Grenfell Tower fire, the tragic death of Awaab Ishak which has been widely publicised, and the right to bring complaints to landlords, particularly in relation to the quality of social housing and disrepair issues in social housing stock, is increasingly at the forefront of the public consciousness. The tone of the new legislation and associated consumer standards indicate that the regulator will be taking an increasingly serious approach to regulatory noncompliance.
136. Just as the Building Safety Act 2022, removed the 'democratic filter' that was previously contained in the Housing Act 1996, making the process of raising a complaint with the Housing Ombudsman easier for tenants, the Social Housing (Regulation) Act 2023 has now removed the serious detriment test. This previously acted as barrier to the regulator becoming involved in cases unless there were reasonable grounds to suspect that a landlord's breach could cause serious detriment to a tenant.
137. Section 5 of the Social Housing (Regulation) Act 2023 added section 100H to the Housing and Regeneration Act 2008, introducing a requirement for the regulator to cooperate with the Housing Ombudsman in the exercise of their respective functions.
138. Schedule 3 paragraph 6 of the Social Housing (Regulation) Act 2023 will increase the penalty able to be imposed on landlords for non-compliance from

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<sup>4</sup> This was copied across from the July 2025 Cabinet Report: Good Landlord Plan: Responding to the new Social Housing Framework.

the current cap of £5,000 to an unlimited fine. Whilst this particular provision of the Act has not yet come into force, once introduced it will present a greater financial risk for non-compliance with the relevant legislation.

139. The combined effect of these pieces of legislation is a higher level of scrutiny for social housing providers with more serious penalties for non-compliance. This therefore presents an increased risk of challenge by the regulator or by a tenant (for example by complaint to the Housing Ombudsman) to any aspect of non-compliance and more severe consequences flowing from any finding of non-compliance by the regulator. The increased public focus on social housing issues could also increase the risk of reputational damage to the Council if findings of non-compliance were published by the regulator.
140. This Report sets out the legal requirements of the Social Housing (Regulation) Act 2023 and the proactive steps Southwark Council is taking to meet those legal requirements and the improvements made since November 2024 when the Regulator gave a C3 rating to the Landlord services.

### **Strategic Director of Resources<sup>5</sup>**

141. Nationally, HRA's are under sustained financial pressure as adverse factors have converged to create a challenging financial landscape, to which Southwark is not immune. Government interventions in rent policy over the last decade have constrained the level of resources available to councils to spend on the maintenance and improvement of their housing stock. The introduction of additional unfunded regulatory burdens arising from recent Fire and Building Safety Acts, along with a sustained period of high inflation, particularly in the construction industry and tripling of interest rates are the primary causes of the financial duress which currently prevails.
142. Whilst the size of the council's housing stock generates significant revenues each year (c. £345 million in 2024/25), the position for 2023-24 showed a deficit of £16.3m which was the catalyst for the implementation of the HRA Recovery Plan to ensure the on-going sustainability and long-term resilience of the HRA. The initial phase of the plan (3 years) seeks to contain revenue spending within defined cash limits in order to prevent further deterioration in the financial position. To that end, the HRA outturn position for last financial year (2024-25) showed a modest surplus (£3.9m), albeit this was achieved with the aid of a number of one-off exceptional factors and events which disguises the underlying financial challenge going forward and will not be repeated.
143. For 2025-26, revised cash limits have been set including assumed savings of c.£11m+ to ensure the HRA breaks even. The scale of the challenge to meet the additional needs of the housing stock set out in this report should not be underestimated. Without additional funding from government, the possibility of which seems remote, delivery of the above will require a significant focus on value for money and targeted investment in those areas of highest priority over an extended programme timeframe.

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<sup>5</sup> This was copied across from the July 2025 Cabinet Report: Good Landlord Plan: Responding to the new Social Housing Framework

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Cabinet Report: Good Landlord Plan <a href="https://moderngov.southwark.gov.uk/documents/s127783/Report%20Good%20Landlord%20plan.pdf">https://moderngov.southwark.gov.uk/documents/s127783/Report%20Good%20Landlord%20plan.pdf</a>	External Website	N/A
Grenfell Tower Inquiry Phase 1 report <a href="https://www.grenfelltowerinquiry.org.uk/phase-1-report">https://www.grenfelltowerinquiry.org.uk/phase-1-report</a>	External Website	N/A
Social housing green paper: a 'new deal' for social housing <a href="https://www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing">https://www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing</a>	External Website	N/A
The charter for social housing residents: social housing white Paper <a href="https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper/">https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper/</a>	External website N/A	N/A
Social Housing (Regulation) Act 2023 <a href="#">Social Housing (Regulation) Act 2023</a>	External website	N/A
Building Safety Act 2022 <a href="https://www.legislation.gov.uk/ukpga/2022/30">https://www.legislation.gov.uk/ukpga/2022/30</a>	External website	N/A
Independent Review of Building Regulations and Fire Safety: final report <a href="https://www.gov.uk/government/publications/independent-review-of-building-regulations-and-fire-safetyfinal-report">https://www.gov.uk/government/publications/independent-review-ofbuilding-regulations-and-fire-safetyfinal-report</a>	External website	N/A
Southwark Council Regulatory Judgement November 2024 <a href="https://www.gov.uk/government/publications/southwark-council/southwark-council-00be-regulatory-judgement-27-november-2024">https://www.gov.uk/government/publications/southwark-council/southwark-council-00be-regulatory-judgement-27-november-2024</a>	External website	N/A

**APPENDICES**

No.	Title
None	N/A

**AUDIT TRAIL**

<b>Lead Officer</b>	Hakeem Osinaike, Strategic Director of Housing	
<b>Report Author</b>	Candida Thompson – Director of Housing Needs and Support	
<b>Version</b>	Final	
<b>Dated</b>	6/10/2025	
<b>Key Decision?</b>		
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
Officer Title	Comments Sought	Comments Included
Assistant Chief Executive, Governance and Assurance	No	No
Strategic Director of Resources	No	No
List other officers here		
<b>Cabinet Member</b>	Yes	No
<b>Date final report sent to Constitutional Team</b>	6/10/2025	

# Agenda Item 6

<b>Meeting Name:</b>	Housing Scrutiny Commission
<b>Date:</b>	14 October 2025
<b>Report title:</b>	The revised Resident Engagement Strategy – a stronger voice for tenants and leaseholders
<b>Ward(s) or groups affected:</b>	All wards
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	
<b>From:</b>	Abi Oguntokun Director of Landlord Services (Acting)

## RECOMMENDATION(S)

1. That the Housing Scrutiny Commission consider and provide feedback on the revised Resident Engagement Strategy, reflecting the outcomes of engagement activities held in May, June, and July, and taking into account the recommendations from the Housing, Community Safety and Community Engagement Scrutiny Commission's report.

## BACKGROUND INFORMATION

2. On 24 November 2024, the Strategic Director of Housing and the Head of Governance and Tenant Management attended the Housing, Community Safety and Community Engagement Scrutiny Commission to present the draft Resident Engagement Strategy.
3. The Council is committed to being a good landlord, which includes strengthening the voice of residents in the design and delivery of landlord and housing management services.
4. The aim of the resident engagement strategy is to put residents at the heart of everything we do as a landlord, empowering communities to shape the places they live in and make decisions about the issues that affect their lives.
5. The Housing, Community Safety and Community Engagement Scrutiny Commission made 10 recommendations in response to the draft strategy. These were fully accepted by Cabinet in September 2025.
6. The revised Resident Engagement Strategy responds to:
  - The recommendations from the Housing, Community Safety and Community Engagement Scrutiny Commission (June 2025).
  - The independent review conducted by Social Life, commissioned to assess the outcomes of the resident consultation.

7. Feedback from the consultation highlighted six priority areas for improvement:
  - Accountability
  - Trust
  - Accessibility
  - Basic services and care
  - Communication
  - Transparency
8. Social Life was appointed by a panel of residents to explore the underlying issues and themes influencing how residents respond to our engagement activities. As part of their work, they analysed responses to our online consultation survey on the draft engagement strategy, alongside other feedback received throughout the strategy development process. Social Life recommended that the strategy should:
  - Signal clearly that concerns about the landlord function are being taken seriously and that action is underway.
  - Support implementation through improvements in:
    - Service responsiveness
    - Information provision (including financial and management data)
    - Feedback loops
    - Staff support
    - Strengthening of TRAs and other resident-led bodies
  - Simplify and amend the strategy to better reflect residents' concerns.
9. The full Social Life report, which informed the development of the revised Resident Engagement Strategy, is attached as Appendix 1.

## **LANDLORD SERVICE IMPROVEMENT BOARD MEMBERS**

10. The establishment of the tenants' and leaseholders' led landlord service improvement boards would give tenants and leaseholders a structured and accountable framework to interrogate landlord services performance information, review and agree landlord service improvement action plans and hold the council as a landlord to account for the standard and quality of the housing management service.
11. The setting up of the various boards is part of the wider resident engagement strategy to embed the transparency, influence and accountability consumer standard in landlord services as well as addressing the deficiencies identified by the Regulator of Social Housing in the resident engagement structure.
12. The boards will ensure tenants are heard, valued, and connected to the design and delivery of all landlord services and empowered to hold the council to account for the standard and quality of the housing management service.
13. A detailed proposal for the implementation of the Tenant and Leaseholder-led Landlord Service Improvement Boards is attached as Appendix 2.

## KEY ISSUES FOR CONSIDERATION

14. The strategy sets out how the council will engage with tenants, leaseholders, and residents living in council homes. It outlines our vision, principles, and objectives for engagement and supports our legal and regulatory obligations. The strategy supports compliance with:
  - Regulator of Social Housing Consumer Standards
  - Housing Act 1985
  - Landlord and Tenant Act 1985
  - Public Sector Equality Duty
  - Duty to Consult
15. The revised Resident Engagement Strategy is attached as Appendix 2.
16. It aligns with the Good Landlord Plan, which places residents at the heart of housing services and commits to better homes, estates, repairs, and customer service. Our strategy is shaped by feedback from the Regulator of Social Housing and by what our tenants and leaseholders have told us.
17. Some of the key issues we have addressed are:
  - **Too many engagement options:** Residents found the structure overwhelming and difficult to navigate.
  - **Dominance of louder voices:** Concerns that only the most vocal residents would be heard, leaving others, especially underrepresented groups excluded.
  - **Lack of coherence:** Forums and structures felt disconnected, with unclear roles and relationships.
  - **Complexity:** The engagement framework was seen as too complicated to understand or access.
  - **Diversity gaps:** While diversity was welcomed, residents noted a lack of focus on disability and neurodiversity.
  - **Limited impact:** Many felt their views were not meaningfully listened to or acted upon.
  - **Mixed views on TRAs and TMOs:** Some felt they had too much responsibility, others felt they lacked the power to effect change, highlighting a need for greater support and oversight.
18. To make this strategy a reality, we have set out a clear set of principles that will guide how we work with residents:
  - **Accountability & Transparency** - We will be open and honest about our intentions and actions, willing to be judged on our performance, and committed to learning from mistakes and improving.
  - **Building Trust** - Every engagement activity is an opportunity to build trust. We will lead with integrity, listen actively, and demonstrate care and empathy in how we serve residents. We will communicate clearly and regularly, provide relevant information, and always feed back to show the

impact of involvement. Above all, we will show respect, commitment, and goodwill in every interaction.

- **Flexibility** -We will adapt our approach to meet the diverse and evolving needs of residents, ensuring accessible opportunities for everyone to be heard. We will develop bespoke solutions and take a test-and-learn approach to our work.
- **Co-Design and Co-Production** - We will embed co-design and co-production principles, bringing together professional and lived experience to shape services. Data and insight will inform our decisions and service improvements.
- **Clear Communication** - We will communicate outcomes of engagement and performance updates regularly. A range of tools — print, digital, and community networks — will be used to ensure reach and accessibility. Our communication will be plain, simple, timely, and inclusive.
- **Meaningful Involvement** - When we invite residents to participate, expectations will be clear, their input will lead to real change, and we will demonstrate how their contributions have made a difference.

19. The revised strategy introduces a simplified governance structure, reducing the number of permanent boards from six to four and clarifying their roles. It strengthens connectivity by establishing clear links between the boards and existing forums, including the Tenants' Forum and Homeowners' Forum.
20. The strategy clarifies complementary roles across the structure to avoid duplication and confusion. It also strengthens inclusion and representation, with a commitment to better engagement of residents with disabilities and neurodiverse conditions. Resident voice is further enhanced through formal links between the boards and the Housing Improvement Board, supported by clear feedback loops.
21. The council reaffirms its commitment to supporting TRAs and Tenant Management Organisations (TMOs). The strategy proposes additional support and oversight to improve their effectiveness and accountability.
22. The strategy will be evaluated and reviewed by March 2028. The evaluation will be based on:
  - Alignment with the vision and Tenant Satisfaction Measures
  - The experiences of residents involved in engagement activities
  - This review will be independently assessed to ensure transparency and credibility.

### **Policy framework implications**

23. The redevelopment of the Resident Engagement Strategy directly supports the goal of giving tenants a stronger voice, one of the key pillars of the Good Landlord Plan, approved by Cabinet in July 2025. Successful delivery of this

element will ensure that residents have meaningful influence over what happens in their local areas.

24. The Good Landlord Plan is a key mechanism for delivering the Council's Southwark 2030 goals, providing a clear framework for improving the quality and standards of council homes.
25. Both the Council Plan and the Housing Strategy include a firm commitment to empowering residents to make local decisions, reinforcing the importance of this strategy in achieving broader corporate objectives.

### **Community, equalities (including socio-economic) and health impacts**

#### **Community impact statement**

18. The delivery of the Resident Engagement Strategy will help bring communities together, advance equality of opportunity, and foster good relations between individuals who share protected characteristics. It will embed the principles of community cohesion throughout its implementation.
19. The strategy will empower communities by strengthening the meaningfulness of their engagement and enhancing the impact of their participation in shaping services and decision-making.
20. Empowered residents are the bedrock for the communities they serve, and the draft resident engagement strategy would help to amplify the accountable structures that give residents the opportunity to hold the council as a landlord to account for the standard and quality of all landlord services.

#### **Equalities (including socio-economic) impact statement**

21. The council has a public sector equality duty under Section 149 of the Equality Act 2010. In addition, Section 20 of the Act requires decision-makers to make reasonable adjustments to support disabled residents who may otherwise face substantial disadvantage in the decision-making process, particularly in matters affecting the design and delivery of landlord services. We are committed to embedding equality in all aspects of our work; this strategy prioritises that commitment. It also recognises that many of our residents are disadvantaged and aims to ensure their voices are heard and their needs reflected in service design and delivery.

#### **Health impact statement**

26. The March 2021 Census highlighted multiple levels of deprivation across the borough, including issues related to housing conditions. The draft Resident Engagement Strategy is a key tool in addressing these challenges. By empowering local tenants and leaseholders and people living in council homes to influence spending priorities for the Housing Revenue Account (HRA), the strategy supports the delivery of a good landlord service and helps ensure that every council home is safe, secure, and well-maintained.

27. This strategy is designed to place residents at the heart of everything we do. When people feel they have genuine influence over the issues that affect their lives and when they feel respected, heard, and valued, it has a demonstrable positive impact on their overall wellbeing. By embedding this principle throughout our landlord services, we aim to build stronger, more empowered communities.

### **Climate change implications**

28. There are no adverse climate change implications associated with the draft Resident engagement Strategy

### **Resource implications**

29. Any costs associated with the changes introduced by the implementation of the strategy will be met by the existing resident engagement budget.
30. The costs of servicing meetings and providing remuneration for resident participation will be funded through the annual Resident Participation Fund, which totals approximately £900,000.

### **Consultation**

31. The strategy was shaped by both broad and deep engagement. The draft was informed by a literature review and insights from over 500 council tenants and leaseholders, exploring their appetite for involvement.
32. The revised version incorporates additional input gathered through:
  - Surveys:
    - 328 responses via the Engagement Hub
    - 2,261 responses to the Tenant Satisfaction Measures survey
  - Expert Insight:
    - Feedback from the Regulator of Social Housing
    - Contributions from experienced residents and partners including SGTO, TF, HOF, STOMAC, LHF, and the Housing Scrutiny Commission
  - Workshops:
    - Held on five estates, one in each LHF area, engaging residents who are less active in formal tenant structures
    - Additional perspectives from the Disability Forum and Youth Parliament
33. All tenants and homeowners were given opportunities to participate through a wide range of in-person and online channels, including:
  - Direct email contact
  - Leaflets delivered to every council home
  - Information on the council website
  - Consultation hubs

- Outreach via forums and TRAs

34. This comprehensive approach ensured broad awareness and inclusive participation across the borough.

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

### **Head of Procurement**

35. Not applicable

### **Assistant Chief Executive, Governance and Assurance**

36. N/A

### **Strategic Director of Resources**

37. N/A

## **BACKGROUND DOCUMENTS**

<b>Background Papers</b>	<b>Held At</b>	<b>Contact</b>
<a href="https://moderngov.southwark.gov.uk/documents/s128798/Report%20Response%20to%20Housing%20Scrutiny%20Commission%20recommendations%20on%20the%20Draft%20Resident%20Engagement%20Str.pdf">https://moderngov.southwark.gov.uk/documents/s128798/Report%20Response%20to%20Housing%20Scrutiny%20Commission%20recommendations%20on%20the%20Draft%20Resident%20Engagement%20Str.pdf</a>	Landlord Services	Jessica Leech 0207 525 5853

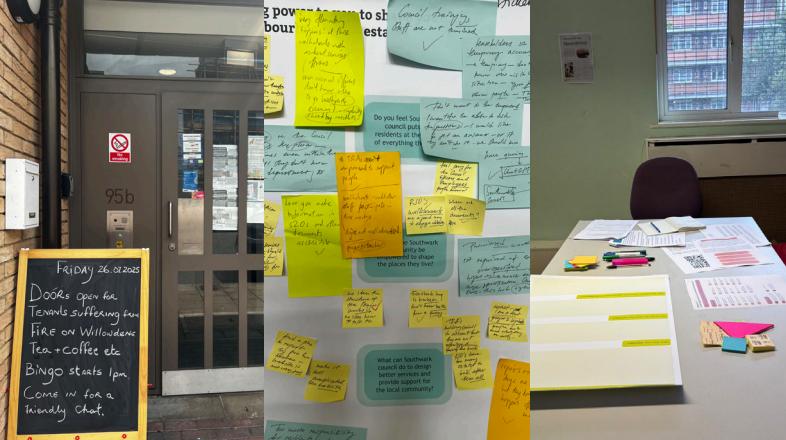
## **APPENDICES**

<b>No.</b>	<b>Title</b>
Appendix 1	Social Life report
Appendix 2	Tenants' and Leaseholders' led landlord service improvement boards - Proposal for implementation
Appendix 3	Resident Engagement Strategy

## **AUDIT TRAIL**

<b>Lead Officer</b>	Abi Oguntokun
<b>Report Author</b>	Jessica Leech
<b>Version</b>	Final

<b>Dated</b>	6 10 2025	
<b>Key Decision?</b>	Key	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
Officer Title	Comments Sought	Comments Included
Assistant Chief Executive, Governance and Assurance	No	No
Strategic Director of Resources	No	No
List other officers here		
<b>Cabinet Member</b>	Yes	No
<b>Date final report sent to Constitutional Team</b>	6 Oct 2025	



# Southwark Resident Engagement Strategy

Engagement & consultation feedback  
September 2025

Southwark  
Council

SOCIAL  
LIFE

## About this report

This report presents residents' feedback to Southwark Council's draft Residents Engagement Strategy, gathered through in-person and online workshops, follow up conversations, meetings, forums and an online survey.

This project was commissioned by Southwark Council.

**We would like to thank all the residents who shared their thoughts and experiences with us.** We appreciate the time and effort they put into taking part in our engagement.

This report was written by the Social Life team, text by Nicola Bacon, Lavanya Karthik, Joel Simpson, Mena Ali and Fiona Smith.

Social Life is an independent research organisation created by the Young Foundation in 2012 to become a specialist centre of research and innovation about the social life of communities. Our work is about understanding how peoples' day-to-day experience of local places is shaped by built environment - housing, public spaces, parks and local high streets - and how change, through regeneration, new development or small improvements to public spaces, affect the social fabric, opportunities and wellbeing of local areas.

[www.social-life.co](http://www.social-life.co)

# 1 Introduction

Social Life was asked by Southwark Housing to carry out in-depth conversations with residents as part of the consultation about Southwark's new engagement strategy. The intention of Social Life's work was to explore the underlying issues and themes that shape residents' responses to the ways that Southwark Housing engages with them. Alongside this we analysed Southwark's online consultation survey asking for responses to the new engagement strategy, as well as other responses to engagement over the strategy.

Social Life was set up by the Young Foundation in 2012 to focus on the relationship between people and built environment change. We are based in Elephant & Castle and have worked across Southwark in different contexts. This has included our Understanding Southwark project which explored the impact of the Covid-19 pandemic on six different parts of the borough, and our work with Pembroke House and Southwark on the We Walworth Project. We have worked on many Southwark housing estates including the Aylesbury Estate, carrying out ongoing assessments of the impact of regeneration; and more recently Kingswood, Rockingham and Wyndham and Comber Estates, exploring and developing projects to tackle health inequalities, for Southwark's Public Health team.

We have drawn on the insights and experiences of working with Southwark residents, particularly those living on council estates, in approaching this project.

The new engagement strategy was developed in response to a report from the Regulator of Social Housing in November 2024 which identified several failings in Southwark Council's housing service.<sup>1</sup> Alongside failings in safety standards, the repairs service, housing allocations, the provision of performance information and complaints, specific weaknesses were found in the way that the council takes tenants views into account.

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***“The inspection identified weaknesses in how Southwark Council takes tenants’ views into account in its decision making and communicates how tenants’ views have been considered. There is a large and well-established formal framework of engagement opportunities, however the inspection found evidence that these are not consistently led by tenants, and that the feedback loop is not effective, leading to a lack of clarity on the impact tenants are able to have in shaping their landlord’s services.” – from the Regulator of Social Housing Regulatory Judgement***

***“Southwark Council recognises that improvements are needed to evidence the impact of engagement activity, including the route to decision making. A new***

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<sup>1</sup> Southwark Council (00BE) Regulatory Judgement: 27 November 2024, Regulator of Social Housing <https://www.gov.uk/government/publications/southwark-council-southwark-council-00be-regulatory-judgement-27-november-2024>

*engagement strategy has been developed with the input of tenants. Plans are also in place to procure an independent service to work with tenants to increase their involvement in governance and the scrutiny of landlord services." - from the Regulator of Social Housing Regulatory Judgement*

In response to this judgement, and taking on board its specific criticisms, Southwark have produced a new draft engagement strategy. This was completed in April 2025 and engagement on its provisions took place between May and July.

The aim of Social Life's work was both to analyse and understand residents' responses to the specific proposals in the new engagement strategy, and to explore the underlying factors that shape residents' views of Southwark Housing's engagement activities. We convened workshops and took part in conversations with residents, analysed data from Southwark's online survey asking residents their views about the new engagement strategy, and reviewed notes from meetings with representative resident bodies and forums where the strategy was discussed.

#### **Responses to specific provision within the strategy**

Southwark Housing developed a comprehensive survey asking for responses to the new resident engagement strategy. This included a set of initial questions aimed at all residents with an optional second set of questions about the detailed provisions within the new strategy. 328 residents responded to this, including 195 who completed the detailed questions in the second part.

Southwark's Resident Involvement Team also spoke to forums and meetings that brought residents together. These included the Homeowners Forum, Southwark Tenant Management Organisation Committee (STMOC) and the Tenants' Forum. The SGTO and one TRA submitted formal responses, each of the five Local Area Housing Forums discussed the strategy and there were presentations and discussions about the strategy at the Youth Parliament and Disability Forum. Some residents also sent in individual responses.

#### **Underlying feelings about Southwark Housing's engagement practices**

Social Life held face-to-face workshops at five different estates. These were chosen for their locations (across the five different housing management areas within the borough) and type of estate (size, design, date of building) to broadly represent a cross section of Southwark council estates.

It was difficult to encourage residents to attend the workshops, in spite of good publicity through TRAs, the Resident Involvement Officers and local networks. Hot food and childcare were provided to incentivise attendance. We were told by the residents who attended the workshops, who were mainly active in their communities, that this reflected their difficulties engaging residents in community activities. Some also said that it reflected residents' attitudes to Southwark Council's engagement in general.

We planned to hold follow up conversations at the five estates to capture the voices of residents who were not able to attend our workshops. We carried out some conversations at sessions for older people, activities focused on particular interests and at regular weekly events that offer food and social spaces, however these proved difficult to arrange in August.

We organised one online workshop for residents, this used the same questions and materials, in a simplified form. The Resident Involvement Team helped to facilitate this.

We also spoke to the Resident Involvement Team members as a group, to understand their perspectives on the strategy and their thoughts on the residents' perceptions.

# How can Southwark improve the way it engages tenants and leaseholders in its housing services?

Southwark have asked Social Life to run five independent workshops as part of the consultation on their draft Resident Engagement Strategy

Come to our workshop on 8th July 6pm - 8pm to share your thoughts and experiences at Draper Hall Hampton St, London SE17 3AN

All tenants and leaseholders living in Draper and Newington and surrounding estates are very welcome to attend

Food and childcare will be provided - please email in advance if you need childcare (hello@social-life.co)

Let us know you'll be coming by signing up here

[www.tinyurl.com/SthkWorkshopDraper](http://www.tinyurl.com/SthkWorkshopDraper)

You can see the draft engagement strategy and Southwark's survey through this link or QR code  
<https://engage.southwark.gov.uk/en-GB/projects/resident-engagement-strategy>



Social Life is an independent research and engagement agency based in Elephant & Castle. All our work is about people and places. For more information about what we do go to [www.social-life.co](http://www.social-life.co) or email [hello@social-life.co](mailto:hello@social-life.co)



## Who was engaged?

Through the workshops we spoke to:

- 8 residents from Draper Estate
- 8 from Lordship Lane Estate
- 4 from Dickens Estate
- 7 from Castlemead Estate
- 4 from Acorn Estate
- 34 residents through the online workshop.

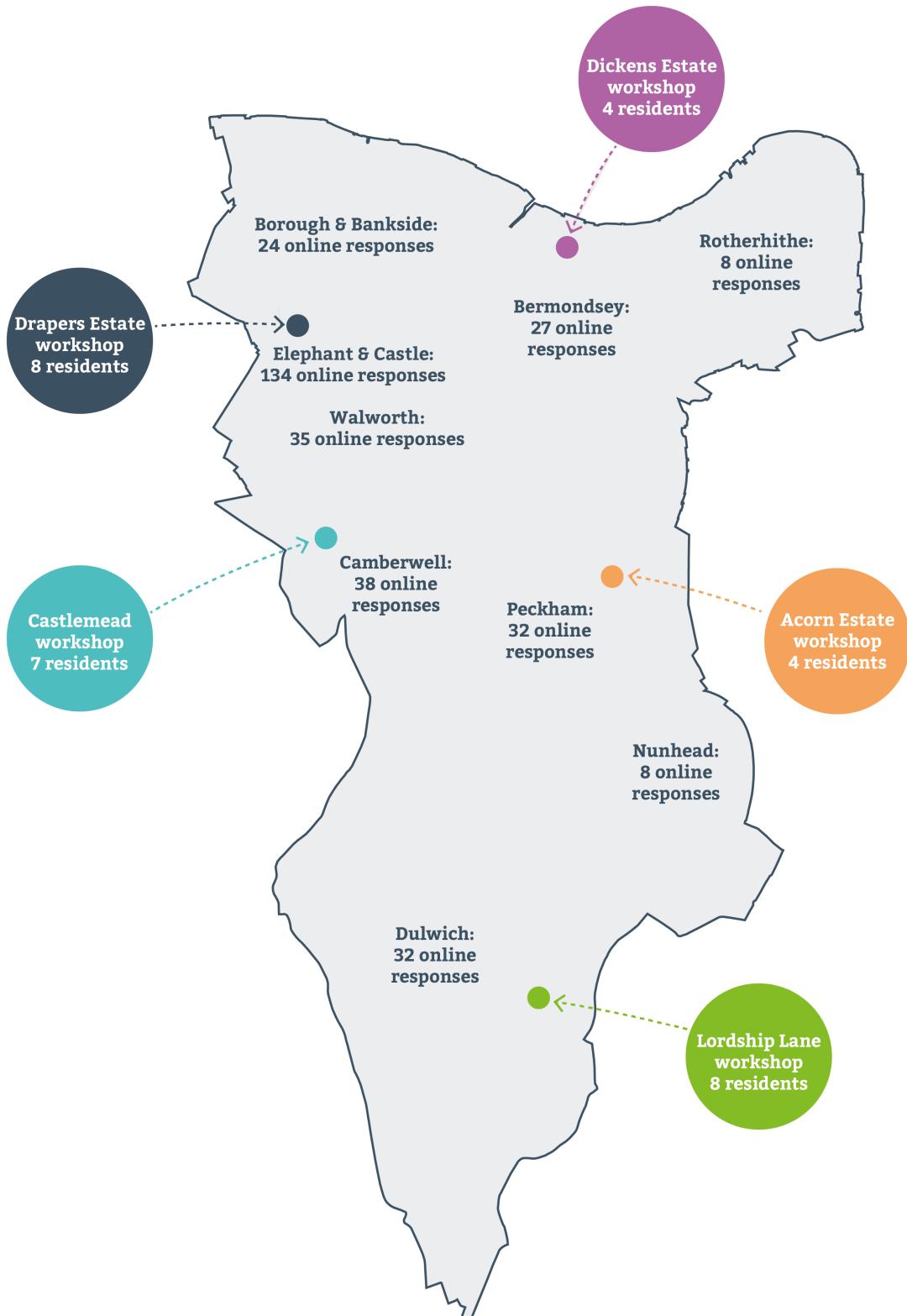
We asked workshop attendees to give demographic information

**16 of the 31 people attending the face-to-face workshops did this.** Of these individuals:

- Over half (63%) described themselves as female
- 38% were aged between 45 and 64, 31% were over 70, 25% were 65 to 74 years old, 6% were 30 to 44 years old
- 63% described themselves white English, Welsh, Scottish or Northern Irish; 19% described themselves as Caribbean, 6% described themselves as African, 6% as Irish, 6% as from other white backgrounds.

**35 of the 36 people attending the online workshop gave demographic information.** Of these:

- Over half (62%) described themselves as female
- 44% were aged between 45 and 64, 32% were over 30-44, 15% were 65 to 74 years old.
- 25% described themselves white English, Welsh, Scottish or Northern Irish; 22% described themselves as African, 6% described themselves as Caribbean, 6% as mixed white/Asian, 6% as mixed white/Black African, 6% as Irish and 3% as Indian
- 30% were part of a residents group, 70% were not
- The online survey was completed by 328 residents. They were all asked to give information about their background and circumstances when they registered
- 31% described themselves as female, 30% male (43% gave no response or preferred not to say)
- 18% were aged between 55 and 64, 17% were 30-44, 15% were 45 to 54 years old, 12% were 65 to 74, 6% were over 75 and 6% were under 25
- 27% described themselves white British, 9% white other backgrounds; 6% described themselves as Black British, 8% as Black African, 3% as Black Caribbean, 5% as different Asian backgrounds (35% gave no response or preferred not to answer)
- 11% had an estimated household income under £15,000 a year; 10% £15,000 to £29,999; 8% £30,000 to £44,999; 8% over £45,000 (42% gave no response)
- 27% rented from the council, 28% were homeowners; 5% were private tenants; 1% were in shared ownership (38% preferred not to say or gave no answer)
- 14% lived in the Camberwell community area, 13% in Walworth, 12% in Dulwich, 12% in Peckham, 10% in Bermondsey, 9% in Borough and Bankside, 5% in Elephant and Castle, 3% in Rotherhithe and 3% in Nunhead.



Where residents taking part in workshops and Southwark's online survey lived

## 2 Key findings

Strong common themes emerged across all the different forms of engagement. These focused on residents' frustration and mistrust in the broader landlord function, specifically issues around repairs, safety, responsiveness and communications. These mirror the broader findings in the Social Housing Regulator's 2024 report on Southwark Housing's performance. In practice residents experience these weaknesses in combination: the failure to provide a good landlord services discourage trust in the housing service, and the frustration and, in some cases, challenges to wellbeing from living in inadequate homes is deterring residents from becoming actively involved in engagement. The changes introduced in the new engagement strategy are not on their own enough to shift the levels of cynicism and disengagement that many residents voice.

While the online survey participants dissected the strategy document, and responded to particular questions, the workshop discussions and in-person conversations ranged more widely. Although questions were asked to steer discussions, residents were allowed to set their own agenda and raise their own priorities. There was more urgency in raising and addressing issues that impacted residents' day to day lives and less focus on the detail of the strategy.

Our findings bring together the voices of residents expressed through all the different types of engagement and consultation.

### Accountability

- There is a perception that mechanisms to hold the council accountable are either missing or where present, difficult to access.
- Residents question the council's ability to hold itself accountable for the actions outlined in the strategy. There is a need for the council to provide updates in the future on their implementation of what the residents see as "promises" in the strategy.
- Independent reviews, setting performance indicators, the ability to feed into assessment of staff competence and more residents feedback opportunities were some of the ways the residents proposed to encourage accountability.

### Trust

- Both political leadership and senior officers can be seen as distant and uninterested.
- Some officers working close to residents are seen as lazy and incompetent, others are seen to be trying their best and effective.
- Distrust can undermine the credibility of explanations of particular events or decisions, or the overall intention of policies and council decisions.

### Accessibility

- More accessible and consistent forms of engaging with residents are needed. Opportunities are needed to cater to all members of the community to ensure all voices are meaningfully heard. Many thought the loudest voices in the room were misrepresenting the community at consultations and meetings.
- There is a notable discomfort in discussing accessibility to engagement in terms of ethnicity, this is possibly related to wider disquiet about community relationships at this time.

## Basic services and care

- There was an emphasis throughout all the engagement that the council should prioritise improving its basic housing and landlord services, rather than putting too much resource into a new approach to engagement. Seeing effort and resources being spent on producing and consulting on strategies amplifies residents' frustrations.
- Most residents were unhappy with current services, particularly repairs, oversight of contractors, staff responsiveness and the quality of homes.
- Residents want to be supported by adequately trained staff that are informed about their issues and understand how to deliver solutions to problems.
- Residents want housing management staff to be more sensitive to the particular needs of their estate and area.

## Communication

- There is a general frustration with communication methods from advertising engagement events to responding to phone calls.
- Reliance on digital communications is welcomed by some but can exclude groups who are less confident with new technologies or who lack access to data and Wi-Fi.

## Transparency

- Among many residents there is a perception that decisions made are predetermined and that their opinions and decisions are not respected by the council.
- Residents voiced suspicions of data and evidence used to justify decisions.
- There is a feeling that there is little feedback about the rationale for decision making and how this relates to what is voiced in engagement processes.
- Residents asked for more visibility of estate officers and senior council staff in general and at resident meetings and walk abouts.

## Issues for tenants and leaseholders

- Both homeowners and tenants describe barriers to engagement as including poor communication channels and not being listened to; a lack of transparency and clarity about how to access information to resolve issues; lack of clarity about how decisions are made and money spent; difficulties in identifying the right individuals or departments to contact; and the need for increased opportunities for both in-person and online meetings.
- Homeowners identified accountability, perceived bias, value (particularly relating to service charges) as specific issues.
- For tenants a sense of powerlessness and structural issues about their estates were key.

## Focus on the landlord function

- Groups that represent tenants' and leaseholders' interests should not be conflated with groups representing the wider community, we saw examples of where this led to the reduction in residents voice and ability to advocate collectively for their interests.

- Events and activities on estates that service the wider community have clear social value but can obscure residents' views and aspirations.

### The new engagement strategy

- There was general lack of interest in the engagement strategy, especially from residents we spoke to in-person. They were keen to address other issues impacting their estates, such as repairs, safety and security concerns and oversight of contractors.
- For resident activists, the new strategy does not acknowledge their contributions and efforts, and the history of activism in the borough.
- Those who commented on the detail of the strategy expressed some consensus in support of the objectives the strategy - such as holding the council accountable, promoting equality, and establishing more engagement opportunities.
- There was good support (between 60 and 70%) for all four priorities in the strategy. However, there was considerable scepticism about Southwark's ability to implement these and to deliver against them, asking how they will be implemented and how the council will be held accountable to delivering these priorities.
- Some priorities were seen to be vague and lacked clarity in its purpose.
- The strategy document itself is too complex. Many felt the language was too specialist at parts, and the size of the document is also a barrier to reaching residents.
- The strategy sets out too many options to get involved. There were concerns that the loudest voices would dominate, that there would be insufficient coherence and connectivity across the forums, and that the mixture of activities is too complex. There were suspicions that the number of options would dilute residents' voice.



Castlemead Estate workshop and Acton Estate workshop

## 3 Recommendations

Three key areas for future action emerge from the consultation.

There is a need to:

1. **Signal that concerns about the landlord function** are being taken seriously and that action is being taken to address this. This includes communicating with residents about the steps Southwark Council is taking to strengthen its landlord services, such as the Good Landlord Plan, Tenant Satisfaction Measures, and the Customer Experience Plan. In highlighting these measures, residents can become more confident that their concerns are being addressed and will be able to focus more on how the new engagement strategy is rolled out.
2. **Action what is needed to underpin implementation of any strategy**, including improvements to service responsiveness, changes to information provision, provision of financial and management information, improving feedback loops, supporting housing management staff to be more responsive and strengthening support for TRAs and other resident-led bodies. Many of these actions lie outside of the remit of the strategy in the broader landlord function.
3. **Simplify and amend the new strategy** to respond to residents' concerns.

Within these three priorities there is scope to act to improve **accountability, communications and transparency** and address concerns about **repairs and health and safety**.

### Improve accountability

- Set out clear mechanisms to hold the housing service accountable for its wider work.
- Set out specific measures to ensure accountability for the engagement strategy. State how the priorities will be implemented, and when, and how these will impact residents' day to day lives.
- Create a platform where residents can provide feedback and make it easier for residents to see the process and its outcomes.

### Prioritise transparency

- Set out clear steps and timeline and how the priorities will be implemented.
- Provide reports with clear breakdowns of costs where possible.
- Share outputs such as reports in accessible formats that are easy to read and low volume.
- Endeavour to make data available that are unprocessed or consolidated to dispel the perception of predetermined outcomes.
- Identify designated council officers for residents to use as point of contact for any queries relating to the strategy.

### Address basic services and care

- Address residents' concerns about basic landlord services.
- Provide training for frontline staff in dealing with residents with particular needs.
- Be more sensitive to estate-specific issues.
- Increase visibility of estate-based officers, including Housing Officers and Resident Officers. This includes attending TRA meetings, carrying out face-to-face engagement, respond to estates' particular needs.
- Address issues of officer capacity and training, knowledge and skills.
- Improve oversight of TRAs to ensure they are acting in the best interest of the residents. Strive to strike a balance between giving TRAs agency and autonomy and holding them accountable.
- Provide more capacity building opportunities for smaller TRAs.

**Revisit diversity and inclusion**

- Respond to the views articulated by some white residents that their needs are not being recognised.
- Expand priority groups to address perceived gaps, including the needs of people from LGBTQ+ communities and people with disabilities and neurodivergence.

**Simplify the engagement strategy and increase specificity**

- Simplify the strategy document, rewrite in plain English and provide audio and easy read options.
- Consider using short form video to communicate key messages for social media and other platforms, and provide hard copies, for example through leaflets, for those with limited digital access.
- Set out a clear implementation plan for each new measure.

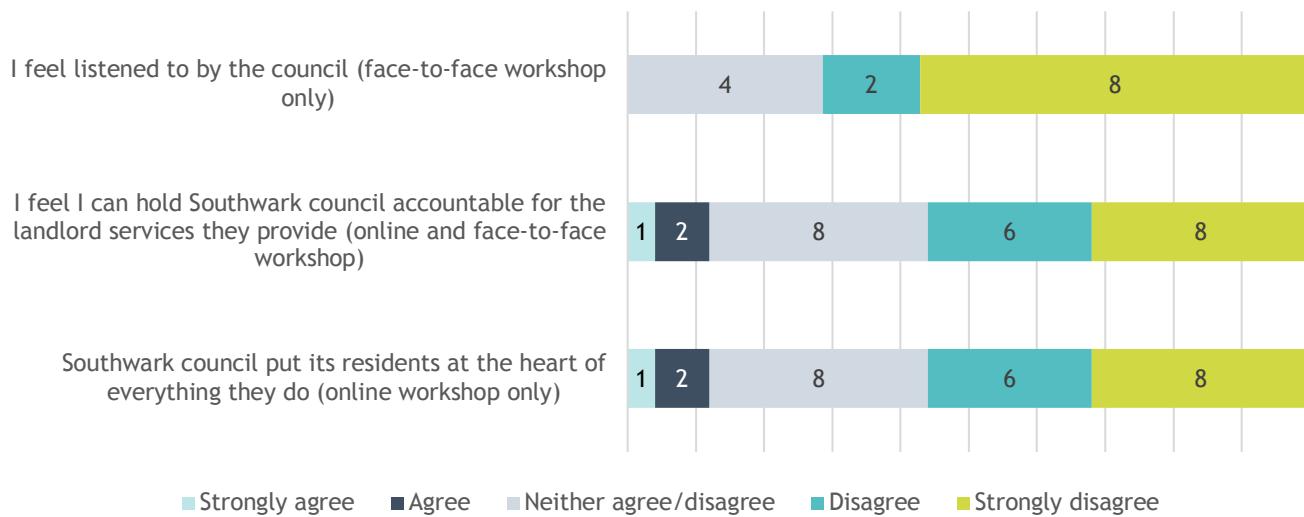
## 4 Residents' response

This section of the report sets out the findings from the three main engagement methods:

- The face-to-face workshops
- The online survey
- Discussions at key forums and events.

The data from the different engagement methods has been reported separately for the majority of questions as the different approaches - face-to-face workshops, online survey and engagement through meetings and forums - explored different aspects of residents' response to the strategy.

The qualitative data has been coded thematically, this is a method that allows issues to emerge from the data rather than imposing a set of answers from the outset.



An overview: poll results from face-to-face and online workshops, numbers of responses

## 4.1 Insight from in-person workshops and follow up conversations

### Workshop structure and purpose

The face-to-face and online discussions lasted between an hour and a half and two hours. The workshops were structured around four sessions: first residents were asked to share their stories and experiences of engaging with Southwark Housing, and then to focus on the strategy's key themes.

#### Session 1: Learning from experience

Session 2 (part 1): Giving power to you to shape your neighbourhoods and estates

Session 2 (part 2): A wide range of ways to get involved and have your say

Session 2 (part 3): Embracing and embedding equality and diversity in all we do (Reaching everyone)

Session 3: Discussing accountability.

The aim was not to interrogate the detail of the strategy but instead to let residents talk about what supported them to feel empowered and engaged. We explored how they felt overall about their interactions with different forms of engagement with Southwark housing, from organising a repair or taking on a collective problem to direct involvement in TRAs or residents forums.

Our conversations were open and followed the direction set by residents. This form of unstructured exploration allowed residents to decide what was important and to focus on the themes and issues that mattered most and were most relevant. It was noticeable how little residents chose to speak about the new engagement strategy, instead of focusing on wider themes.



Lordship Lane Estate and Draper Estate workshops

**Sessions 2:**  
Giving power to you to shape your  
neighbourhoods and estates

Do you feel Southwark  
council puts its  
residents at the heart  
of everything they do?

How can the Southwark  
community be  
empowered to shape  
the places they live?

What can Southwark  
council do to design  
better services and  
processes to support  
the local community?

**Sessions 2:**  
A wide range of ways to get involved and have your say

What are your thoughts on the engagements opportunities listed? Were you involved in any opportunities listed?

Are there any other engagement opportunities you would like to add?

**Sessions 3: Discussing accountability**

Do you feel  
interested in the  
council?

Do you feel this  
strategy serves the  
best interests of  
residents?

Do you feel you can hold  
Southwark council  
accountable for the landlord  
services they provide?

**Sessions 1: Learning through story telling**

Please tell us about an instance or an experience you've had engaging with Southwark Council as a resident!

Were there any challenges?

How do you feel about this experience?

What was a positive aspect and a negative aspect of this experience?

**Sessions 2:**  
A wide range of ways to get involved and have your say

These are the wide range of involvement opportunities for residents to have a say in decision-making.

Existing opportunities

- Housing Management Board for tenants and leaseholders
- Repairs Improvement Residents' Board
- Building Safety Residents' sub-group of the Repairs Improvement Residents' Board
- Local Housing Forums (LHF)
- Webinars with questions and answer sessions
- Resident conferences with contents determined by residents
- Resident day events and other community activities
- Tenant and homeowner forums
- Tenants and residents' association (TRA)
- Tenant management organisation (TMO)
- Postal surveys
- Joint estate inspections
- Housing and community safety scrutiny commission
- Themed cultural events to promote inclusivity and diversity
- Focus groups
- Social media and digital media platforms
- Co-design workshops with residents
- Home visits by Resident Involvement Officers (RIOs)
- Sporting activities and other games

Proposed opportunities

- Estate Cleaning and Grounds Maintenance Sub-Group of the Housing Management Board
- Neighbourhood and Anti-Social Behaviour Sub-Group of the Housing Management Board
- Block representatives
- Work with community champions to build trust and inspire confidence

**Sessions 2:**  
Embracing and embedding equality and diversity in  
all we do (Reaching everyone)

What other groups of  
people should be included  
in this session?  
(are you a part of this  
community or group?)

What else can Southwark  
council do to reach more  
communities/groups?

**Workshop worksheet**

### Maintaining basic standards

Frustrations were expressed about the lack of action to address issues that were described as basic and fundamental. Some fire safety and security measures were included within this. Some residents reported feeling unsafe in their own surroundings. There was a perception that the council was prioritising cost rather than the safety and wellbeing of its residents. There was a sense amongst residents that the council should be paying attention to “fixing the basics” before proposing new initiatives.

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***“I am sick and tired of the council’s behaviour and the help they get - people are living in squalor.”***

***“Basic services should be working well before anything is done.”***

Participants highlighted numerous instances of basic living standards not being met. Domestic leaks were most frequently mentioned, with residents describing waiting months and in some cases years for issues to be resolved. Security issues regarding door and window locks were also raised, as were safety and anti-social behaviour issues and the health and safety issues raised by pigeon infestations on tall blocks.

### Quality of care

Many concerns focused on the quality of care taken by different council teams and departments, and residents’ consequent feelings of being undervalued.

Many described the repair services the council provided as substandard. Residents noted that repairs were often poor quality, that they were frequently delayed, and that multiple repairs were often needed. Cases were cited involving long waits for repairs to address defects that had a big impact on living standards such as leaks in roofs and black mould. The persistent chasing of repairs was a cause of stress, some described how living in poor conditions over time affected their mental health. In some cases, residents have paid out of pocket to resolve issues as a desperate measure. There is a lack of trust in Southwark’s contractors, stemming from past experience of poor quality of work. Many examples were given of contractors arriving onsite with incorrect information.

Frequent references were made to a lack of responsiveness from council officers. Housing Officers were highlighted frequently as providing a poor service, and individuals also mentioned the Right to Buy team, planning case officers and Resident Involvement Officers. However, some participants noted that officers are doing their jobs well and resolving problems. While a few residents recognised that council staff are often overworked, they were still frustrated with the length of time to resolve issues. Among some residents there was a perception of corruption within the council. They believed actions were taken by certain staff for their own financial gain, making decisions that were cutting corners and showing favouritism.

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***“Money lines their pockets, sod the residents.”***

***“It comes down to council corruption or incompetence.”***

### Communications

Communication was a major issue for many. There were frustrations at the quality and the consistency of information shared by the council. Residents often found themselves not knowing who to contact. When

they did get in touch with council staff they described being passed on from person to person, without a resolution. Some residents felt communications were inaccessible. People with weaker digital skills or limited literacy skills were highlighted as being at a disadvantage in accessing online information.

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***“There are complete failures in communication.”***

Several participants had attended consultations but often described these as “tick-box” exercises and that the results of resident feedback were not shared with residents. Most people feel that TRAs are an important channel for residents to engage with councillors and officers and to share insights on how to report estate issues. However, they were generally described as having become less active in recent times. Some people experienced some TRAs as a blockage to action, often associated with the TRA having become dominated by one particular group.

Residents perceived that there is a need for more effective training for staff answering council phone lines, describing experiences where operators lacked knowledge of both general and site-specific maintenance issues. Some residents felt that staff they have interacted with were not adequately trained, lacking the knowledge to resolve complaints or not knowing where to direct queries. Residents wanted council staff to be better prepared to handle their complaints and requests without being passed from one person to another. Residents described situations where council officers experienced difficulties in seeking internal guidance on how to address residents’ issues.

**Sensitivity to place**

Some residents’ concerns raised were specific to estates or particular parts of the borough, for example proximity to regeneration areas or distance from other facilities. Some residents felt overlooked because of these issues, creating a perception that the council was deprioritising their specific needs. Many residents reported that housing management staff were not sensitive to the particular needs of each estate or area of the borough. This was a frustration for TRAs when trying to resolve collective issues, such as parking or service provision, that were strongly related to wider issues about place and location. These issues were often related to a sense that other groups or residents or areas were being prioritised.

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***“I’m not asking to be a priority but my needs shouldn’t be pushed aside for someone who is more vocal.”***

**Transparency and clarity**

Transparency of information was a frequent issue raised. Participants described increased feelings of mistrust because of the lack of clarity about repairs timelines and how to escalate complaints. Residents felt that the council was disjointed in how issues were handled. This, combined with the lack of effective online tools to track reported issues, left residents feeling unable to hold the council or contractors accountable.

In some cases, participants expressed distrust at the way the council handles procurement and how it allocates funding to community projects. Several leaseholders described frustration when faced with service charges that they felt could not be effectively justified.

There were some concerns that residents were less likely to voice their views when council officers were in attendance, and that consultation should instead take place in “neutral spaces”. It was felt that vulnerable and marginalised residents were less likely to participate in engagement for this reason.

### The burden on residents

A prominent theme was the burden faced by residents for resolving domestic and communal issues, or for holding the council accountable when issues were not resolved. Participants spoke of having to collect evidence to challenge service problems, having no confidence in the council's capacity to store information. Some described having to act as go-betweens to enable contractors to engage neighbours during communal works or repairs. Several said they had raised issues with their local councillors and MPs, or had pursued litigation, in some cases at personal cost. Residents described escalating issues to the housing ombudsman. A number of participants felt that the power of resident forums and boards should be strengthened and that clearer "escalation and redress mechanisms" needed to be implemented. Many of the residents voicing these opinions were people who had been active in their community for some time.

Many residents expressed a growing sense of fatigue with engaging with the council. They felt frustrated at participating in different consultations, including Social Life's workshops, where they repeated the same issues many times. TRA members were particularly vocal about repeatedly bringing issues to the council through different engagement channels and rarely witnessing meaningful change.

Some residents explained that there is an issue with motivating other residents to engage. TRAs reported having difficulty encouraging residents to join them in efforts to propose issues to the council or attend community events. Some residents attributed this sentiment to lack of trust in the council.

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*"I've been to so many of these meetings, I'm tired, nothing happens."*

*"We go to meetings to go to other meetings. It all goes around in circles and there are no clear actions."*

### Follow up conversations

After each workshop we tried to carry out follow up conversations with residents who would have been less likely to attend the workshops. We carried out three follow up conversations in three out of the five estates at regular meetups bringing residents together such as Bingo session, a lunch session and a knitting club, all held in TRA halls. A mixture of residents who were and were not TRA members spoke to us about their thoughts. Unlike the workshops where the questions were structured, these conversations were more fluid and allowed the residents to speak about the subject broadly.

Some residents who described themselves as happy and content with Southwark services. They were satisfied with the council's repair services and positive experiences with TRAs. However these residents were not aware of the engagement strategy and were not interested in discussing it.

In contrast, the other residents shared their frustrations with council services. They described inconsistent services such as recycling collection being neglected for over a year, poor management of flooded properties and broken bathrooms. These residents were disappointed in the quality of services provided by the council. They too were unaware of the engagement strategy and were not interested in sharing their thoughts. They wanted the council to address their urgent issues that impacted their day to day lives.

Some residents discussed the communication challenges they faced. There were issues with consistency and quality. They described how some residents had received duplicates of flyers and letters while their neighbour received nothing. Other residents raised concerns about digital communication that they felt excluded many older residents or people with poor digital literacy. They suggested the council should

consider more in person communication to reach older residents. Crowded estate noticeboards were not seen as the solution, it can be difficult to see information among the many leaflets that are put up.

Some explained that many residents on their estates are disengaged from the council, describing how it has been quite difficult to encourage other residents to commit to engagement opportunities.

The visibility of estate officers and support from senior staff were motioned in some conversations. Some residents were unaware who their current officers were and looked back to previous officers who had been more supportive and available to contact. Other residents said that they would like to receive more support for members of council staff to run their TRA, such as providing resources to reach more residents in the community.

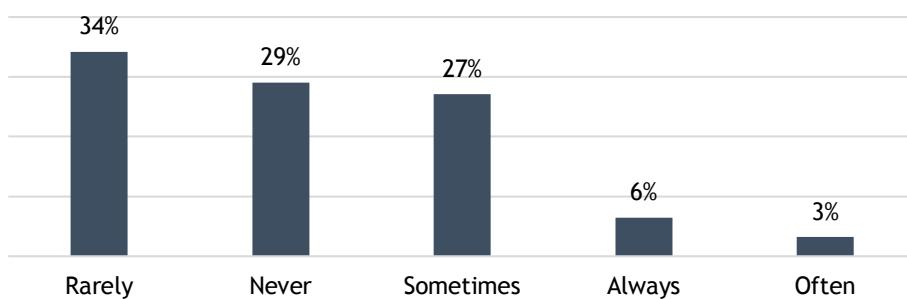


Acorn Estate workshop and Castlemead workshop

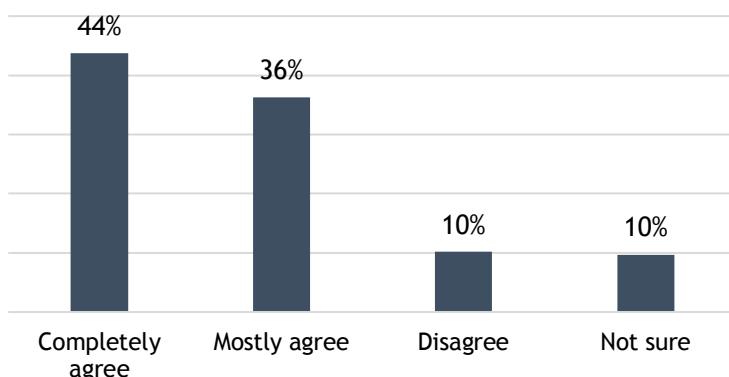
## 4.2 Online survey findings

The online survey was shared by Southwark Council across the borough. The survey was split into two parts with the first part asking residents about their thoughts on the engagement strategy and the second optional half of the survey focusing on questions about the four priorities outlined in the strategy.

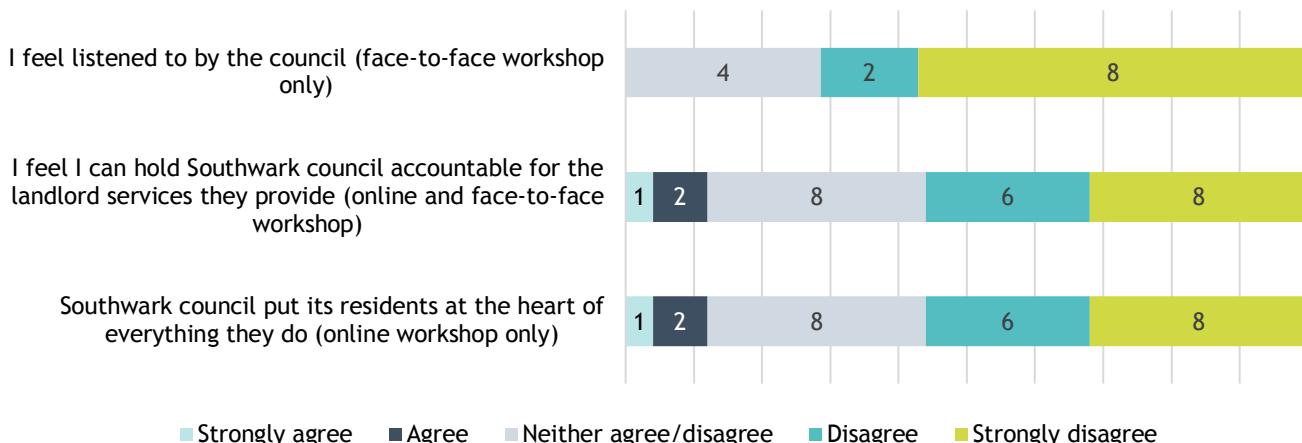
### Overarching views



Online survey: Do you agree that your voice is heard on housing matters? n=310



Online survey: Do you agree with our definition of what resident engagement in Southwark is about? n=185



Poll results from face-to-face and online workshops, by numbers of responses

### Barriers to residents sharing their views with the council

The most common barriers experienced by residents in making their views known to the council was a lack of transparency and clarity about information to resolve issues, and the need to improve communication channels.

Residents frequently report difficulties in identifying the right individuals or departments to contact. Many want there to be more in-person and online meetings, with several highlighting challenges attending engagement forums that take place on weekdays during the day.

Many who have accessed channels for sharing their views and/or immediate concerns describe discouraging interactions with council staff.

***“Never seem to get any straightforward answers.”***

***“The formal environment can feel intimidating for those uncomfortable with public speaking or unfamiliar with council procedures.”***

A particularly frequent response was that there are opportunities for sharing views, but that residents do not feel as if their views are meaningfully listened to and addressed.

***“I believe that there are many ways for residents to make their views known to the council - the issue is that the council does not take action from these viewpoints.”***

***“It's not making views known that is the problem. It is the fact that views - and indeed, concrete provable facts about difficulties - are ignored, overridden, not responded to, incorrect replies given.”***

***“Often raising repairs requests is a battle ...Feeling that everyone is busy & already have lots of issues they are trying to address... that they have a big workload & not much time or headspace to take on new ones.”***

These challenges were said to place a burden on residents - language barriers and digital literacy were frequently mentioned as additional obstacles. There were mixed views about the effectiveness of TRAs and TMOs. Some suggested the need for greater support for, and oversight of, these structures, with some people feeling they are given too much responsibility and others describing their limited capacity to generate change.

### Comments on the draft priorities

Many residents commenting on the draft priorities expressed their lack of trust in the council. They questioned the council's ability to deliver the priorities, highlighting their past experiences of inaction. Many felt that the consultation of the strategy was “all talk” and requested to see more proactive actions being taken by the council

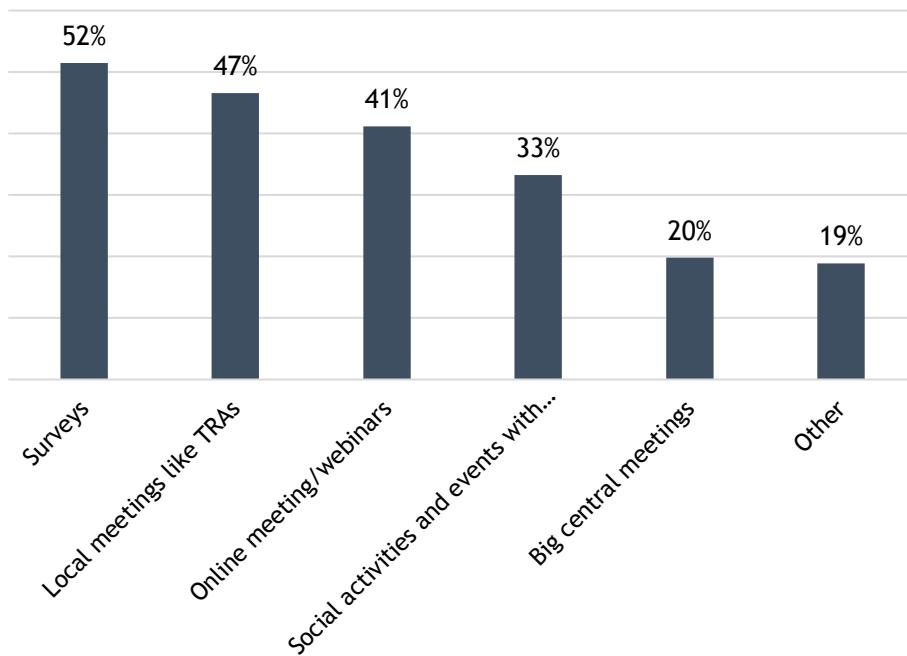
Residents who were both positive and negative about the strategy questioned how the priorities will be implemented. They asked how the council will be held accountable for delivering them. Some proposed independent oversight and some wanted residents to play a role in accountability processes.

Many residents felt the strategy document was inaccessible, residents described the document as too complex and long. Most residents admitted they had not read the strategy for this reason. Some residents were concerned that this may mean that parts of the community may struggle to understand and engage with the strategy.

Many residents expressed their frustration with the engagement strategy. Many felt the council was overlooking the day-to-day and immediate issues residents face. They wanted the council to focus on addressing long standing issues of repairs, maintenance, access to local amenities and curbing wasteful spending.

Many residents welcomed the priority focusing on diversity and inclusion, they were happy to see the efforts are proposed to include all voices of the community. However, there were also many residents who opposed this priority. They felt the priority only focused on Black, Asian and other ethnically minoritised groups while it overlooked people with disabilities and neurodiversity. They feared that without a broader approach to inclusion in engagement the strategy may create division within the community.

Most residents felt there were too many engagement opportunities proposed in the strategy. The residents feared this would dilute the community's voice rather than strengthen it. The wide range of options were seen as confusing for residents; people at the online workshop were concerned this would discourage residents from taking part. Some residents worried that these engagements would only allow the loudest voices in the community to be heard, leaving underrepresented members unheard.



**Online survey: How do you prefer to engage with the council on housing matters? (more than one response was allowed) n=258**

Many residents wanted to be able to communicate through emails and phone calls. Most residents stressed they would prefer to speak to one person to resolve issues and reduce the number of people they talk to. Many residents were frustrated with their experience of being passed between departments without a resolution, and with slow response times and poor follow up to issues or complaints. They prioritised improving everyday communication channels like emails and phone calls.

Many residents wished to see more face-to-face meetings, with council officers or members in attendance, both in large communal setting and on a one-to-one basis. Many residents wanted to use online forums as a means of sharing their thoughts and opinions. They wanted a flexible online platform where an issue can be posted and discussed., and where processes and outcomes of engagement could be tracked. Many residents also supported using surveys.

Some residents were concerned that online engagement would exclude groups of people, such as older people or people with poor access to wifi or data. They suggested the council should carry out more in person meetings and house visits to reach these people.

Many residents wish to see more on the ground engagement. They requested more walkabouts, house visits and repair days. The residents wanted to engage face-to-face with members of the council who could help the residents with specific issues.

Many residents described how they engage with the council through various tenants' organisations, highlighting the importance of these groups within the community. Some residents explained that their estate currently does not have formal tenants organisation and that they wished that these existed. However some residents felt their resident organisations were "gatekeeping" engagement from other residents and not allowing all voices to be heard.

#### **Improving residents' trust in the consultation process**

Trust in the consultation process was connected with concerns about transparency. Many residents felt that council decisions were predetermined. Some emphasised the need for more resident involvement in council decision making, mainly in issues that will directly affect their estate. There was a sense of consultation fatigue amongst many residents, some described how the council repeatedly asked for their opinion, but they did not see any changes as a result.

Most residents wanted to know more about housing finances, including more clarity on budget allocations for interventions on their estates. Some residents were curious about how the council would resource for the opportunities set out in the strategy. These residents felt there should be scope for them to input or be involved in financial decision making.

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***"It often seems that consolation is a paper exercise where decisions have already been made by officers. I would suggest that rather than the long-winded documents you often send out time spent in summarising and highlighting, plus and minus, would be useful. Few of us are specialists."***

The majority of residents wanted the council to be honest and clear about the limitations of consultation exercises, what outcomes could be implemented and what could not. This included communicated clearly why actions were not taken after engagement or consultation. Although this could be frustrating, residents felt the honesty and transparency would help build trust.

There were some concerns that the council used "handpicked" data to support their positions. Some residents suggested the council publish raw and unedited data to counter this perception. A few other residents recommended independent review or oversight of the engagement process to ensure their views were genuinely incorporated into the council's actions.

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***"You need to speed the processes up, you need to strengthen our rights to hold the council to account and you need external adjudicators to oversee and advise upon***

*decisions and the outcomes of complaints and enquiries - you can't keep everything hidden and under the sole control of the council."*

A few residents were concerned about the visibility of council staff. Some residents were not aware who their Housing Officers were or felt disconnected and unsupported because they were not present at meetings. They expressed their desire to see estate-based officers attend regular meetings, be more accessible and maintain a consistent visibility.

In addition, many residents wanted other members of staff and elected members to be more present at resident meetings, walk abouts and engagement opportunities. The residents felt increased visibility could help build trust and show genuine commitment to the community, and signal accountability.

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*"Go out, go to doors, ask, meet everybody, all walks of life, take the time, get up from your desks, care about us, listen to us."*

Residents thought it was important that the council communicate better about engagement opportunities with the community. Residents often found themselves being notified of engagement without adequate notice - receiving timely information would allow more residents to attend. More inclusive approaches to advertising engagements such as leaflets, posters, door knocking were also recommended

While some residents wanted more in person and paper communications, other residents requested more digital platforms. Some felt online forums could log issues and track progress and increase transparency.

An important factor in building trust for many residents was accountability. Residents were frustrated at the lack of follow-through from the council, that they did not deliver on promises made, and were not accountable for their inaction. They wanted mechanisms to be put in place to ensure accountability, including resident feedback about staff, and clear explanations about how the council has taken measures to implement residents' needs. They wanted to see co-design opportunities with residents and TRAs that included all voices instead of a select few.

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*"Provide evidence of change based on residents' opinions and provide a more stream-lined process for engagement. And a service-level-agreement for responding to residents (timeline and satisfaction)."*

Although many residents suggested ways in which the council could improve trust in engagement, some residents spoke about basic services and care, voicing a view that the council should focus on providing quality landlord services, better trained staff and improve their ways to handle complaints.

#### **The definition of resident engagement**

Many residents stated that they had no comments about the definition of resident engagement, while a few were positive. Many generally agreed with the definitions but had reservations about the council's ability to implement the priorities in practice. These residents thought that the "words" in the strategy were not meaningful until it was implemented and impacting residents positively.

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*"These descriptions of resident engagement are fine but my experience to date is that the Council talk the talk but don't walk the walk. I feel blocked from resident engagement."*

Many residents called for better accountability and transparent monitoring of implementation of the engagement strategy, with accessible reporting to residents, allowing them to input and make decisions.

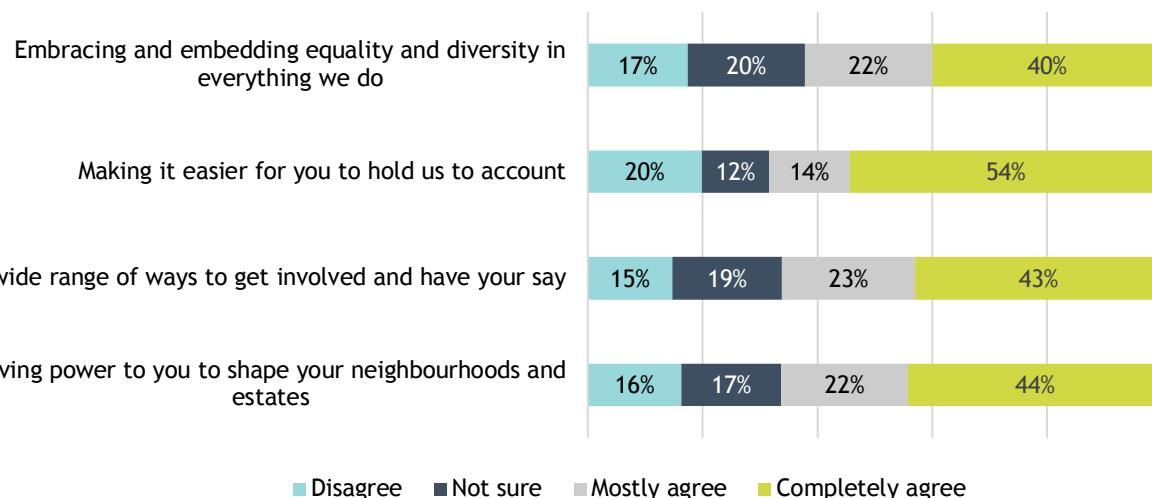
Some residents questioned the definitions of the strategy, for example some leaseholders felt excluded from the definition and the strategy.

***“It needs to also encompass leaseholders, we need a voice.”***

Few residents thought the definition was clear on transparency. They asked for more clarity about who has the authority to make decisions and if the residents have scope to be involved in this process. Some wanted to know the level of involvement TMOs could have in the implementation of the strategy.

***“Embedding the principles of co-design, co-creation and co-production of services that put residents firmly in the driving seat, cautiously. Always in line with Council strategy.”***

**Residents' thoughts on strategy priorities**



Online survey: Do you agree with the four draft priorities that underpin our strategy? n=279

**Priority one: Giving power to you to shape your neighbourhoods and estates**

Accountability was the most frequently raised theme in relation to this priority. While many residents supported the principle of giving residents power, there was concern about how this would be implemented. Respondents noted that the strategy does not provide a clear plan for how power dynamics will be shifted, who will hold responsibility, or what governance structures will underpin this shift.

Several respondents mentioned the need to introduce performance measures such as key performance indicators to monitor change. Residents expressed frustration that previous engagement has not led to tangible results, and therefore stressed the need for clear timelines, measurable outcomes, and a framework for accountability.

Several respondents also highlighted that the current language in the strategy is too complex and bureaucratic. They recommended using plain English, avoiding jargon, and ensuring communication is

available in multiple formats. This included addressing language barriers, digital exclusion, and accessibility for minority residents.

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***“There's too many words here already. Bottom-up approaches from residents' groups and associations seem to have worked well. The council just needs to be more receptive to these approaches and have TRANSPARENT mechanisms to facilitate them.”***

Beyond accountability, residents stressed the importance of resources and support. Empowering residents requires funding, training, facilitation, translation, and recognition of the time and expertise communities contribute. Without this, there is a risk that only the most confident or the same individuals would continue to participate.

Respondents also wanted to see a commitment to shifting power dynamics by embedding participation into everyday decision-making. This should include regular opportunities for residents to meet with leadership and staff, giving residents the right to vote on awarding of contracts and better communication and transparency.

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***““Giving power” must mean real influence there's a difference between listening and actually letting residents make or shape decisions. The strategy says the right things, but will there be mechanisms to enforce this power?”***

A few responses also mentioned that many residents need urgent repairs that are being ignored, and that this is a bigger priority and better use of resources.

**Priority two: A wide range of ways to get involved and have your say**

When asked about what engagement opportunities the residents would like to add, some were satisfied with the list and did not want to alter it. However many residents thought the list of opportunities were too long and complex. Some believe residents will not have the time or capacity to take part in the opportunities listed. Some residents suggested that engagement opportunities that overlap should be consolidated to streamline the list, making it more practical to implement.

Some thought that the list was only positive theoretically, they were sceptical about implementation. Many residents requested the council clarify how these engagements will be implemented and how they will impact residents. Some residents wanted clarity on what methods existed and which were proposed as new, they wanted more information on the hierarchy of the opportunities. They questioned whether people living in different tenures can be involved in each opportunity and the level of influence they will have.

There were conflicting suggestions about activities focused on particular groups. Some residents wanted the council to provide events for families, young people and older people. However, many stressed that the strategy should focus on delivering housing and landlord services. They did not think that family and community tailored events should be in the remit of this strategy as these were not landlord services. Some residents pointed out that at community events it can be difficult to discuss issues effectively.

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***“The relationship between a freeholder and a leaseholder is the same as a service provider and a customer: I do not ever need my freeholder to provide “resident day***

*events" or "themed cultural events" - I only need my freeholder to provide a service at a reasonable cost to maintain the value of my investment. A freeholder that is providing an effective service really only needs one channel with their leaseholders - the same way I only have one or two ways of getting in touch with my wifi provider."*

Some residents wanted more resident collaboration. Some suggested ways the council could offer opportunities that would involve more capacity building for residents, including training opportunities, leadership roles, onboarding for residents, apprenticeships, and opportunities to get involved in early stage.

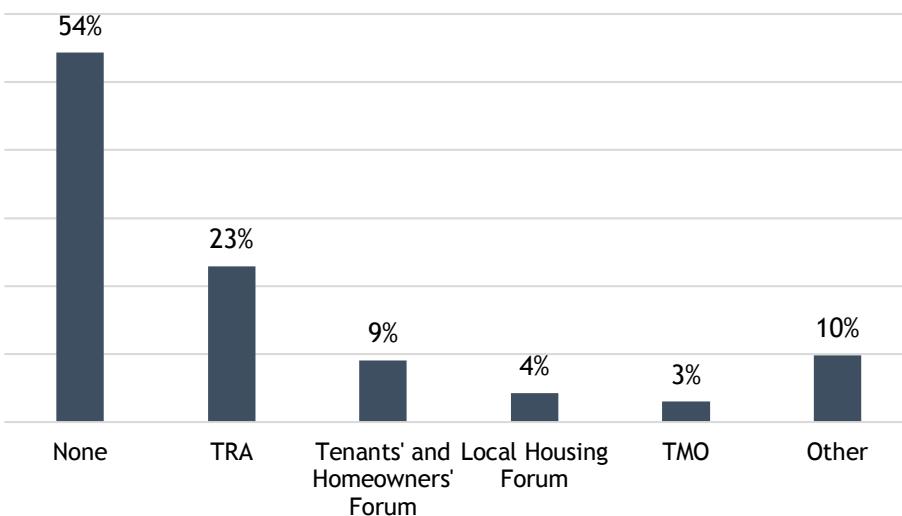
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*"One important area missing from the current list is the support, resources, and training available to help residents get involved confidently and effectively. Many people may want to participate but feel unsure how to contribute or lack the necessary knowledge or skills."*

Accessibility of the engagement opportunities was an important factor for many. They stressed the need for multiple communication methods, to make sure certain groups were not left out of sharing their experiences. A few residents suggested additional options such as having a tenants union, a neighbourhood watch, more opportunities for feedback, an online log to post issues and a repairs improvement board.

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*"I would like to see the strategy include clearer opportunities for residents to not just participate but actually make decisions that affect their homes and communities. For example, there could be mechanisms where residents can vote on local priorities, allocate small budgets for estate improvements, or escalate issues like persistent repair failures or safety concerns through a formal decision-making pathway."*



Online survey: What activities do you participate in? (more than one response was allowed) n=296

### Priority three: Making it easier for you to hold us to account

For most residents, accountability was closely connected to transparency and clarity. Transparency was considered in terms of the process of housing maintenance (such as safety, repairs, logging complaints), cost (related to service charges) and communications.

For housing maintenance, many residents asked for the creation of specific key performance indicators (KPIs) or metrics that can be evidenced, tracked and benchmarked, particularly for work done by contractors - for "repairs, complaints and safety checks". A few respondents wanted to co-create these KPIs, to ensure they are relevant to resident experience.

Some residents suggested the creation of publicly visible dashboards which display and track these KPIs. This would help ensure that the metrics were "truly binding".

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***"Agree performance metrics with your leaseholders and report back on your progress publicly."***

***"Benchmark with private leaseholders (time to completion for repairs, leaseholder satisfaction scores, number of complaints received, number of Housing Ombudsman complaints, time to respond to enquiries, clarity of resources, % increase in service charges benchmarked etc."***

For some, the feeling that there were no tangible consequences for the council or contractors where failings occur undermined a sense of accountability. Some respondents argued that serious failings in basic standards should amount to a rebate in fees or service charges.

Residents also thought that better, more direct communication is necessary to hold the council to account. Several respondents mentioned the desire for "opportunities for residents to challenge poor performance directly". This included open meetings with officers and senior staff members or direct contact with officers on email to facilitate regular updates on key issues. For some, a "you said we did" approach to communication would help provide clarity on issues in a digestible way.

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***"Yes - I'd like more opportunities for residents to challenge poor performance directly, such as through open Q&A sessions with senior officers, public reporting dashboards, or performance review panels with resident representation. Importantly, any concerns raised should lead to visible actions and follow-up."***

### Priority four: Embracing and embedding equality and diversity in all we do

The most frequent responses to this priority were concerned about the transparency and clarity of its aims. Several people questioned how the plan would be implemented - particularly how it would build trust with groups that have not previously been engaged, how the initiatives it refers to will be sustainably funded, and how their impact will be evaluated and shared with residents.

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***"It's good that the council wants diverse boards, but this section could go further by committing to structural reform: ensuring that governance structures are representative, accessible, and anti-racist by design, not just through outreach."***

*“The section refers to leadership training and mentoring – which is excellent – but doesn’t explain how residents move from engagement into decision-making roles.”*

Frequently, respondents also perceived a need to support the participation and empowerment of groups that were not mentioned in Priority 4, with a number of answers specifically suggesting the strategy broaden its scope to recognise all protected characteristics highlighted by the 2010 Equality Act.

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*“Female and ethnic minority-led TRAs to be supported more. Especially when they are constantly asking for support.”*

*“Disability and neurodiversity [are] key sources of disadvantage which should be addressed in an equality and diversity policy.”*

To support the participation of some under-represented groups, several residents identified the need to improve accessibility of resident involvement channels, including through interpreting services, transport assistance and digital literacy training. Others mentioned that intersectional experiences were under-examined for how they create specific barriers to engagement.

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*“For your disabled [residents] with learning difficulties, people with [bed rest], people with ongoing chronic health conditions, need the utmost care as they are much more vulnerable... this really needs to be taken into consideration and services needed to be joined i.e. social services as well as residents repair services and care services need to be in-sync.”*

*“There are many residents who feel excluded not because of their ethnicity, but because of their circumstances. This includes people living in disrepair or temporary accommodation, those who have been on the housing waiting list for decades, residents affected by anti-social behaviour or noise issues, carers, people living with someone who has mental health challenges or addiction, and disabled residents who often face physical and financial barriers to participating, such as lack of transport or meeting support. These are real, complex challenges that make it harder for residents to engage—but the current strategy doesn’t seem to acknowledge or address them fully.”*

There were however several respondents who expressed negative sentiment towards targeted engagement of Black, Asian and minority ethnic communities.

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*“White residents seem these days to be forgotten when we are all human and should all be treated equally.”*

*“Council should not make anything different based on ethnicity we should all have the same rights and facilities whatever our background is.”*

Other respondents anticipated this sentiment and highlighted the language around Priority 4 as a way of addressing some of these concerns.

Communication also emerged as a theme in reflections on what was missing from Priority 4. References were made to expanding engagement to physical infrastructure, such as signage on how to report repairs being offered in different languages. A few responses asked for clarification on what Northgate is and its relevance to the strategy.

Collaboration with residents was also frequently raised. Greater resident representation through steering groups was suggested to ensure that themed cultural events are inclusive of the communities being celebrated. Several responses emphasised a need for clarity on accessing funding earmarked for events and training, as well as resources for supporting residents organisations to do their own outreach.

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*“Trying hard to engage with marginalised groups isn't enough. You have to find ways to do it otherwise this is pointless and none of the structures will be representative of the community. I'm on the local Safer Neighbourhood Panel and it is NOT representative of the community and no-one wants to be on it apart from a very select (and similar) group of people. It has proved impossible to get any representation from any youth or minority groups.”*

## 4.3 Feedback from forums and meetings

### Basic standards and care

At the Homeowners Forum and the Disabled People's Action Forum, the improvement of basic services was a central concern.

The Homeowners Forum felt that basic compliance in landlord services was a priority over the contents of the strategy, highlighting particular issues around fly tipping and repairs.

Key issues raised at the Disabled People's Action Forum related to home adaptations - examples were shared of new Southwark housing without adequate adaptation for disabled people, and that some residents are unclear about who to engage to action adaptations. Participants highlighted several ways that the design of services could be more inclusive of disabled communities. These included mandatory training for all resident-facing staff on the needs of disabled residents, employing specialist officers with training in neurodiversity and disabilities, and ensuring the accountability of housing associations - whose service provisions are not always consistent with the council.

At the Disabled People's Action Forum there was also some positive feedback about particular staff members and teams. For example, several housing officers were highlighted as being responsive, and the decluttering team was described as "fantastic", though it perceived that not all residents are aware of them.

### Communications

At several different groups, participants discussed communications as a key issue. The Tenants Forum raised concerns about the language in the strategy, highlighting the need for simplicity and their emphasis on managing resident expectations. It was also suggested that there needed to be greater continuity between the new strategy and the older strategy.

At the Homeowners Forum, it was felt that it was unclear whether the strategy was effectively addressing the report of the Social Housing Regulator, and that the terminology around "resident" engagement excluded non-resident leaseholders.

At the Disabled People's Actions Forum, residents signalled broader communication issues that the strategy was said to not address - particularly, the lack of options for providing feedback on repairs, as well as long waiting times to receive responses on queries.

### Transparency

Several groups had concerns about the transparency of the document as well as its production. At the Homeowners Forum there were questions around who was engaged to shape the strategy, such as the proportion of tenants to homeowners, with suggestions that an independent review be conducted by an expert with a leaseholder lens. Participants at the Homeowner's Forum were unclear about the extent to which the old engagement strategy had been considered in the development of the new strategy. It was said to omit important information regarding finance - such as the funding framework of the HRA, how different priorities were to be funded and whether they should be placed into a hierarchy of needs to inform funding decisions. The strategy was said to lack sufficient inclusivity measures and accountability mechanisms, particularly relating to the procurement of external contractors.

The lack of transparency of the document was also raised by the SGTO. In particular, that the document does not outline which departments will carry out different functions and/or respond to the different aims of the strategy. It was suggested that the document needs to be clearer on how people can access the training that it signposts, particularly if training courses require funding. It was also felt that information about how funding for training (on what courses and for whom) needs to be made available.

The SGTO response also highlighted that the language within the document must be simplified and that residents must have different ways of being able to engage with it - particularly for those with limited digital access.

Participants at STOMAC felt that the development of the strategy had not been inclusive of their group or of residents more broadly. They reported that TMOs were under-represented within the strategy - particularly for the roles they could play in monitoring the aims of the document, such as quality of engagement, and building trust with residents in order to ensure the engagement opportunities are accessed by residents. STOMAC also highlighted the need for an independent review of the strategy.

#### **Burden on residents**

Some groups felt that to implement the strategy, greater capacity-building opportunities needed to be provided for residents.

Participants at STOMAC perceived there to be an overreliance on TRAs, and that supporting TMOs to have more autonomy would provide a more balanced approach to resident engagement.

The Tenants Forum also felt that training for residents was essential to the success of the strategy, because of the need for a resident-led implementation of the strategy. Participants also reported that a robust code of conduct was required to underpin this strategy, supporting accountability procedures.

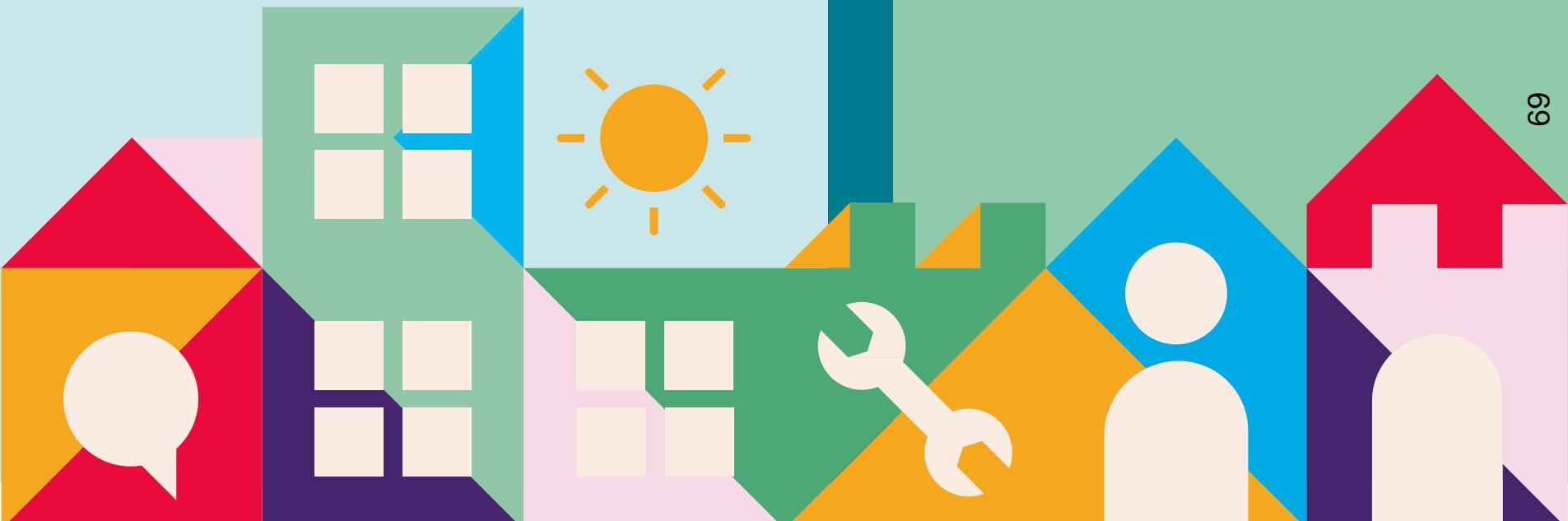
Members of the Homeowners Forum were concerned that alongside the need to empower residents, the strategy did not address questions of representation regarding community governance structures. They stated that it is not clear who can be members of directors of TMO, and that the homeowners are currently excluded from boards such as the Resident Improvement Board.

Social Life is an independent research organisation created by the Young Foundation in 2012 to become a specialist centre of research and innovation about the social life of communities. Our work is about understanding how peoples' day-to-day experience of local places is shaped by built environment - housing, public spaces, parks and local high streets - and how change, through regeneration, new development or small improvements to public spaces, affect the social fabric, opportunities and wellbeing of local areas.

[www.social-life.co](http://www.social-life.co)



# Tenants' and Leaseholders' led landlord service improvement boards - Proposal for implementation



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# Background - Regulator of Social Housing

The Resident Engagement strategy is built from feedback from the Regulator of Social Housing and what our tenants and leaseholders have said.

The Regulator of Social Housing acknowledged that the council has a large and well-established resident engagement structure and the council invests significant resources to support resident engagement in a range of formal and informal resident activities , the Regulator of Social Housing concluded that there was no evidence to illustrate how the significant resources invested in resident engagement is supporting residents to influence the housing management strategies, policies and the design and delivery of landlord services.

## **Identified Weaknesses:**

- Limited evidence of how tenant views are taken into account in decision-making.
- Insufficient evidence on how resident feedback has influenced service delivery.
- A formal engagement framework that is not consistently resident-led.
- Restricted access to performance information, limiting residents' ability to hold services to account.

# Addressing the deficiencies

This proposal introduces a **resident-led model of engagement** that directly responds to the RSH's concerns:

- **Resident Influence at the Core**

Four boards covering building safety, repairs, and housing management for tenants and leaseholders will place residents at the centre of service improvement.

- **Clear Feedback Loops**

Board recommendations will be formally reported to the **Housing Improvement Board**, with outcomes and actions communicated back to residents.

- **Resident-Led**

Each board will be chaired and driven by residents, supported by relevant service areas to ensure operational alignment and accountability.

- **Transparency and Accountability**

Performance data and board outcomes will be published regularly, enabling residents to scrutinise and challenge service delivery.

This marks a shift from consultation to collaborative working, ensuring Southwark meets regulatory expectations while building trust and stronger partnerships with its residents.

# Corporate priorities and GLP

The Resident Engagement Strategy directly supports the goal of giving tenants a stronger voice, one of the key pillars of the Good Landlord Plan, approved by Cabinet in July 2025. Establishment of the boards will ensure that residents have meaningful influence over what happens in their local areas.

Both the Council Plan and the Housing Strategy include a firm commitment to empower residents to make local decisions, reinforcing the importance of this strategy in achieving broader corporate objectives. This will contribute to meeting our S2030 goal on housing and the S2030 principles of reducing inequality, empowering people and investing in prevention.

In February 2025, the Cabinet Member for Council Homes approved the establishment of the tenants' and leaseholders led landlord service improvement boards to actively support council tenants and leaseholders to influence and embed the voice of residents in housing management strategies, policies and the design and delivery of all landlord services. This puts residents in our council homes, at the heart of everything we do: taking action to create better homes, better estates, better repairs and better customer service. It gives people who live in or own our homes a stronger voice to influence housing services to drive the changes they have asked for and to challenge us to be better.

This document outlines changes to the original proposal following consultation with residents on the draft resident's engagement strategy.

# Resident-Led Boards: Governance

The original proposal set out and the draft resident engagement strategy reflected the following:

- Governed by: Tenants' Forum and Homeowners' Forum. These forums oversee the boards and ensure alignment with resident priorities.
- Serviced by: The Resident Engagement Team, responsible for administration and coordination.
- Support for Members: An Independent Tenant Advisor (ITA) will be commissioned to support board members.
- Board Composition: Boards must reflect the diversity of the community and comply with the council's Public Sector Equality Duty under Section 149 of the Equality Act 2010. It must meet the transparency, influence, and accountability standards set out in the Social Housing Regulatory Framework.
- Membership: Residents may serve no more than three consecutive years on any board. Each resident may serve on only one board per year.
- Effectiveness & Accountability: Boards will be provided with sufficient landlord performance information to hold the council accountable for the standard and quality of landlord services, monitor progress and influence service improvements.
- Number of Boards: Six boards were proposed, each focusing on a specific area of landlord services.

# Consultation feedback

## **Key Concerns Raised by Residents:**

- **Too many engagement options:** Residents found the structure overwhelming and difficult to navigate.
- **Dominance of louder voices:** Concerns that only the most vocal residents would be heard, leaving others, especially underrepresented groups excluded.
- **Lack of coherence:** Forums and structures felt disconnected, with unclear roles and relationships.
- **Complexity:** The engagement framework was seen as too complicated to understand or access.
- **Diversity gaps:** While diversity was welcomed, residents noted a lack of focus on disability and neurodiversity.
- **Limited impact:** Many felt their views were not meaningfully listened to or acted upon.
- **Mixed views on TRAs and TMOs:** Some felt they had too much responsibility, others felt they lacked the power to effect change, highlighting a need for greater support and oversight.

# Our response to the feedback

- **Simplifies the structure:** Reduces the number of permanent boards from six to four and clarifies their roles.
- **Improves connectivity:** Ensures stronger links between boards and existing forums (Tenants' Forum, Homeowners' Forum).
- **Clarifies complementary roles:** Each structure has a defined, non-overlapping purpose to avoid duplication and confusion.
- **Strengthens inclusion:** Commits to better representation of residents with **disabilities and neurodiverse conditions**.
- **Enhances resident voice:** Boards will have direct influence on the Housing Improvement Board, with clear feedback loops.
- **Supports TRAs and TMOs:** Proposes additional support and oversight to improve their effectiveness and accountability.

# The proposal - establish four boards

- **Tenant Housing management Board:** To increase the voice and influence of council tenants in shaping and improving housing management services. Area of Focus will include: Tenancy management, resident engagement, policy and service design and performance monitoring.
- **Leaseholder Housing management Board:** To increase the voice and influence of council leaseholders in shaping and improving housing management services. Area of Focus will include: Service charges and transparency, communication and engagement, policy input and performance monitoring.
- **Building Safety Residents' Board:** To hold the council accountable for building safety and compliance, ensuring residents are safe in their homes. Area of focus will include: Building safety regulations and compliance, Fire safety and risk management, Communication and engagement, transparency and Oversight of safety programmes.
- **Repairs Improvement Residents' Board:** To oversee the council's repairs improvement programme and work collaboratively with officers to deliver a better repairs and maintenance service. Area of focus will include: Repairs performance and responsiveness, resident experience and satisfaction, Service improvement initiatives and collaborative problem-solving.

# Purpose of the boards

The boards will play a critical role in shaping, scrutinising, and improving landlord services by:

## **Performance Oversight**

- Review performance data regularly
- Challenge poor performance
- Propose practical solutions

## **Resident-Led Scrutiny**

- Investigate issues of concern raised by residents or forums
- Launch task-and-finish groups to explore and resolve problems
- Establish problem-solving co-design groups
- Recommend fixes for systemic issues
- Shape delivery models and inform policy development
- Make recommendations and initiate collaborative action

# Changes to the original proposals

## Each board will:

- Report quarterly to the Housing Improvement Board (HIB).
- Ensure that resident-led discussions, investigations, and solutions are visible to senior decision-makers.
- Influence strategic decisions on services and resource allocation.

## Updated Governance Structure

- Boards will be independent but connected to the Tenants' Forum and Homeowners' Forum.
- The chair from each forum will sit on each board, ensuring alignment and communication across the engagement ecosystem.

## Administration

- Boards will be administered by the lead service team.
- Each meeting will be attended by Directors/Heads of Service ensuring that individuals with the authority to agree actions and initiate investigations are present

## Support for Residents

- Resident voice will be supported by:
  - The Resident Engagement Team (RET)
  - The tenant advice provider (*This is a change from the original proposal, which did not specify delivery partners.*)

# Proposals for the boards

- Membership and Representation: Members selected through a competitive process, ensuring diversity reflective of diversity of people living in our homes, and diverse housing environments
- Resident Chair elected by board members.
- Governance and Accountability: Quarterly action logs and reports reviewed by the Housing Improvement Board (HIB). Where issues are not resolved at board level, the HIB and Cabinet Member will formally respond.
- Service teams responsible for providing timely and accurate information to enable scrutiny and to hold service to account
- Transparency and Communication: Use of the Engage Hub to publish board papers for public transparency and hold member-only discussions
- Unsuccessful applicants invited to join a Resident Reference Group: They will receive updates and provide feedback and input on key issues.
- Remuneration: Members to receive a fixed fee of £100 per meeting, covering travel and preparation time. This is an interim arrangement while a full remuneration policy is developed.

# Culture and Values of the board

- **Resident-led:** Residents shape the agenda and influence decisions.
- **Inclusive:** Diverse voices are welcomed and respected.
- **Collaborative:** Works in partnership with services to improve outcomes.
- **Transparent:** Open about decisions, actions, and challenges.
- **Accountable:** Holds services to account with evidence and integrity.
- **Confidential:** Respects privacy and builds trust.
- **Constructive:** Acts as a critical friend—supportive but challenging.
- **Learning-focused:** Committed to growth, feedback, and continuous improvement

# Summary of the proposal

Board	Service area	Team Lead	Team Support	Membership	Key points
Housing Management Board	<b>Landlord Services</b> -housing management and resident engagement	Resident engagement	Housing management	<ul style="list-style-type: none"> <li>• Tenants only but include household members who could succeed</li> <li>• Tenant Forum has a representative member</li> <li>• Membership 20 maximum 3 years</li> </ul>	<ul style="list-style-type: none"> <li>• Membership by selection process and open to everyone.</li> <li>• Meet quarterly</li> <li>• SGTO support role outside the sessions</li> <li>• 2 sessions in person only</li> <li>• remunerated</li> </ul>
Leaseholder Management Board	<b>Homeownership Services</b> – leasehold and homeownership services	Leasehold services	Resident Engagement	<ul style="list-style-type: none"> <li>• Leaseholders only – but include household members who live in the premises for more than 12 months</li> <li>• Homeowner Forum has a representative member</li> <li>• Membership 20 maximum 3 years</li> </ul>	<ul style="list-style-type: none"> <li>• Membership by selection process and open to everyone.</li> <li>• Meet quarterly</li> <li>• SGTO support role outside the sessions</li> <li>• 2 sessions in person only</li> <li>• remunerated</li> </ul>
Repairs Improvement Board	<b>Repairs Service</b> – Repairs on tenant's homes and communal areas	Repairs Service	Resident Engagement	<ul style="list-style-type: none"> <li>• Tenants and leaseholders with tenant majority</li> <li>• Tenant and Homeowner Forum has a representative member</li> <li>• Membership 20 maximum 3 years</li> </ul>	<ul style="list-style-type: none"> <li>• Membership by selection process and open to everyone.</li> <li>• Meet quarterly</li> <li>• SGTO support role outside the sessions</li> <li>• 2 sessions in person only</li> <li>• remunerated</li> </ul>
Building Safety Board	<b>Building Safety</b> – Fire and structural integrity of high risk buildings	Building safety	Resident Engagement	<ul style="list-style-type: none"> <li>• Tenants and leaseholders in HRB (195) with a majority of tenants</li> <li>• Tenant and Homeowner Forum has a representative member</li> <li>• Membership 20 maximum 3 years</li> </ul>	<ul style="list-style-type: none"> <li>• Membership by selection process and open to everyone.</li> <li>• Meet quarterly</li> <li>• SGTO support role outside the sessions</li> <li>• 2 sessions in person only</li> <li>• remunerated</li> </ul>

# Proposal for Homeowner and Tenant Forum

## Purpose of Homeowner Forum and Tenant Forum

- To be consulted by the council on key policy changes affecting residents in council-owned homes, including decisions on rents and service charges.
- To ensure tenant and leaseholder concerns about housing services and property management are raised and addressed, with escalation to relevant boards when necessary.
- To advise and support the council in developing an effective and inclusive resident engagement strategy.
- To receive and share feedback from the council and other parts of the resident engagement structure, ensuring information flows across tenant networks and to council officers.
- To provide representation on Scrutiny and the Four Boards, ensuring resident voice is embedded in governance. ☺

## Purpose of the Five Local Housing Forums (LHF)

- To provide a local platform for tenants, leaseholders, and residents to promote positive and effective engagement.
- Network with other active residents and local councillors.
- Access support and training for resident involvement.
- To help shape and improve housing services, with updates on performance and delivery tailored to their neighbourhood.
- To be consulted on local policy changes affecting council-owned homes.
- To elect representatives to the Tenant and Homeowner Forums and receive regular updates from them.

# Proposal for Homeowner and Tenant Forum

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- Tenant and Homeowner Forums (TF and HOF) members are elected through a democratic ballot by tenants and homeowners at Local Housing Forums (LHF), ensuring a representative voice rather than individual perspectives.
- Local Housing Forums (LHF) are open to all residents living in council-owned, leased, or freehold homes in the area, including those in council-owned temporary accommodation.
- The Chair and Vice Chair of TF and HOF are elected annually by forum delegates. A maximum of three consecutive years is permitted in either role, followed by a three-year break before standing again.
- LHF Chairs and Vice Chairs are elected annually by attendees at LHF meetings, with the same three-year term limit and break requirement.
- Where necessary, actions are escalated to TF, HOF, or the relevant board for further scrutiny and decision-making.
- Forums are administered by the Resident Engagement Team (RET), with attendance from Directors and Heads of Services.
- For LHFs, a Housing Area Manager attends, a senior Officer empowered to agree actions based on resident feedback.
- Tenant voice support is provided by RET and an independent tenant advice provider, who may attend both TF and HOF.
- The Engage Hub is used to publish papers for transparency and to facilitate member-only discussions.

# Culture and Values of the Forums

- **Resident-led:** Residents shape the agenda and influence decisions.
- **Inclusive:** Open and welcoming , diverse voices are welcomed and respected.
- **Informative:** Places where information and good practice is shared both between the residents and leaseholders who attend and between the council and the public
- **Collaborative:** Works in partnership with services to improve outcomes.
- **Transparent:** Open about decisions, actions, and challenges.
- **Accountable:** Holds services to account with evidence and integrity.

# Strengthening Resident Voice: Forums and Boards Working Together

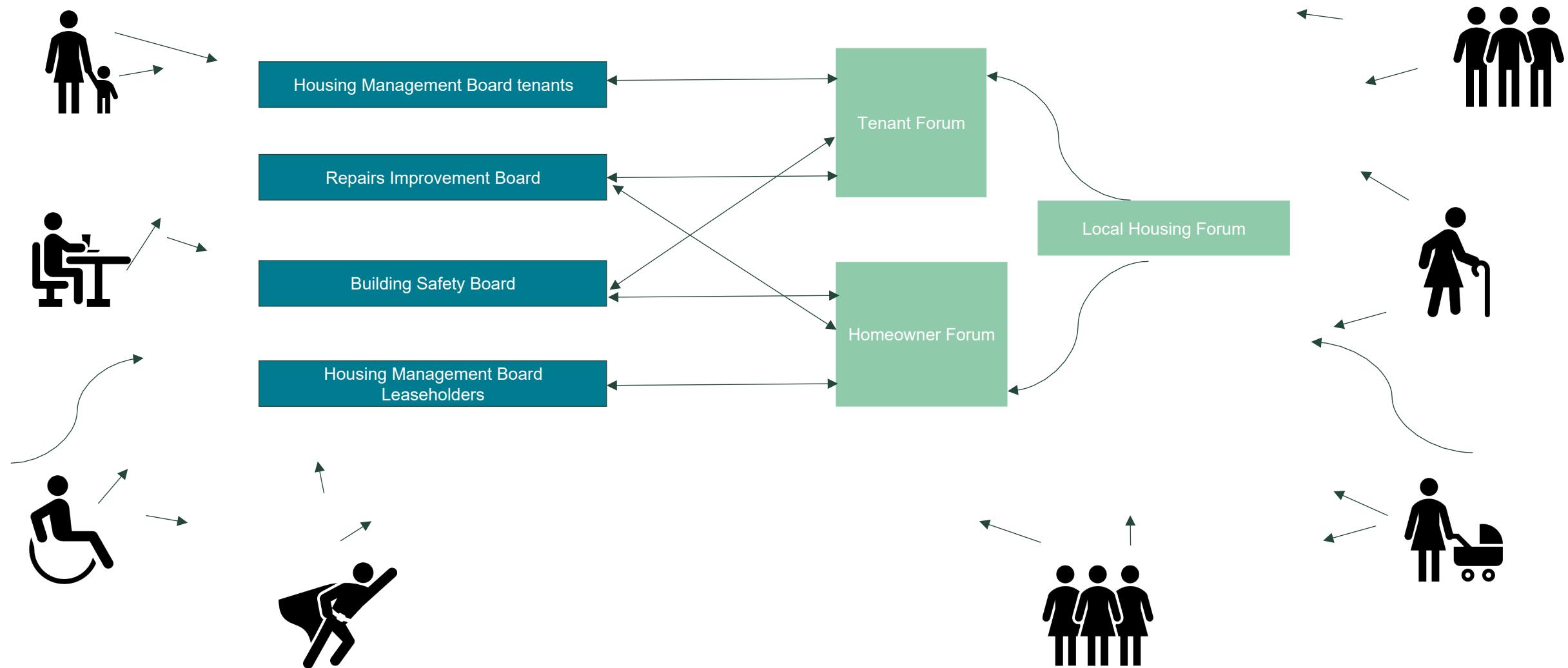
- The Tenant and Homeowner Forums (TF and HOF) and the Resident-Led Boards form two distinct but connected parts of a wider resident engagement system. Together, they deliver a stronger, more inclusive voice for tenants and leaseholders in the design and delivery of housing services. While they are linked through shared representation, their roles differ:
- Resident-Led Boards focus on deep dives into specific service areas, providing strategic oversight and scrutiny.
- TF, HOF, and Local Housing Forums (LHF) offer broad engagement, enabling wider participation and community-led input.

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This dual structure strengthens resident voice by:

- Ensuring both strategic oversight and grassroots participation.
- Supporting co-design and co-delivery of services with tenants and leaseholders.
- Creating multiple pathways for involvement by a focus on topic ( the boards) a focus on needs of communities based on tenure (TF and HOF) a focus on neighbourhoods (LHF &TRAs). Enabling both individual voices and representative groups, tapping into the talent, care, and commitment within our communities.
- Offering different types of scrutiny to dig deep (Boards) and connect widely (Forums). Supporting broader participation and ensuring a diversity of perspectives in shaping housing services.

# How it connects with existing structures



# Single purpose or one-off groups

To support targeted engagement and co-design, resident-led panels and focus groups will be established to address specific issues or projects. Examples include:

- The Great Estates Programme
- The ASB Working Group

Membership will be drawn from a pool of over 1,400 residents who have expressed interest through outreach activities.

These groups will enable focused collaboration, amplify resident voice on key issues, and ensure our services reflect the needs and priorities of our communities.

# Resident-Led Board Implementation plan and Recruitment Timeline

## Recruitment Pool:

Drawn from a wide and diverse base of engaged residents:  
57 expressions of interest via the Housing Management Board  
637 members of the Online Panel  
850 residents via the RIO contact form  
42+ new volunteers

## Board recruitment:

October 2025: Speed dating events to promote board opportunities.  
November 2025: Applications open and member events held  
28 November: Applications assessed  
December 2025: Induction of new board members.  
January 2026: Official launch of the resident-led boards.

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Additional outreach through newsletters, Tenant & Resident Associations (TRAs), and forums

Recruitment Process: Terms of reference and application forms to be agreed and drafted by the Resident Engagement Team. Social Life will be commissioned to take part in the selection to ensure transparency and openness.

# **A Stronger voice for tenants and leaseholders:**

## Resident Engagement Strategy



## Foreword - Councillor Michael Situ, Cabinet Member for Council Housing

We recognise that our residents are true experts on their homes, their estates, and the neighbourhoods they help shape every day. Our Good Landlord Plan made a clear promise: to place residents' needs and aspirations at the centre of everything we do. We are committed to creating transparent systems that allow residents to hold us to account, challenge our performance, and help us improve. Whether through formal panels, feedback forums, or open data, we will ensure residents have the tools and access they need to evaluate how well we are delivering on our promises.

The Resident Engagement Strategy builds on that commitment. It sets out our vision for the next four years, offering inclusive, flexible and meaningful opportunities for residents to get involved in shaping the services that matter most to them, through estate-based decision-making, digital engagement, or face-to-face conversations, we want every resident to feel empowered to contribute in ways that suit their lifestyle and availability. We are determined to ensure that our landlord service remains responsive, effective and good value for money, now and into the future.

## Introduction

Our Resident Engagement Strategy is key to delivering on Southwark's ambition to be a good landlord.

We understand that our role as a landlord is about far more than bricks and mortar. A safe, well-maintained home is the foundation for security, opportunity and community. Through the Good Landlord Plan we have committed to invest £250 million over the next three years in improving safety and estates, to transform repairs services and to provide a stronger, more responsive approach to complaints and customer service. Achieving these ambitions will only be possible if we do so with residents as partners, ensuring that resident voice shapes priorities, decisions and choices across all landlord services.

We also recognise that getting involved takes time and commitment. Our role is to make participation easy, flexible and accessible, offering a wide menu of options so that everyone has the opportunity to influence. From resident-led service improvement boards to local housing forums, digital channels, estate walkabouts and co-design workshops, we are creating a wide-variety of opportunities to be involved.

Most importantly, engagement must be impactful. Our residents' voices will not only be heard but will directly influence major investment decisions, service priorities and the design of neighbourhood improvements. This means residents will be involved in shaping how we invest our capital programme, delivery of building safety works and estate upgrades. It also means that service design, such as how we deliver repairs,

manage complaints, and respond to anti-social behaviour will be informed by lived experience and co-produced with residents.

## Our Good Landlord Plan

Southwark's Good Landlord Plan is our commitment to becoming a landlord that residents can trust, respect and be proud of. The plan sets out how Southwark is responding to the Regulator of Social Housing's Judgement (RSH) by working positively to fully meet the RSH's consumer standards.

The plan is built around six pillars:

- Better Homes
- Better Repairs
- Better Estates
- Better Customer Service
- Stronger Resident Voice
- New Council Homes

At its heart is the principle that residents are active partners in shaping the services they receive. Our Resident Engagement Strategy aims to ensure that residents have a real voice in how commitments are delivered, and decisions are made.

Through this strategy resident voice is embedded at the centre of both service delivery and oversight. It is the way we will ensure that Southwark's homes are safe, services are accountable, and communities are empowered.

## How we created this strategy

This Resident Engagement Strategy has been shaped directly by the voices of residents across Southwark. The draft strategy was informed by a literature review and insights gathered from over 500 council tenants and leaseholders regarding their appetite for engagement. The revised version has included additional contributions from our surveys on the engagement hub, and the tenant satisfaction measures survey of people in our homes.

It also includes expert insight from the Regulator of Social Housing judgement, those who are active and have considerable experience of engagement with the council through our engagement with Southwark Group Tenants Organisation (SGTO), Tenants Forum(TF), Homeowners Forum(HF), Southwark Tenant Management Organisations Committee(STMOC), Local Housing Forum (LHF) and Housing Scrutiny Commission.

We commissioned an independent organisation to lead the engagement to develop the strategy. Their role was to make sure the process was transparent, inclusive and credible, so residents could be confident that their views were properly heard and reflected.

Through this programme, we heard from residents face-to-face across the borough. Alongside this, we created a range of digital opportunities to be engaged. These options meant that residents who could not attend meetings in person were able to take part and influence the strategy.

We held targeted focus groups and co-design workshops where residents shared their concerns and priorities. These conversations gave us clear insight into the issues that matter most, from repairs and cleaning to community safety and anti-social behaviour.

The combination of independent facilitation, in-person discussions and digital engagement meant a wide range of residents shaped our final strategy. Their feedback created the final priorities and commitments. As a result, the strategy is firmly rooted in the lived experience of Southwark residents and provides a strong foundation for improving landlord services in the years ahead.

## What residents told us

Residents were clear that engagement must lead to real change. While they value being asked for their views, what matters most is seeing a difference as a result. Many stressed that their time is limited, with jobs, families and personal commitments often making it difficult to attend meetings or take part in in-depth processes. They want involvement opportunities to be easy, flexible and worthwhile, with clear evidence that their contributions shape decisions and lead to action.

A theme from the consultation was a desire for senior leaders to be closer to frontline housing services. Residents told us they want to engage with Councillors, and Senior Officers on estates, at walkabouts and in meetings, hearing directly about the challenges people face. They felt this would help leaders understand local realities, strengthen accountability and build trust.

Residents expressed a deep sense of care for their area and strong desire to help set local priorities. They want to be part of shaping decisions on how resources are spent in their neighbourhoods, with a strong focus on investment in repairs, improvements in estates, green spaces and community facilities. They told us they are ready to work in partnership with the council, provided their involvement is respected and acted upon.

Communication and follow-through were important. Residents want clearer updates and quicker action on issues with a 'you said, we did' approach to show how their feedback makes a difference.

Finally, residents emphasised the need for inclusive and flexible engagement. They asked for a broad menu of opportunities; from face-to-face forums and estate inspections to online surveys, digital panels and community events, so that everyone, regardless of lifestyle or circumstance, has the chance to be involved. They also stressed the importance of reaching those who are often underrepresented, ensuring the full diversity of Southwark's communities informs decision-making.

## The objectives our Resident Engagement Strategy 2026 to 2030 are to:

- Deliver our legal obligations on tenant voice with a focus on meeting the Regulator of Social Housing Customer Service Standards while addressing the shortfalls identified in the 2024 inspection report.
- Ensure tenants and leaseholders shape, influence and direct the design and delivery of the council's housing service and our Good Landlord Plan commitment on Stronger Voice
- Contribute to Southwark 2030 goals: reduce inequality, empower people, and invest in prevention.
- Foster safe, supportive communities where residents feel secure and connected.

## Our shared engagement principles

Residents rightly want to see real change as a result of their involvement, working as part of genuine partnership where their experience shapes decisions. We have developed the following principles to underpin all of our engagement activities:

- Building trust through every contact
- Accountability and transparency
- Flexibility and accessibility
- Co-design and co-production
- Communication that connects
- Meaningful engagement with visible impact

**Building trust through every contact:** Every engagement activity, large or small, is an opportunity to build trust. This means visible leadership, careful listening, and treating every resident with care and empathy. By showing respect, commitment and goodwill at every stage, we will demonstrate that engagement is a genuine partnership where residents' voices shape decisions.

**Accountability and transparency:** Residents want to hold us to account and see senior leaders closer to frontline services. We will be open and honest about our actions, share performance information in ways that are easy to understand, and acknowledge when things go wrong. We will welcome scrutiny, learn from mistakes, and adapt quickly. By doing so, we will show that accountability and transparency are not just regulatory duties but fundamental to a respectful relationship with residents.

**Flexibility and accessibility:** Residents told us they want to be involved but that time is limited by work, family and personal commitments. Our approach must therefore be flexible, offering a wide range of ways to participate, such as evening

meetings, digital channels, shorter surveys or informal conversations on estates. We will test new approaches, adapt based on feedback, and remove barriers to participation. We will ensure opportunities are accessible and inclusive so that everyone has a fair chance to have their say.

**Co-design, and co-production:** Residents want to be active partners, not passive consultees. We will embed co-design, and co-production across landlord services, bringing together professional expertise, lived experience and data as valued sources of knowledge. By working in this way, we will create services that are more relevant, effective and trusted, because they are built with and for the people who use them.

**Communication that connects:** Residents highlighted the need for clearer updates and faster action. We will communicate regularly about engagement outcomes using plain language, accessible formats and a variety of channels. We will also complete the loop with a 'you said, we did' approach, so residents can see how their feedback has led to change.

**Meaningful engagement with visible impact:** Above all, residents want engagement to be meaningful. We will be clear about what we are asking, the scope of residents' influence, and the outcomes they can expect. Change will happen because of engagement, and we will show, clearly and transparently, how residents' contributions have made a difference. This is critical to building the trust and partnership that residents have told us is the foundation of a good landlord service.

## Our shared engagement priorities

Through engagement with residents, four priorities have been developed to underpin our commitment to the highest level of resident involvement. Each priority is supported by our engagement principles, ensuring that the way we work is as important as what we deliver. Together, these priorities form the framework for a landlord service that is accountable, inclusive and built-in partnership with residents.

1. Empowering tenants and leaseholders to shape, influence, and direct the design and delivery of landlord services.
2. Working together to understand residents' needs, priorities, and aspirations for their neighbourhoods and communities and collaborating to find practical solutions.
3. Making it easier to hold our services to account
4. Supporting community building, helping residents build relationships, networks, and thriving communities.

### 1. Empowering tenants and leaseholders to shape, influence, and direct the design and delivery of landlord services.

Residents told us they want more influence over the decisions that affect their homes and communities, and a stronger voice in setting local priorities.

This means not just being consulted but being part of the decision-making process. We will build on the success of initiatives such as Great Estates by embedding co-design into our everyday practice.

Senior leaders will be more visible and connected to frontline services, ensuring local insights drive how resources are spent and how estates are managed. Through this, residents will have genuine power to shape investment decisions, neighbourhood priorities and service improvements.

We will establish Housing management boards to scrutinise performance, hold us to account, and co-design services ensuring members are trained and have the knowledge and information they need. We will also have a single purpose or one-off focus groups or panels to address specific issues and project such as Landlord Services procedure review groups.

### **Case Study: Tackling Anti-Social Behaviour (ASB)**

Residents told us that anti-social behaviour was one of their top concerns, affecting both safety and quality of life. They also said they wanted clearer updates and more accountability when cases were being managed.

In response we held an ASB workshop with a diverse group of tenants and leaseholders. Their 12 recommendations directly shaped our new ASB procedure, including co-signed action plans between residents and case officers, more frequent updates during investigations, and a stronger commitment to transparency.

These changes have already led to improvements: tenant satisfaction with how ASB is handled has risen by improved by 4%, rising to 57% and residents now have access to a new ASB and crime dashboard giving them clear oversight of local issues and council action.

## **2. Working together to understand residents' needs, priorities, and aspirations for their neighbourhoods and communities and collaborating to find practical solutions.**

Residents are clear that involvement must be flexible and accessible, recognising the pressures of busy lives, jobs and family commitments.

We will therefore provide a broad menu of opportunities for involvement, ranging from resident boards and housing forums to online panels, surveys, estate walkabouts and digital channels.

We will work with residents through Tenant & Resident Associations (TRAs), Local Housing Forums, Tenants and Homeowner Forums, providing opportunities for residents to share what is working, what is not, and what matters to them using forums and direct feedback and work with us to build solutions.

We will continue to innovate, testing new approaches and learning from what works, so that residents can choose the method that best suits their lifestyle.

By embedding flexibility and accessibility into all our engagement, every resident will have the chance to contribute in a way that works for them.

By embedding meaningful engagement with visible impact, we will create an environment where every voice is valued and where decisions are shaped by the breadth of perspectives in our borough.

### **Case Study: The Great Estates Programme**

Our Great Estates Programme was designed with residents. In pilot projects, tenants worked alongside the council to identify estate priorities and agree on the improvements they wanted to see.

Their ideas directly shaped the delivery of new community gardens, food-growing projects, refreshed playgrounds, better bike storage, improved waste and recycling facilities, upgraded lighting and CCTV, and local public art. The success of the Great Estates project highlights the benefits of people power in shaping their neighbourhoods and estates. The success it has recorded in transforming the pilot estates is testament to our commitment to working with empowered communities to transform the way we manage and deliver good landlord services on our estates and in our neighbourhoods.

Residents rated the results highly, 88% said the programme was good or excellent. Their feedback is now being used to shape future estate improvements funded through the Community Infrastructure Levy (CIL), ensuring resident priorities continue to drive investment.

### **3. Making it easier to hold our services to account**

Residents want stronger accountability, clearer communication, and visible leadership that listens.

We will be open and transparent about our performance, publishing data; we will also welcome scrutiny, empowering residents to test, challenge and monitor services through formal boards, forums and inspection activities.

In line with our principle of accountability and transparency, we will explain when things go wrong, how we are putting them right, and what we are learning in the process.

The establishment of the tenants' and leaseholders' led landlord services improvement boards is to give a stronger voice for tenants and leaseholders in the design and delivery of all landlord services.

### **Case Study: Tenant Management Organisations (TMOs)**

Southwark supports 16 Tenant Management Organisations (TMOs), which together manage around 4,100 council homes and a budget of £40 million a year. TMOs are run by residents under the national Right to Manage regulations, giving local people direct control over housing services in their neighbourhoods.

Through TMOs, residents design and deliver services such as repairs, cleaning and estate management, making decisions about local priorities and holding themselves accountable for performance. Engagement goes beyond consultation, residents sit on management committees, set standards, and monitor outcomes.

Performance shows the impact of this resident-led approach: TMOs exceed targets in key areas, including 95% of repairs completed right first time and nearly 99% overall satisfaction with repairs. TMOs also collect rents and service charges above target levels and respond quickly to complaints and enquiries.

### **4. Supporting community building, helping residents build relationships, networks, and thriving communities.**

Residents stressed the importance of inclusivity and fairness and told us that engagement must reach those who are often underrepresented. We will ensure that our involvement structures reflect the full diversity of Southwark's communities, across tenure, age, ethnicity, gender, disability and lived experience. This means using a mix of approaches, from events to targeted outreach and digital platforms to engage groups who might otherwise be left out. By embedding meaningful engagement with visible impact, we will create an environment where every voice is

valued and where decisions are shaped by the breadth of perspectives in our borough. We recognise at an estate and community level our tenants and leaseholders play a critical role in supporting their neighbours thrive. Our TRAs host an amazing range of activity supporting young people, our older residents and those who are struggling with the cost of living. These volunteers run after school clubs, food banks, knitting clubs and provide safe and warm spaces. We will support TRAs and grassroots groups with resources, spaces, and funding to nurture their communities.

### **Case Study: Investing in our communities**

£100K has been allocated in the resident engagement strategy to provide reward, recognition and incentives to residents who want to serve on the various landlord service improvement board.

We have allocated £1.3 million towards grassroots resident engagement and involvement in the design and delivery of high standard landlord services.

We will spend up to £248,000 on community activity run by and for our communities that improves the wellbeing of our residents.

## **Ways Residents can get involved**

**Resident Boards:** Southwark has a number of resident-led boards that focus on different areas of landlord services, including housing management, building safety and leaseholders. These boards give residents the opportunity to work directly with senior staff, review performance and influence how services are delivered.

**Local Housing Forums:** There are five Local Housing Forums across the borough, each chaired by residents. These forums bring together tenants, leaseholders, freeholders and licensees with councillors and officers to discuss housing issues and set local priorities.

**Separate forums exist for tenants and for homeowners, alongside joint meetings when issues affect both groups. These forums provide a space to consider policies and services from different resident perspectives.**

**Tenants and Residents Associations (TRAs):** TRAs are groups of residents who come together to represent their estate or neighbourhood. They work with the council to hold services accountable and deliver community engagement.

**Tenant Management Organisations (TMOs):** TMOs allow residents to take on direct responsibility for certain landlord services under a management agreement with the council, providing a more hands-on role in service delivery.

**Estate inspections:** Residents can take part in joint inspections with council staff and contractors to check the condition of estates, including cleaning, grounds maintenance and communal repairs.

**Resident action days:** Action days are organised events where residents, staff and contractors work together on estate-based improvements or problem-solving activities.

**Online Residents' Panel:** An online panel is available for residents who prefer to engage digitally. Members can take part in surveys, comment on draft documents and choose the topics they want to be involved in.

**Webinars and Q&A Sessions:** Residents can join online events with officers and councillors, which can be accessed live or watched later, offering flexible opportunities to ask questions and hear updates.

**Surveys:** The council uses surveys, both online and by post, to collect resident views on services. These include the national tenant satisfaction measures set by the Regulator of Social Housing.

**Focus groups and co-design workshops:** Smaller groups are brought together to explore specific issues such as repairs bookings or anti-social behaviour. These sessions allow residents to explore issues in depth and help shape solutions.

**Resident conferences:** Borough-wide conferences are held where residents can hold the council to account on housing services, explore service areas in workshops, and agree action plans.

**Community-based activities:** The council supports a range of other involvement opportunities, including themed cultural events, resident day gatherings, sporting activities and partnerships with community champions. These activities aim to build relationships, reach underrepresented groups and strengthen local networks.

**Home visits:** Resident Involvement Officers carry out home visits to speak directly with tenants and homeowners about their experiences and to encourage participation in formal or informal engagement.

## Measurement of success

1. We will measure the success of this four-year Resident Involvement Strategy by measuring our performance against the following outcomes:
2. We will have a wider range of residents involved in a greater number of involvement activities through the life of this strategy.
3. We will have clear evidence that involvement has made a difference in terms of tangible service improvements.

4. Resident Involvement is embedded and forms part of the day job for all staff and the evidence is collected through the tenant satisfaction measures and survey of homeowners.
5. We will have achieved improved resident satisfaction with resident involvement.

<b>Meeting Name:</b>	Housing Scrutiny Commission
<b>Date:</b>	14 October 2025
<b>Report title:</b>	<b>Tenda Road (New Build Homes) – Overview and Next Steps</b>
<b>Ward(s) or groups affected:</b>	South Bermondsey
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	N/A
<b>From:</b>	Managing Director, Southwark Construction

## RECOMMENDATION(S)

1. That the Housing Scrutiny Commission notes the complex history of the project and how the current project position has been reached.
2. That the Housing Scrutiny Commission notes the steps taken to date to address concerns and the action plan in place to resolve the matter.
3. That the Housing Scrutiny Commission note the appointment of an independent investigator to review the underlying causes of the project's position and ensure that appropriate lessons are identified and applied moving forward.

## BACKGROUND INFORMATION

4. The scheme at Tenda Road is a 12-home development, set across three and four storeys. It is a mix of 1, 2, 3 and 4-bed homes, with one wheelchair accessible home. It is constructed on a former carpark and sits within the existing Manor Estate in South Bermondsey.

### Contractor A Appointment

5. Planning permission for the scheme was achieved in July 2017, and Contractor A were selected to construct the works. The GW2 was signed in March 2018 with a total contract sum of £1,943,027, and the appointment under a JCT Design and Build Contract.
6. Work began on site later that year in August 2018, with a programme length of 52 weeks.
7. However, as per a Termination Report written to the Director of Housing and Modernisation in December 2020, concerns over Contractor A's work were raised early in the project. Reports from the Clerk of Works of poor workmanship resulted in an independent structural engineer. As a result, a programme and design for remedial works was discussed, with no further

works to take place in the affected area. Other matters regarding Contractor A's conduct were also raised and there was a breakdown of relationship between the contractor and Employer's Agent (EA).

8. In July 2020, Contractor A stopped work on the site, and the building was left with the main structure completed. Other elements of work were either out of sequence or not started. Meanwhile, there were serious concerns about Contractor A's financial situation, and resulting cashflow problems, and it became clear that they had not been paying their supply chain. As such, many of the suppliers would not return to sign the collateral warranties that should have been executed at the start of the contract. Ultimately, and following legal advice from an external legal consultant, it was considered an appropriate time to terminate the contract, and Contractor A accepted a negotiated release. The contract was terminated in December 2020. Contractor A were paid £1,152,938.45 for their work on the project, in line with valuations undertaken at the time, which was around 54% of the total contract sum. Following the termination of the contractor, it appeared there was an overpayment of £39,905.60, and this was recovered following legal negotiation.
9. At this time, other consultants who had previously worked on the project were removed, including the Clerk of Works and EA, and both roles were subsequently re-appointed and have remained consistent to date. A new building warranty provider was also found, following lengthy discussions.

### **Contractor B Appointment**

10. Concurrently to Contractor A's termination, a Gateway 1 Report was put forward in September 2020 to appoint a new contractor. Following the submission of quotes, and discussions with interested parties, Contractor B were awarded the new contract via a single supplier negotiation. Due to the circumstances in which the building had been left, they were initially appointed under a Pre-Construction Services Agreement (PCSA) for £78,613.
11. Ahead of their formal appointment, Contractor B appointed a structural engineer who had been novated from Contractor A. They undertook a thorough and fully documented structural review of the building and proposed some remedial measures, where required. These included:
  - a). Wall tie choice and spacing
  - b). Laying of precast floors
  - c). Lintel installation
  - d). Residual cracking of masonry
12. Meanwhile, Contractor B also instructed a fire engineer to undertake a review of the building's fire safety elements. It was noted that there were some areas of concern, and remedial proposals were drawn up to mitigate these.
13. As part of the agreed PCSA, Contractor B carried out structural and fire stopping works as per the consultants' recommendations. In both instances, it was observed that certain works required mitigation rather than full reconstruction, owing to the building having already reached partial completion, for example, the installation of the outer leaf. A further inspection was undertaken by the same structural engineers in 2022 and a subsequent

report confirmed that all work had been completed in accordance with their recommendations.

14. Several other instructions, previously unforeseen, also had to be made during the PCSA for other items discovered which were not satisfactorily undertaken by Contractor A. This included a minor amendment planning application for work Contractor A had undertaken incorrectly. The PCSA concluded at a total of £208,884.48.
15. In January 2022, a Gateway 2 was approved to appoint Contractor B to undertake a Main Works contract for £3,268,601.42, based on a one-year programme. The Main Works contract continued without significant issue and the construction work, as per the design, was completed in June 2023. The project team proceeded with handover preparations. Throughout the duration of the project, there have been no questions or concerns over Contractor B's performance. Southwark Construction understands that all aspects of the build were delivered in accordance with the contractual requirements. They have continued to be collaborative, proactive and passionate about the project since the build concluded.

### **Project Timeline**

16. Table 1 below highlights the timeline of key issues for the project.

<b>Event</b>	<b>Date</b>
Contractor A Appointed	May 2018
Contractor A Removed from Project	December 2020
Contractor B appointed (under PCSA)	April 2021
Contractor B appointed (under Main Works)	February 2022
Building deemed complete	August 2023

### **KEY ISSUES FOR CONSIDERATION**

17. Practical Completion of the scheme cannot be confirmed, nor can the homes be let, until the building has been formally assessed and certified by Building Control.
18. Since August 2023, a series of issues have been raised by the Building Control Authority that Contractor B have aimed to satisfy. When this has not been possible, and the documentary evidence not accepted, they have made the necessary changes to comply or sought further third-party advice, as required..
19. Southwark Construction and Building Control are in clear agreement that they want to deliver a safe and compliant building, and that will remain the focus and goal for both parties.
20. To seek additional assurance and to try to overcome key concerns, Southwark Construction appointed an external, and independent, building control authority to conduct a form of 'peer review'. They attended a site visit and

subsequently produced a report which reviewed a number of key items.

21. To further understand the outstanding areas of concern, Building Control requested that the structure was opened up to allow further inspection. This took place on 16 June 2025 and 16 July 2025, and a report followed each inspection. The items raised largely aligned with those areas raised during the initial structural engineer's report during the PCSA.
22. Following these inspections, a meeting between the project team and Building Control was held in August 2025 to review the next steps. Contractor B continued to advocate for the justifications already provided, but Building Control maintained that a comprehensive review of the work that has taken place is required by the contractor. Building Control as the regulatory body can then check that this meets the requirements. The contractor needs to justify their approach on the issues raised by Building Control during their inspections.
23. As such, Contractor B, will investigate remedial proposals, but this is due to take a significant length of time and cost, and will require a new design team to be appointed.
24. Throughout this period, there were changes to guidance Building Control officers were expected to follow, crucially with regards to design advice, as noted in the Grenfell Tower Inquiry: Phase 2 Report. The situation has not changed, this guidance reaffirmed that a Building Control Inspector cannot offer design advice as to suitable remedial steps in the event aspects of the build do not meet the regulatory requirements.

### **Legal Position**

25. The liability for the cost of remedial works has not yet been determined. Legal advice has previously been sought, however, ultimately, unless it can be proved that Contractor B were responsible for designing the non-compliant parts of the building, all costs will sit with Southwark. As of August 2025, Contractor B's total gross claim was £784,508.01.
26. Under the Main Works Contract, Contractor B were contractually considered not to be liable for several of the key elements constructed by Contractor A, including the foundation and substructure works, the ground floor beam and blockwork, and the partially completed external walls, many of which have been raised by Building Control as being non-compliant.

### **Costs to Date**

27. The project has now been delayed by 27 months. As a gesture of good will, Building Control matters are resolved, Southwark Construction have continued to split the cost of 24-hour security with Contractor B. This has resulted in costs of £376,146.28 to date, around £14,000 per month
28. The rental income forgone to the council is estimated to be around £170,000, and moreover 12 homes remain unoccupied for families in housing need.

## **Next Steps to Resolve**

29. To obtain a full and accurate chronology of the scheme an independent forensic investigation has been jointly appointed by Southwark Construction and Building Control. The investigation commenced in August 2025 and is expected to conclude by the end of the year.
30. This investigation will help to prepare for any potential legal challenges from Contractor B. As part of their scope, they've been asked to assess the integrity, compliance and performance of the project, to help the council establish liability and inform next steps. This will also include lessons learnt.
31. As referenced in paragraph 28, following the recent opening up inspection, Contractor B will look to put forward a package of remedial works. These will subsequently be presented to Building Control for information.

## **Policy framework implications**

32. There are no policy implications arising from this report.

## **Community, equalities (including socio-economic) and health impacts**

### **Community impact statement**

33. This report is not considered to contain proposals that would have a significant impact on any particular community or group.

### **Climate change implications**

34. There are no climate change implications arising from this report

### **Resource implications**

35. Paragraphs 32-34 outline the current costs to date. Total costs for the project are yet to be fully established.

### **Legal implications**

36. There are no direct legal implications arising from this report. Implications surrounding the project as a whole are yet to be fully established. Southwark Construction will continue to work with the independent investigator and external legal advisors to mitigate any legal risk.

### **Financial implications**

37. There are no direct financial implications arising from this report

### **Consultation**

38. There has been no consultation on this report.

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Gateway 2 – Contract Award Construction of New Build Units at Tenda Road <a href="https://moderngov.southwark.gov.uk/documents/s74970/Report%20Gateway%2020-%20Contract%20Award%20Approval.%20Works%20Contract%20for%20the%20New%20Homes%20Delivery%20Programme%20-%20T.pdf">https://moderngov.southwark.gov.uk/documents/s74970/Report%20Gateway%2020-%20Contract%20Award%20Approval.%20Works%20Contract%20for%20the%20New%20Homes%20Delivery%20Programme%20-%20T.pdf</a>	Southwark Construction	Georgie Hendriks 02075251076
Gateway 2 – Contract Award Approval – Contractor Services for Tenda Road <a href="https://moderngov.southwark.gov.uk/documents/s104591/Gateway%2020-%20Contract%20Award%20Approval-%20Contractor%20Services%20for%20the%20Tenda%20Road.pdf">https://moderngov.southwark.gov.uk/documents/s104591/Gateway%2020-%20Contract%20Award%20Approval-%20Contractor%20Services%20for%20the%20Tenda%20Road.pdf</a>	Southwark Construction	Georgie Hendriks 02075251076

## APPENDICES

No.	Title
Appendix 1	N/A

## AUDIT TRAIL

<b>Lead Officer</b>	Stuart Davis Director, Southwark Construction	
<b>Report Author</b>	Georgie Hendriks, Project Manager	
<b>Version</b>	Final	
<b>Dated</b>	26 September 2025	
<b>Key Decision?</b>	No	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
Officer Title	Comments Sought	Comments Included
Assistant Chief Executive, Governance and Assurance	No	No
Strategic Director of Resources	No	No
List other officers here		
<b>Cabinet Member</b>	Yes	No
<b>Date final report sent to Constitutional Team</b>		3/10/2025

<b>Meeting Name:</b>	Housing Scrutiny Commission
<b>Date:</b>	14 October 2025
<b>Report title:</b>	Response to Housing Scrutiny Commission on Post Grenfell Compliance & Future Fire Safety Investment
<b>Ward(s) or groups affected:</b>	All
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	Not Applicable
<b>From:</b>	Ceri Theobald – Interim Assistant Director Building Safety & Compliance

## 1. RECOMMENDATION(S)

1.1 Housing Scrutiny Commission members are asked to note the briefing note in relation to the questions raised.

## 2. BACKGROUND INFORMATION

2.1 The Chair of the Commission requested a short Briefing Note outlining the Council's current position on Fire Safety.

2.2 This note aims to respond to the request to update the Housing Scrutiny Committee on the following points.

2.3 **Post-Grenfell Compliance** - How the Council currently stands in relation to updated fire safety legislation and the implementation of fire safety-specific modifications to housing stock.

2.4 **Future Fire Safety Investment** - The Council's anticipated plans for fire safety investment over the coming years, including:

- The Housing Revenue Account's (HRA) commitments to fire safety costs.
- How these commitments compare to other priority investment areas.

2.5 This briefing note provides an overview of Southwark's position in relation to fire safety and its wider response to Building Safety following the tragic events at Grenfell.

## 3. Post Grenfell Compliance

### 3.1 Background

3.2 Following the Grenfell inquiry a series of legislative changes have been introduced by the government.

- 3.3 The Fire Safety (England) Regulations 2022 were introduced to address legal ambiguities and enforce new duties on Responsible Persons. These include fire door checks, evacuation plans, and sharing building information with Fire and Rescue Services.
- 3.4 The Building Safety Act introduced a new regulatory regime for higher-risk buildings. From April 2024, the Building Safety Regulator oversees building control and requires registration and safety case submissions from accountable persons for Higher Risk Buildings.
- 3.5 Responsibility for all fire-related functions (including those under the Fire Safety Act 2021) have moved from the Home Office to Ministry of Housing Communities & Local Government (MHCLG) with fire and building safety and emergency response functions consolidated under the oversight of a single Secretary of State.

#### 4. **Fire Safety**

##### 4.1 **Requirement**

A suitable and sufficient fire risk assessment must be carried out for all communal areas and residential buildings. These assessments must be reviewed regularly to ensure they remain valid and reflect current risks.

##### 4.2 **Legislation**

- Regulatory Reform (Fire Safety) Order (2005)
- Fire Safety Act (2021)
- Fire Safety (England) Regulations (2022)
- Building Safety Act (2022)

##### 4.3 **Key Obligations**

###### 4.3.1 **Fire Risk Assessments**

- Reviewed at least annually for general housing stock.
- Immediately reviewed if there are significant changes or if the assessment is no longer valid.
- Reassessment every three years is best practice for higher-risk buildings.
- From October 2023, all assessments must be formally recorded.
- From 2025, assessments must be conducted by competent persons.

###### 4.3.2 **Communal Fire Doors**

- Inspected every three months in buildings over 11 metres.
- Checks must confirm good repair and functioning self-closing devices.

###### 4.3.3 **Flat Entrance Doors (Individual Front Doors)**

- Inspected annually using best endeavours.

- Checks should identify damage, missing components, or non-compliant replacements.
- 

**4.3.4 Resident Engagement**

- Provide annual information on fire door safety, including proper use and reporting faults.

#### 4.4 Fire Safety Compliance Performance - August 2025

Compliance Areas	Aug-25
Fire Safety - FRA (%)	99.94%
Flat Entrance Door Inspections	71%
Quarterly Communal Fire Door Inspections (18m+)	100%

#### 4.5 Commentary

There are two outstanding FRA assessments due to the time required for a high-rise block (substantial) to be assessed, two blocks have been carried over by the surveyor. Both were assessed during the first week of September.

### 5. Building Safety

#### 5.1 Requirement

The Building Safety Act (2022) introduced a new regime for higher-risk residential buildings, requiring the Principal Accountable Person (PAP) to register buildings, maintain a “golden thread” of information, and prepare, maintain and submit Safety Case Reports to the Building Safety Regulator (BSR).

#### 5.2 Legislation

- Building Safety Act (2022)
- The Building (Higher-Risk Buildings) (Management of Safety Risks etc.) (England) Regulations 2023

#### 5.3 Key Obligations

- Register higher-risk buildings with the BSR
- Prepare, maintain, and submit Safety Case Reports demonstrating how building safety risks (structural failure and spread of fire) are being identified, managed, and controlled
- Respond to Requests for Further Information (RFIs) from the BSR within 7 calendar days and a comprehensive manner
- Apply for, and display a Building Assessment Certificate (BAC) where required

Compliance Areas	Aug-25
Tranche 1 Safety Case Submissions	100%
BAC Decisions	4 approved
Tranche 2 Data Inputs (pending retrospective fire strategies and structural surveys)	100%
BSR RFIs responded to	100%

## 5.4 Commentary

5.4.1 All Tranche 1 Building Safety Case Reports requested by the Building Safety Regulator (BSR) have been submitted. As of 31 August 2025, the council has received four Building Assessment Certificate (BAC) decisions: all four have been approved and are currently displayed in the communal areas of the respective buildings. All Requests for Further Information (RFI) from the BSR have been responded to in full.

5.4.2 At the London Councils Fire and Building Safety Group meeting on 5 August 2025, it was reported that the BSR has issued a total of 273 BAC decisions nationally – 211 refusals and 62 approvals. Southwark's four approvals represent approximately 5% of all BACs awarded to date, highlighting the council's relatively strong position in demonstrating compliance with the legislation and prioritising the safety of residents.

5.4.3 Tranche 2 Safety Case Reports have been completed, subjected to the provision of specialist surveys that have already been commissioned.

5.4.4 The Building Safety Team has also developed a delivery plan to ensure that all remaining Safety Case Reports are in place by June 2026. This plan is underpinned by ongoing critical surveys, including Retrospective Fire Strategies, Visual Structural Surveys, and external wall assessments (where appropriate) for the remaining higher-risk buildings.

## 6. Future Fire Safety Investment

Following the August 2024 inspection by the Regulator of Social Housing (RSH) and the resulting C3 grading, Southwark's Housing Department, including the Repairs & Maintenance Directorate, has been actively delivering the agreed improvement plan.

### 6.1 Investment Overview

Over the next three years, the Council will invest £250 million to ensure council homes are:

- Well maintained
- Safe
- Compliant with modern, green, and decent standards

This investment underpins the Council's Good Landlord Plan.

### 6.2 Stock Condition and Asset Survey

A £9.1 million budget has been allocated for a four-year stock condition and engineering asset survey. The first 6–9 months of data will inform a new 5-year investment plan, to be co-designed with residents and presented to Cabinet in autumn 2026. This plan will integrate insights from climate and public health workstreams.

### 6.3 Safety and Compliance Prioritisation

Safety remains the Council's top priority. In 2025/26, within a total capital housing investment programme of approximately £100 million, the following allocations reflect this:

#### 6.4

Workstream	2025/26 Capital Forecast	Notes
Electrical Safety	£26 million	Testing, remedial actions, and certification across tenanted homes
Building Safety (Type 4 surveys)	£1 million	Urgent works for ~30 high-rise blocks
Structural Surveys	£0.6 million	Additional surveys where issues have been flagged
Fire Safety (Type 1 FRAs)	£3.5 million	Delivered via Repairs and Planned Maintenance teams
Door Programme	£3 million	Inspection, refurbishment, and renewal managed by Specialist Services

This represents circa 35% of the total capital forecast for the year.

### 6.5 Forward Planning and Procurement

- An additional £11 million is profiled across 2026–2029 for works arising from intrusive Type 4 surveys.
- Costing is underway via newly appointed planned maintenance consultants, with adjustments based on risk-based prioritisation.
- Procurement of two specialist fire safety contractors is in progress, targeting mobilisation by April 2026.

### 6.6 HRA Financial Pressures

The HRA faces significant constraints:

- Repairs & Maintenance will operate within reduced cash limits of circa £77 million in both 2026/27 and 2027/28.
- Despite pressures, building and fire safety will remain the top priority, alongside other statutory compliance obligations.

### 6.7 Estate-Based Maintenance

- Approximately £28 million in 2026/27 is allocated to estate-based planned maintenance projects, some already on site.
- These projects include elements of building and fire safety, and future strategy will align planned maintenance with new safety requirements.

### 6.8 Additional Works and Strategic Planning

- Further works are likely to emerge from ongoing surveys and inspections.

- Budgets will need to be identified, and a strategic approach will be formalised in the 2026 investment plan.

### 6.9 **External Funding and Workforce Development**

- The Council will continue to pursue external funding, as demonstrated on the Brandon Estate, particularly for external wall systems.
- Robust training and development plans for staff in building and fire safety will be developed.
- A blended procurement strategy will ensure responsiveness to urgent works identified through inspections.

## 7. **KEY ISSUES FOR CONSIDERATION**

The range of current and proposed activities to achieve compliance have significant financial implications, some of which are not yet known. The adequacy of the budget envelope to achieve safety and compliance as well as improving the quality of our homes is therefore not fully known.

### 8. **Policy framework implications**

This update report sets out requirements to ensure the council is compliant with the regulatory framework(s) introduced in the aftermath of the Grenfell Tower Fire. Failure to comply with these requirements would mean that the Council were at risk of prosecution by the London Fire Brigade (Fire Safety Order) or subject to enforcement by the Building Safety Regulator. These sanctions could be of significant financial, political and reputational risk to the council.

These requirements support the council's existing policy framework. The Southwark 2030 Strategy sets three principles and six goals for the council. One of the six principles is 'Decent homes for all'. The Good Landlord Strategy will ensure that all 37,500 of Southwark's tenants enjoy their basic right to a decent home.

The changes will complement four other goals in Southwark 2030:

- 'A good start in life'
- 'A safer Southwark'
- 'Staying well'
- 'A healthy environment'

### 9. **Community, equalities (including socio-economic) and health impacts**

#### **Community impact statement**

#### **Equalities (including socio-economic) impact statement**

#### **Health impact statement**

Not applicable

**10. Climate change implications**

Not applicable

**11. Resource implications****11.1 Financial issues**

The range of current and proposed activities have significant financial implications. For example, varying existing contracts to carry out monthly checks that are required will have a significant financial impact. Equally the Building Safety Programme is actively identifying issues that will be addressed in a timely way which may result in the council having to invest significant additional resources to address.

**11.2 Budget issues**

These activities (existing and proposed) are currently being delivered within the Housing department's existing budget. It is likely that certain deliverables will require the re-allocation of resources, or additional resources. Where this is the case, these issues will be presented in specific reports to the appropriate decision-making body, as and when they arise.

**12. Consultation**

Not applicable

**13. SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

Not applicable

**14. Head of Procurement**

Not applicable

**15. Assistant Chief Executive, Governance and Assurance**

Not applicable

**16. Strategic Director of Resources**

Not applicable

**Other officers****17. Not applicable****BACKGROUND DOCUMENTS**

None

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
None		

## APPENDICES

No.	Title
Appendix 1	Insert title of document
Appendix 2	Insert title of document
Appendix 3	Insert title of document
Appendix 4	Insert title of document

## AUDIT TRAIL

<b>Lead Officer</b>	Ryan Collymore, Director of Repairs & Maintenance	
<b>Report Author</b>	Ceri Theobald	
<b>Version</b>	Final	
<b>Dated</b>	02/10/25	
<b>Key Decision?</b>	No	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments Included</b>
Assistant Chief Executive, Governance and Assurance	No	No
Strategic Director of Resources	No	No
List other officers here		
<b>Cabinet Member</b>	Yes	No
<b>Date final report sent to Constitutional Team</b>	6/10/2025	

<b>Meeting Name:</b>	Housing Scrutiny Commission
<b>Date:</b>	14 October 2025
<b>Report title:</b>	Marie Curie Recommendation to demolish subject to Cabinet Decision in December 2025
<b>Cabinet Member:</b>	Councillor Helen Dennis Cabinet Member for New Homes & Sustainable
<b>Ward(s) or groups affected:</b>	St Giles Ward
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	N/A

## RECOMMENDATION(S)

That the Housing Scrutiny Commission:

- Notes the recommendation to demolish Marie Curie will be presented to Cabinet in December 2025** and the council must consider appropriate steps to address the findings of the recent Type 4 Fire Risk Assessment in 2025 (appendix 1).
- Notes all the options considered in reaching the recommended option**  
Recognises that a range of alternative options were thoroughly investigated prior to arriving at the recommendation for demolition, including refurbishment and phased compliance works.
- Notes the cost comparison between options**  
Acknowledges the financial implications, which demonstrates that the cost of alternative remediation options significantly exceeds or offers less long-term value compared to the proposed demolition and redevelopment approach.
- Notes the departure from the original Cabinet recommendation (2022)**  
Acknowledges the deviation from the 2022 Cabinet-approved recommendation to undertake Phase 2 fire safety works and remediation. This change reflects the impact of updated fire safety regulations, the introduction of a new compliance sign-off process for high-rise buildings, ongoing market volatility, inflationary pressures, and sustained financial strain on the Housing Revenue Account (HRA).
- Notes that Marie Curie and Lakanal House are sister blocks** located on the Sceaux Gardens Estate and share similar architectural features, including their duplex 'scissors flat' design and concrete frame construction. However, the decision-making context and safety interventions for each block differ significantly due to the following factors:

- Post-Incident Investment and Remediation at Lakanal: Notes in 2015/16 as part of the council's QHIP programme a contractor was appointed to carry internal, external and FRA works to Lakanal. These works were completed under the then 2022 Building Safety Act and complied with its requirements. Following the Grenfell fire in June 2017 and the recommendations arising from this, new building safety legislation was put in place which has very stringent requirements for matters relating to fire. Lakanal is safe and compliant with the then 2022 Building Safety Act and does not require the extent of works needed for Marie Curie.
- Regulatory Changes Since Lakanal Works: The introduction of the **Building Safety Act 2022** has significantly raised the compliance threshold for high-rise buildings. The new legislation mandates stricter fire safety standards, ongoing monitoring, and a "Golden Thread" of documentation, which were not required at the time Lakanal was remediated. These changes have materially impacted the feasibility and cost of similar remediation at Marie Curie.
- Structural Integrity and Explosion Risk at Marie Curie: Unlike Lakanal, recent structural surveys at Marie Curie have identified critical risks including:
  - a. Structural degradation due to humidity
  - b. Insufficient reinforcement cover and carbonation
  - c. Presence of gas creating explosion hazards
  - d. The building nearing or exceeding its original design life

6. Notes the progress with the resident engagement and rehousing of residents and buy backs of leaseholder properties.

## REASONS FOR RECOMMENDATIONS

7. Ensuring the safety of residents within their homes is of paramount importance to the Council in its role as a landlord. In line with the findings of an independent fire risk assessment and fire stopping report received in February 2025, it has been confirmed that, although remedial works can be carried out on the Marie Curie block, the Council would still be required to undertake ongoing monitoring and maintenance to ensure the block does not fall into an 'intolerable' condition.
8. This status would necessitate ongoing monitoring and maintenance by the Council to manage residual risks and ensure continued compliance. Given the limitations of this approach and the long-term resource implications, the findings reinforce the need to explore alternative options, such as full demolition and redevelopment, to deliver a more robust, sustainable, and future-proof solution for resident safety.
9. In 2022 the recommendation to Cabinet was to carry out Phase 2 works, outlined in paragraph 35 of this report, however changes required as a result of the Building Safety Act, in addition to significant changes to market conditions and a rise in inflation means that this option is no longer

affordable.

10. The recommendations from a recent fire safety report highlighted that whilst fire safety remedial works can be carried out to bring the block in line with the new legislation the block would still require the council to maintain and review the block on a regular basis to safeguard the building falling into an 'intolerable' status.
11. Due to the level of uncertainty that remains in regard to the market, the low number of residents remaining in the block and to ensure resident's safety the recommendation supports demolition over refurbishment based on the available surveys, information and reports
12. To maintain continuity for residents, estate and key stakeholders, the proposal is to bring the Marie Curie scheme together with the Florian and Racine sites on the Sceaux Gardens Estate as part of the Southwark Construction Development Agreement (DA) Future Programme for new homes.

**BACKGROUND INFORMATION**

13. Marie Curie is a 16-storey residential block of 98 2-bedroom apartments, each have two levels and are known as a duplex or 'scissors flat' located on the Sceaux Gardens Estate in Southwark. It is a sister block to Lakanal. The block is a concrete frame building constructed circa 1960 and is defined as a higher-risk building (HRB) under the Building Safety Act 2022 as it is over 18m. Of the 98 properties, 11 were owned by leaseholders.
14. Marie Curie was originally part of the wider Sceaux Gardens Estate 2019/21 major work programme, the Quality Housing Investment Programme (QHIP).
15. Following a report from a resident in November 2020 who was concerned about a potential breach in the compartmentation of Marie Curie as they reported smells from incense and scented candles in a neighbour's flat. Southwark Council carried out an intensive fire risk survey in an empty flat in the block and found that there was a possibility of a breach in fire safety compartmentation.
16. The findings and the recommendations of the survey, in conjunction with the Fire Risk Assessment strategy report for the block, were reviewed and incorporated into an overall feasibility report for works recommended to the building, which included the QHIP works.
17. The findings of the Fire Strategy report identified that extensive work was required to the properties which would be intrusive and very disruptive to the residents and would need to be delivered in two phases to minimise as far as possible any disruption to residents.
18. In 2021, it was recommended that Phase 1 can be reasonably carried out with residents in occupation as is similar in nature to the type of work normally delivered through major works programmes. Phase 2 includes more intrusive works and cannot be reasonably delivered with residents in situ and

vacant possession was required to carry these works.

19. In September 2021, Cabinet approval was obtained for the council to commence the rehousing of tenants in Marie Curie and to start the individual negotiations to acquire (buy backs) the leasehold properties. All tenants were given Band 1 priority on Choice Based Lettings and currently only three tenants remain in the building. The council have bought back eight leasehold properties with three remaining leaseholders in occupation.
20. All council tenants have the right to return.
21. In May 2021, the council completed the installation works of a communal fire alarm system (LD5) and upgraded internal smoke and heat detectors (LD1) to individual residential properties.
22. In October 2021, detailed design work were progressed through the councils partnering contractor this included:
  - Smoke Modelling (used to provide fire strategy)
  - Fire Strategy report
  - Fire Risk Assessment report
  - Fire Stopping report

#### **STRUCTURAL SURVEY CARRIED OUT SEPTEMBER 2025**

23. A comprehensive structural survey is currently underway at Marie Curie to assess its overall integrity and suitability for continued occupation or refurbishment. While the full Building Structural Safety Case Report is expected shortly, initial findings have already identified several critical concerns that pose serious risks to life safety and the long-term stability of the structure. These emerging issues ranging from structural degradation due to humidity, insufficient reinforcement cover, and explosion hazards, to the building nearing or exceeding its original design life highlights the urgent need for decisive intervention. The following summary outlines the key risks identified to date, which collectively reinforce the high-risk profile of the building and the need to consider alternative options, including full demolition.

#### **24. Structural Degradation from Humidity**

- Prolonged exposure to elevated humidity levels and water leaks in some instances has caused deterioration in structural components:
- Internal staircases within flats
- Spine blockwork walls separating flats from communal corridors.
- This deterioration raises doubts about their continued structural reliability.

#### **25. Insufficient Reinforcement Cover & Carbonation Risk**

- Survey data indicates inadequate concrete cover to reinforcement in slabs and walls across multiple areas.
- This has led to extensive carbonation, increasing the risk of reinforcement corrosion.
- Fire resistance is significantly compromised, increasing the likelihood of

premature failure or localised collapse during a fire event.

## 26. Presence of Gas and Explosion Risk

- The confirmed presence of gas within the building creates a serious explosion hazard.
- In combination with weakened structural elements, any ignition event, including the risk of combustion of lithium batteries, could lead to catastrophic structural failure, including progressive collapse.

## 27. Exceeded/Neared Design Life

- The original structure was designed for a lifespan of approximately 50–60 years.
- The building has now exceeded or neared this intended design life, further compounding all other risks.

28. The above concerns reflect a critical combination of structural, fire, and explosion hazards. Their interaction increases the potential for minor incidents to escalate into major, life-threatening emergencies. The forthcoming Building Structural Survey Case Report will provide detailed comments on these findings, including root causes and recommended mitigation measures. However, based on current evidence, Marie Curie presents a high-risk profile that warrants urgent and comprehensive intervention to ensure resident safety, and the structural integrity is maintained.

## OPTIONS CONSIDERED

- 29. This section outlines the options available for addressing fire safety and structural concerns at the Marie Curie Building. Following updated fire safety legislation and the findings of a recent Type 4 Fire Risk Assessment and fire stopping report, the Council has reassessed its previous approach.
- 30. While Phase 2 refurbishment works would only achieve a building status that could fall into an 'intolerable' safety status if not carefully and regularly managed and controlled.
- 31. In parallel, a more comprehensive option involving stripping the building back to its superstructure and rebuilding to current standards has been scoped.
- 32. Additionally, demolition is considered offering a permanent resolution to fire safety concerns and potential to align with wider estate renewal objectives.
- 33. This section presents the scope, risks, costs, and implications of each option to inform Housing Scrutiny.

### Option 1: Combination of Retrofit & Refurbishment works recommended in the 2021 Fire Risk Assessment Report

- 34. Progressing with options 1 & 2 refurbishment recommendations works would only achieve a building status that could fall into an intolerable safety status if not carefully and regularly managed and controlled. This may

present challenges that would need to be addressed through detailed feasibility and risk management. According to advice from the Frankham Group, while the proposed fire safety interventions would bring the building into alignment with minimum compliance standards, this status implies that no major controls are required *at present*. However, it also necessitates ongoing and proactive monitoring and maintenance of fire safety components. The full extent and nature of these requirements cannot be confirmed until the complete scope of works is defined, introducing uncertainty and long-term operational risk.

### **Original Scope of Works 2021 Fire Risk Assessment Report**

35. Phase 1 – External refurbishment works to some of the communal areas, including the external envelope (all scaffold dependent works)

- Under window panel renewals
- Balcony balustrading renewals
- Roofing renewal
- External and some communal decorations
- Concrete repairs, brickwork and pointing
- Asphalt repairs
- Asbestos removal (where required)
- Fire Risk Assessment (FRA) works (including but not limited to refuse chute hopper upgrade/renewal; communal door renewals; window panel renewal; ventilation to communal corridors.

36. Phase 2 – Works in properties and communal areas

- Door renewals including front entrance doors; secondary means of escape doors and internal doors
- Communal decorations
- Internal refurbishment works to properties including compartmentation and fire safety works
- FRA works (including communal corridors)
- Asbestos removal where required to carry out works.
- Landlord's electrics
- Services (renewal of services and risers within block / properties
- Removal of gas from block
- Heating works
- Replacement of communal ventilation system with individual ventilation (this will also require the replacement of one bedroom window in each property)
- Removal of gas supply from block
- Installing an automated fire suppression system – Options appraisal to be provided for consideration on sprinklers or misting systems
- Options appraisal on upgrade works to under-croft for non-residential accommodation.

37. The original scope of works includes extensive internal and external upgrades, fire safety improvements, and service renewals. However, the retrofit nature of the works introduces several technical and strategic risks.

38. Progressing with the retrofit & refurbishment works recommended in the 2021 Fire Risk Assessment Report presents significant challenges that would require robust planning and ongoing management to ensure long-term viability. The building would still require ongoing monitoring and maintenance to manage residual risks as it could fall into an 'intolerable' fire safety status. The full extent of these requirements cannot be confirmed until the complete scope of works is defined, introducing uncertainty and operational complexity.

### **Option 2: Strip the building back to superstructure**

39. This scope outlines the services required to strip back Marie Curie to its structural frame and rebuild it to meet current fire safety regulations and compliance standards. While this option presents potential sustainability and carbon benefits through the retention of the existing structural frame, the feasibility of this approach requires further investigation, particularly in light of emerging structural concerns.

40. The initial findings provided by the structural engineer identified critical concerns including deterioration of key structural components due to prolonged humidity exposure, insufficient reinforcement cover leading to carbonation and corrosion risks, and compromised fire resistance. Additionally, the presence of gas within the building introduces further risk.

41. These factors raise serious doubts about the long-term integrity and safety of the existing frame. Retaining it may not only limit the scope for redesign and reconfiguration but potentially reduce the number of homes that can be re-provided. This will also introduce complexities in meeting compliance and current Building Safety and Building Control requirements.

### **Scope of services – subject to full review by Fire Engineer:**

42. Pre-construction phase:

- Full building condition survey and fire risk assessment
- Structural integrity assessment of the existing frame
- Asbestos and hazardous materials survey
- Development of a detailed demolition and rebuild programme
- Liaison with building control, Fire Safety Officers and relevant regulatory bodies
- Planning and procurement of necessary statutory approvals
- Demolition and strip out
- Removal of all nonstructural elements including internal finishes, MEP systems and fire protection systems
- Rebuild and compliance works
- Installation of compliant fire-rated materials and systems e.g. fire doors, compartmentation, alarms and sprinklers
- Reconstruction of internal layouts to meet fire escape and access

standards

- Upgrade of MEP systems to meet current fire and building regulations
- Installation of compliant external systems (EWS and insulation)
- Fire safety inspection

43. Once again there would be several exclusions and caveats including:

- All works would be subject to findings from initial survey and may require scope adjustments
- Programme timelines are indicative and could significantly be extended if further issues were identified
- Additional works identified during construction would be subject to variation

44. An engineer will be required to confirm how long these works could extend the lifetime of the building.

### Option 3: FRA & Firestopping Works

45. These fire safety works would only achieve building status that could fall into an 'intolerable' safety condition if not carefully and regularly managed and controlled. **Scope of Works:**

46. Full Intrusive fire door survey in every flat entrance door and every communal door, for the purpose of:

- Creating a complete asset list
- Record what is currently in situ and assess its condition
- Determine whether each door can be remediated or needs replacing

47. There are risks associated with certifying remediated doors. Certification depends on the evidence available for each door, such as:

- Whether it was installed by a third-party accredited company
- Whether there is proof that it was manufactured correctly by an accredited manufacturer with approved test evidence
- Whether records exist to substantiate this evidence

48. Where such evidence is lacking, remediations cannot be certified, the works would only be considered a "betterment." While the doors may appear sturdy (44–54mm thick), and Fire Engineer can make them as compliant as possible, without the proper chain of evidence, the Fire Consultant would not certify the works.

49. Replacement of all the doors

- Removal of the full existing doorset (leaf & frame)
- Preparation of the substrate
- Installation of a new, fully factory-finished doorset by Gunfire (third-party accredited installer), manufactured and tested by one of our approved suppliers

50. These new doors would then be signed /off under our LPCB accreditation scheme, providing a full "golden thread" of documentation from manufacturer through to installation and final certification.

51. In addition to the doors, the Fire Engineer has recommended

- Full survey of 100% of communal areas
- A sample survey of 10% of flats (in this case, 10 flats)

52. This approach would provide cost certainty, help identify access issues, and ensure you have a compliant bid ahead of any passive fire protection works.

53. The quotation provided below are high level estimates based on desktop evaluation. Actual figures could be provided following an initial Fire Engineer survey and visit. There are a number of unknowns which need to be investigated to provide a significant level of certainty.

54. An engineer will be required to confirm how long these works could extend the lifetime of the building

### **Fire Stopping Works – Cost Estimates**

Works	Locations	Costs
Fire stopping Compartmentation Works	98 flats plus 100% of communal areas.	£350,000.00
Communal Fire Door Replacement	8 double-glazed doors on each floor on 14 floors.	£450,000.00
Front Entrance Replacements	98 front entrance doors.	£200,000.00
	Circa Total Works	£1,000,000.00
	Prelims Cost	<b>10% = £1,100,000.00</b>

55. The Fire Engineer has provided several caveats and exclusions which raise questions about whether this option can fully meet the new safety standards without further intervention.

### **Option 4: Demolition**

56. Demolition of the block once it becomes vacant would

- Immediate removal of fire safety risks.
- Immediate removal of ASB, squatting, vandalism and other criminal behavior.
- Avoids further expenditure on temporary mitigation i.e. security cost.
- Accelerates estate renewal and redevelopment.
- Meets the recommendations in the Fire Risk Assessment

57. This option will also mitigate any security cost the council will incur during the vacant period, which is estimated to be in the region of approximately £12k per month based on a similar scheme of this size.

58. If the council decides to demolish the block once it is vacant, a full survey of the condition of the block will need to be carried out to determine the extent

of the demolition works. The condition survey will include a priced schedule which will provide an estimated budget cost. An indicative cost for demolition is estimated at £3m excluding strip out cost and consultant fees, day to day management fees and security of the block based on similar sized blocks that have been demolished on other estates.

59. To ensure new affordable and safe homes are provided the Council would seek to accelerate estate renewal and redevelopment.

**Risk Register:**

Risk	Level	Mitigation
Structural Risk: Potential discovery of frame defects requiring redesign or reinforcement.	High	Conduct thorough pre-construction structural survey; allow contingency in budget and programme
Uncertainty around lifespan and integrity of existing concrete frame	High	Commission structural assessment; consider full demolition if lifespan is limited
Regulatory Risk: Changes in fire safety legislation during the project lifecycle	High	Monitor regulatory updates; maintain flexibility in design
Complexity of meeting compliance and Building Control requirements in retrofit	High	Engage early with Building Control; consider full rebuild to simplify compliance
Asbestos or hazardous materials found	Medium	Commission full asbestos survey prior to works; engage licensed removal contractor
Delay in regulatory approvals (Building Control, Fire Safety)	Medium	Early engagement with authorities; submit documentation promptly
HRB Gateway delays		
Refurbishment may require redesign, with implications on the existing floor plan	Medium	Conduct feasibility study to assess design constraints and optimise layout
Supply Chain Risk: Delays or cost increases due to market volatility or material shortages.	Low	Early procurement planning; identify alternative suppliers

## CONSIDERATIONS

60. There are a number of reasons why the refurbishment of Marie Curie presents considerable challenges, and while not currently recommended, remains a subject for the scrutiny committee:

- a. The reputational risk and damage to the council should the fire remedial works fail, not be compliant with the building regulations or stand up to scrutiny.
- b. The initial structural survey has highlighted concerns which states the building has a high-risk profile that warrants urgent and comprehensive intervention
- c. The current estimated costs for the retrofit and refurbishment work Option 1 is priced at £22,354,097 (which does not include the fire safety works).
- d. The additional complexities associated with the new building safety legislation have significantly reshaped the regulatory framework for building design, construction, and management. It introduces a range of obligations that should be carefully managed such including expanded Duty Holder responsibilities; The 'Golden Thread' of information and stricter enforcement mechanisms
- e. The works would need to be procured as a standalone project and with a specialist contractor because of the fire safety works.
- f. Detailed designs need to be produced to mitigate construction risks and ensure integration of potential new fire safety systems
- g. The fire safety work is developed to RIBA 3+ to reduce the risk to the council

## Resident Engagement

61. Pending the formal Cabinet decision to demolish, a letter has been written to residents including the TRA Chair informing them the council will be going to Scrutiny in October and Cabinet in December seeking formal approval to demolish the building.
62. The letter will outline the recommendations in the fire risk survey report, reiterate the importance of residents moving due to the health and safety issues identified with the building and request they contact their Resident Service Officer (RSO) at the earliest opportunity.
63. The Council will continue to assist tenants with finding a new home that meets their needs and arranging viewings on their behalf if needed.

## Communication with Chair of the TRA & Hall Relocation

64. The Council will hold discussions with the Chair of the TRA and its members to discuss an alternative location for them during the demolition stage. If the block is going to be demolished prior to the Development Agreement commencing the council will need to work with the TRA to find suitable accommodation that meets the needs of the association and other users.

## KEY ISSUES FOR CONSIDERATION

### GLA Ballot Exemption

65. It has been established that the Health & Safety exemption to the Estate Regeneration Ballots applies to Marie Curie due to the fire safety report recommendations.

66. The council will be required to submit evidence in accordance with the **GLA Exemption 2 guidelines (Appendix 2)** justifying why the current condition of the block represents an unacceptable risk to the safety of residents. The council will need to provide evidence to support the application this includes steps the council has explored other than demolition to address the safety concerns and justification as to why these options have been ruled out.

67. Initial conversation has commenced with the GLA on this process and the exemption will be submitted after Scrutiny Committee.

### Incorporation into Development Agreement

68. If Marie Curie were to be demolished, there would be a clear succession plan for the scheme as it would be brought into the Southwark Construction Development Agreement along with the Florian and Racine sites on the Sceaux Gardens Estate which achieved planning approval for 79 homes in April 2022 but was paused along with a number of new homes sites.

69. Given the close proximity of Marie Curie to the Florian and Racine sites, a high-level capacity study and financial appraisal assessment has been carried out to determine whether Marie Curie as a standalone project or combined with the Florian and Racine sites development would be viable. The appraisal outputs indicate that combining Marie Curie with these sites would create a larger number of homes and be a more sensible use of the combined sites.

70. Therefore, the site would not remain vacant for a long duration and the anticipated start on site could be as early as 2028, subject to viability and discussions with the GLA on grant levels.

71. This would be subject to the council's governance process, resident engagement and planning approvals. The DA process was launched in February 2025 to appoint a developer for two Lots and pipeline sites. Marie

Curie along with the Florian and Racine sites are part of the pipeline sites which are not committed but can be delivered if the developer comes back with options that meet the council's objectives.

### **Block Security**

72. The security of Marie Curie is one of Southwark's highest priorities. With the occupancy level of the block being low level, an options review will need to be carried out to determine what methods of security needs to be in place particularly given the close proximity to the Aylesbury Estate which is experiencing a high degree of squatting and anti-social behavior. Steps to mitigate these actions will be taking place on the Aylesbury Estate in the coming months which may see those carrying out the activities looking for alternative places to occupy.

73. Demolition of the block will mitigate the risks associated with potential anti-social behavior and security costs.

### **Compulsory Purchase Order**

74. Implementing a CPO in the UK is a multi-stage process that typically takes 18 to 24 months, though it can vary depending on complexity, objections, and legal challenges. As this is such a lengthy process and most leaseholders have already vacated the building it would not be advisable for the council to take this route.

75. There is cross council collaboration to obtain vacant possession of the building prior to and after a formal Cabinet decision has been made, without a CPO.

### **Financial implications**

76. If Phase 2 works were to progress, they could have both revenue and capital implications.

Activity	Estimated cost
Waking watch service from November 2020 to June 2023	£1,610,000
Appointment of two temporary resident services officers for six months and eighteen months respectively to provide the necessary intensive resident engagement and support.	£90,000
Associated payments to 85 tenants requiring rehousing	£288,000
<b>Total estimated cost</b>	<b>£1,988,000</b>

77. As the building has been significantly below occupancy since 2021, there has been a significant loss in rent and service charges for the HRA. However, the annual loss in rent and service charges based on 2021-2021

rent levels and service charge rates for Marie Curie is circa £489k.

78. To date we have paid home loss payment of £6,500 per tenant which has been capitalised, estimated to be £552k.

79. There are 11 properties owned by leaseholders and the council has purchased 8 at an estimated cost in the region of £2,247,000.

80. The existing housing allocations scheme takes into considerations circumstances where residents are required to move to enable essential works to be completed within the property. This entitles tenants to the highest priority band 1 and has been applied to Marie Curie residents. Households would generally be rehoused into new properties based on their bed need.

81. To facilitate moves, it was agreed that households who are under occupying can bid for the same size property. Where a household decides to downsize, we will offer the incentive payment in addition to any other payment to residents set out in previous reports.

82. The overall objective of the proposal in accordance with the Housing Strategy is to improve the quality of housing accommodation in the Borough within the constraints of the funding available.

83. The new homes being delivered through the Southwark Construction Programme are in line with the council's principles and vision for a new housing strategy which is aimed at increasing the availability, affordability, and quality of homes in the borough.

## **POST DECISION IMPLEMENTATION**

84. Southwark Construction will continue with the acquisition of leasehold buybacks and the relocation of the secure tenants.

85. Southwark Construction will commence the preparation of the gateway reports and procurement of a demolition contractor following Cabinet approval.

## **SUPPLEMENTARY ADVICE FROM OTHER OFFICERS**

86. N/A

### **Assistant Chief Executive, Governance and Assurance**

87. N/A

### **Strategic Director, Finance**

88, N/A

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
None		

## APPENDICES

No.	Title
Appendix 1	Fire Risk Assessment Report

## AUDIT TRAIL

*This section must be included in all reports.*

<b>Cabinet Member</b>	Councillor Helen Dennis, Cabinet Member for New Homes & Sustainable Development
<b>Lead Officer</b>	Stuart Davis, Director for Southwark Construction
<b>Report Author</b>	Margaret Burrell, Strategic Lead, Southwark Construction
<b>Version</b>	Final Report
<b>Dated</b>	6 <sup>th</sup> October 2025
<b>Key Decision?</b>	Yes
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>	
<b>Officer Title</b>	<b>Comments Sought</b>
Assistant Chief Executive, Governance and Assurance	No
Strategic Director, Finance	No
List other officers here	
<b>Cabinet Member</b>	Yes
<b>Date final report sent to Constitutional Team</b>	06/10/2025



## Fire Risk Assessment

Marie Curie House  
Sceaux Gardens  
London  
SE5 7DG

**SURVEY DATE: 04-02-2025**

**DATE OF ISSUE: 26-02-2025**

**STANDAGE**

*Southwark*  
Council

## Fire Risk Assessment Report

Type of assessment	Type 4 Fire Risk Assessment	
Date of assessment	03/02/2025	to 04/02/2025
Strategic review frequency	Annual	
Next assessment due	04/02/2026	
Name of Assessor	Tim Davies	
Address	Marie Curie House, Sceaux Gardens, London, SE5 7DG.	

\* The periodic review is subject to the risk remaining the same as that encountered at the time of this assessment, if the risk changes then a review may be required earlier than the date given above.



Applicable Fire Safety Legislation:

***The Regulatory Reform (Fire Safety) Order 2005 (RRO)***

***The Fire Safety Act 2021***

***The Fire Safety (England) Regulations 2022***

***Housing Act 2004***

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## Scope of Report

This Fire Risk Assessment was undertaken by Frankham Risk Management Services to assist Southwark Council in satisfying their responsibilities under the RR(FS)O 2005. This assessment was undertaken with the assistance of Gunfire Ltd and a lift engineer.

As a Type 4 FRA, this survey involves a high degree of destructive exposure in order to appropriateness of the buildings' compartmentation, necessitating the presence of Gunfire to expose hidden areas of construction and ensure appropriate making good upon completion of survey/inspection. Additionally, this Type 4 FRA considers fire precautions, such as means of escape and fire detection within a sample of dwellings as well as the inspection of the respective dwelling entrance doors along with all utility / service areas in the common parts.

Overall, this provides the most comprehensive fire risk assessment possible based on the access available. However, it must be noted that whilst the building may not be fully compliant with current building regulations, the purpose of this report is to establish whether any departures from present benchmarks create significant risks and, if they do, to determine a realistic solution that can be implemented within the constraints of the existing structure and layout.

Risks identified as part of this fire risk assessment should be rectified by management actions and remedial repair programmes in accordance with ADB [1] and or relevant standards/ codes of practice.

This risk assessment only takes into account the life safety arrangements for the relevant part or parts of the building audited, and any risk or shortcoming that could affect the lives of any person or persons employed or relevant persons that may lawfully use or transgress through or by the premises.

Where areas are deemed inaccessible for safety reasons, could not be physically accessed, or were outside the visual range of our assessor, we cannot provide comment on these areas. Under these circumstances the responsibility for these areas remains solely with the duty holder.

Where fire compartments/fire dampers or ceiling voids were inaccessible on safety grounds they have not been examined, and responsibility for these areas remains with the responsible person / duty holder.

Frankham RMS accepts no responsibility to any parties whatsoever, following the issue of the survey report, for any matters arising outside the agreed scope of work.

This report is issued in confidence to the Client and Frankham RMS has no responsibility to any third parties to whom this survey report may be circulated, in part or in full, and any such parties rely on the contents of the survey report solely at their own risk.

Unless specifically assigned or transferred with the terms of the agreement, the consultant asserts and retains all Copyright, and other Intellectual Property Rights, in and over the survey report and its contents.

As from 1st October 2023, the 'Accountable Person' is reminded that it is their duty to operate a mandatory occurrence reporting scheme for high-rise residential buildings over 18m.

A building safety occurrence is an incident involving, or risk that could cause:

- structural failure, which poses a risk to people in and around the building
- the spread of fire or smoke, which poses a risk to people in and around the building

Examples of building safety occurrences that could meet the criteria of what must be reported to BSR, include:

- Defective building work, including defective competent person scheme work that has been done as part of the wider building work
- Fire safety issues likely to result in the spread of fire.
- The use of non-compliant products or incompatible compliant products in the construction of the building
- Inappropriate or incorrect installation of construction products
- Product failure against specification and claimed performance.

The accountable person must consider the outcome of this fire risk assessment. Where improvements have been highlighted that are considered to fall within the scope of MOR and meet the required threshold, the regulator must be informed.

## Building Description and Use

Building Use	
What are the premises used for?	Residential block of flats - General purpose housing
Type of occupancy (single or multiple)	Single
Is this premises a high-rise residential premises? (18 metres or at least 7 storeys)	Yes
Days and hours of which building is in use and any out of hours activities that take place?	The block is in use 24/7 by residents.
Approximate maximum number of occupants	18 (based on x 3 occupants per flat). The 'Waking Watch' onsite have advised that only 6 of the 98 flats are occupied.
Approximate maximum number of employees at any one time	No permanent management presence on site.
Approximate maximum number of members of the public at any one time	Unknown. Visitors to flats only.
Number of fire wardens / fire marshals on site	3 waking watch
Are occupants familiar with the layout?	Yes
Is the premises used by people whose mobility/hearing/cognition maybe impaired?	No information provided. A mixed demographic is expected therefore possibly by persons with mobility, visual, hearing or cognition impairments.
Are the premises used for sleeping accommodation?	Yes
Are young persons employed within the premises?	No
Are there any occupants working in remote areas of the workplace, or working outside normal operating hours?	Yes (housing management, caretaking, maintenance staff & contractors may be present outside of normal working hours and work alone in remote areas).

**Building Use**

Evacuation Strategy – e.g. phased, simultaneous etc.

The block was built to support 'Stay Put' fire action policy this has been changed to 'Simultaneous' fire action policy supported by 'Waking Watch 24/7' following an FRA and 'Deficiency Notice' served by LFB 18/12/2020 .



Responsible person or person having control of the premises.

The identity of the person who has responsibility for fire safety at the premises and the identity of the competent person appointed by Southwark Council to assist them to undertake the preventative and protective measures was not provided at the time of the assessment.

**Building Description**

Age of Building	1960
Brief details of construction	<p>RC (reinforced concrete) frame construction.</p> <p>Floors/soffits lift and communal escape stairway cores are in RC construction.</p> <p>Main cross walls between interlocking flats are in RC construction</p> <p>Internal walls are of solid blockwork forming central communal corridor access at each odd numbered floor level.</p> <p>Internal flat walls are mixture of RC and timber stud wall partitions.</p> <p>Internal floating floors (mounted on RC slab) and stairways in individual flats are constructed in timber.</p> <p>Flat entrance doors, secondary escape doors and internal doors to flats are composite timber construction.</p> <p>West end East elevations to flats are uPVC coated aluminium framed windows with double glazing and spandrel panels.</p> <p>Flank walls at North and South elevations are RC construction.</p> <p>Flat roof is RC construction, accommodation plant/lift motor rooms in block work with flat roof construction.</p>
Brief details of any external wall system or specified attachments (incl balconies)?	<p>Open deck communal escape balconies are RC construction.</p> <p>Marie Curie House has four wall types as follows:</p> <ul style="list-style-type: none"> <li>Wall Type 1 - Powder coated aluminium panels</li> <li>Wall Type 2 - Spandrel panels (powder coated aluminium)</li> <li>Wall Type 3 - Spandrel panels (plastic coated steel)</li> <li>Wall Type 4 - Reinforced concrete (mosaics/concrete)</li> </ul>
	
<p>Wall types on Front Elevation (Source: provided elevation drawing)</p>	
Approximate area in sqm of building footprint	700m <sup>2</sup>

**Building Description**

Description of layout (include number of fire exits & stairs etc.)	Floor Level	Accommodation	Lifts x2	Single escape stairway
	Ground	Bike store/Refuse store/ Electrical intake/ Community Makerspace	✓	✓
	Upper Ground	Residents' community facility (*temp waking watch base)	x	✓
	1	Flats(duplex) 1-14	✓	✓
	2		x	✓
	3	Flats(duplex)15-28	✓	✓
	4		x	✓
	5	Flats(duplex) 29-42	✓	✓
	6		x	✓
	7	Flats(duplex) 43-56	✓	✓
	8		x	✓
	9	Flats(duplex) 57-70	✓	✓
	10		x	✓
	11	Flats(duplex) 71-84	✓	✓
	12		x	✓
	13	Flats(duplex) 85-98	✓	✓
	14		x	✓

The block contains 98 identical duplex flats located at the upper 14 storey floor levels. The design historically referred to as 'scissor section' is of a dual aspect arrangement of interlocking flats; each is provided with a lower level that has two bedrooms and a bathroom/WC, the upper level comprises of a kitchen and lounge area separated by a timber and glazed partition.

Access to the building is via a secure main entrance on the ground floor giving access to the lift lobby where two passenger lifts (max load x 6 persons each lift) are provided serving odd numbered floor levels only (lifts are not firefighting lifts in accordance with EN 81-72 but are provided with FRS override controls). The single communal escape stairway is accessed separately from the lifts via an external open stairway through a secure door located at upper ground floor level.

The ground and upper ground floor levels have no residential accommodation. The ground floor accommodates the following which do not share any escape routes with the upper floor flats:

- Integral refuse storeroom with main electrical intake (external access only).
- Community cycle hub(external access only).
- Community Makespace (external access only).

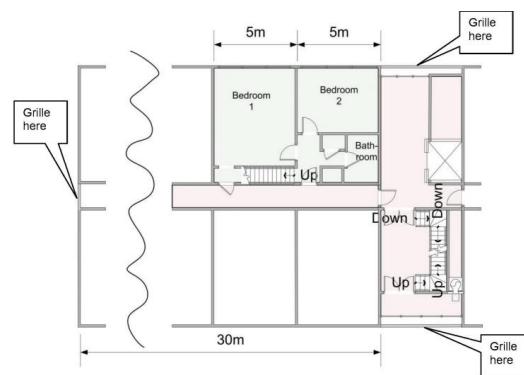
The upper ground floor level accommodates the following:

- Residents' community facility (TRA Hall) with an additional linked hall and external escape stair (\* this area is currently used as a base for the

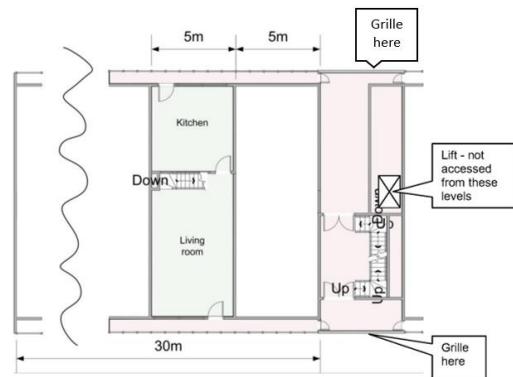
**Building Description**
**Waking Watch).**

In the event of a fire at flats located at upper 14 floor levels; the building is served by a communal single escape stairway which is centrally located and terminates at ground floor level with it is direct to open air. All flats have four escape routes in a single direction of travel: one via the main entrance of the apartment and one via the two linked bedrooms via a lobby under the internal stairway within the flat also to the common protected corridor on the lower level, one via the kitchen area on the upper floor level leading onto an open decked escape balcony and the other from the habitable room on the upper floor level onto the second open decked escape balcony on the opposite side.

Refer to the following floor plan diagrams below:



Plan of odd numbered floor layout (lower floor duplex). Flat volume highlighted in green, communal space highlighted in red. (Source: provided plan layout drawing).



Plan of even numbered floor layout (upper floor duplex). Flat volume highlighted in green, communal space highlighted in red. (Source: provided plan layout drawing)

**Building Description**


③ Level 7  
1:100



② Level 6  
1:100

Example floor plans of duplex flats floor levels 6&7 (Source: Blakeney Leigh Floor Plan Drawings)

Number of floors ground and above	16
Number of floors below ground	0
State parts of building assessed – detail areas not assessed/visited and reason(s)	<p>Type 4 inspection of communal areas (incorporating intrusive examination where possible), lift shafts and a sample of dwellings. The following dwellings were accessed as part of this assessment: 24,25,30,31,46,55,57 (all void flats).</p> <p>No access was gained to Community Cycle Hub, Community Makerspace &amp; Pump Room (no keys for access).</p>
Regulation 38 fire safety information made available.	<p>An external wall survey was provided and limited servicing records, all referenced within the report below.</p> <p>FRAEW: PAS9980 Company: 'Part B'- Version 2: Date: 05/05/2023</p> <p>Fire Strategy: Robson Frankham: 26/09/2023</p> <p>No servicing records provided by the client.</p>
Date of previous FRA and are all actions complete and signed off?	Previous Type 4 FRA completed: 02/10/2023 – there are actions outstanding.

## Risk Assessment Ratings

ACTIONS / RECOMMENDATIONS			
Definition of priorities (where applicable):			
Urgent	<b>Very High (P1X)</b>	Reserved exclusively for issues that present an immediate, clear and present danger to occupants in the premises. Item considered to be very likely to occur and to have a very high impact to a single person or people onsite if not immediately resolved. The client must be made aware of the nature of the issue whilst the assessor remains onsite. All practical means and measures should be implemented to resolve the issue with immediate effect.	Target completion 24 hours
Very Strongly Recommended	<b>High (P1)</b>	Immediate actions required or if it is not feasibly practical to immediately resolve the issue, it is strongly recommended that a written program be put in place for resolving the issue and remedial measures put in place to control risk in the meantime. Considerable resources should be provided to resolve this.	Target completion 1 month
Strongly recommended	<b>Medium (P2)</b>	It is essential that efforts are made to reduce the risk in the short/medium term. Risk reduction measures, which should take cost into account, should be implemented within a defined time period.	Target completion 6 months
Recommended	<b>Low (P3)</b>	Action required in the longer term, some resources allocated and a program put in place	Target completion 12 months
Advisory	<b>Advisory (P4)</b>	Advisory, or no immediate action necessary. However, this will be best practice, so the item should be addressed when time or resources allow.	

The above table relates to the risk to allow the responsible person a guide to determine which risks should be addressed first and the best allocation of resources. Regardless of the severity of the rating, easy actions to resolve, (i.e. closing propped open fire-resisting doors), should be done as soon as practically possible. More difficult actions to resolve that may result in alteration to building fabric etc, should be programmed in depending on their severity and difficulty to resolve. The amount of resources allocated to an action is dependent on risk.

The responsible persons may decide that the consequence, resources required and the practicality of resolving the risk, may be too high compared to their perception of the risk. These observations should be recorded. It is obviously strongly recommended that the higher risk recommendations are resolved and not just 'justified'.

## Findings of the Fire Risk Assessment

### Recommendations

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
1.11	High	<p>This report identifies deficiencies that would contribute to the likely spread of fire or smoke, which poses a risk to people in and around the building.</p> <p><b><i>Confirm that a 'Mandatory Occurrence Report' has been submitted to 'BSR (Building Safety Regulator)' in accordance with section 87(1) of the Building Safety Act 2022.</i></b></p>	20-Building Fabric	11-Provide documentation	
2.3b	Medium	<p>Auxiliary cabling identified within common areas without fire rated mechanical fixings.</p> <p>The BS7671 18th Edition wiring regulations apply to all types of cable installation and not just escape routes such as fire exits. Regulation 521.10.202 now requires cables to be adequately supported against their premature collapse in the event of a fire. It applies to all types of cable that could fall in the event of a fire.</p> <p><b><i>Recommend supply and fit fire rated fixings to any cabling system within protected escape routes in accordance with BS 7671.</i></b></p>	05-Electrical	09-Upgrade	

Example 11<sup>th</sup> floor.



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
2.3c	Medium	<p>Within flats inspected it was noted that all fixed electrical wiring systems have been run in surface mounted uPVC mini trunking without fire rated fixings.</p> <p>The BS7671 18th Edition wiring regulations apply to all types of cable installation and not just escape routes such as fire exits. Regulation 521.10.202 now requires cables to be adequately supported against their premature collapse in the event of a fire. It applies to all types of cable that could fall in the event of a fire.</p> <p><b><i>Recommend supply and fit fire rated fixings to any surface mounted wiring system within flats in accordance with BS 7671.</i></b></p>	05-Electrical	09-Upgrade	 Example flat 46.



Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
5.2	Medium	No records supplied for routine servicing and maintenance of lightning protection system.	20-Building Fabric	10-Provide certification	

***Confirm maintenance and servicing of lightning protection system in accordance with BS EN 62305.***

Lightning protection system at main entrance.

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
12.13a	Medium	<p>The original building layout had all flat entrances opening into a 60m long ventilated corridor that is served by permanent natural ventilation at both ends of the corridor (North and South), and in the centre (West), offering cross ventilation within the block. The vents at the end of the corridor consist of louvres offering approximately 1.7m<sup>2</sup> of natural ventilation to each end of the corridor at odd numbered floor levels (3.4m<sup>2</sup> in total). In addition there is approximately 2m<sup>2</sup> in the centre of each corridor, to the lift lobby. This is more than the 1.5m<sup>2</sup> ventilation required using the current guidance in Approved Document B but due to the height of the building, AOV windows would not be used in new buildings with a top floor level more than 30m above ground floor level. However, this is mitigated by the cross ventilations, which was acceptable at the time of construction, and still considered to offer a reasonable ventilation solution to a tall building. Under a refurbishment project in the 1980s security doors were installed at the entrances to each of the communal corridors these are provided with PV (permanent ventilation) grilles 0.6m<sup>2</sup> which is not sufficient and is likely to restrict the necessary flow of air and smoke.</p>	18-Smoke Ventilation	09-Upgrade	

Example of communal security door floor.

***Recommend supply and fit new security doors at each upper odd numbered floor level incorporating suitable and sufficient air transfer grilles to accommodate the required cross corridor smoke ventilation requirements as per the original design intent.***

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
12.13b	Medium	An additional fire door has been provided at the 14 <sup>th</sup> floor level accessing the alternative escape route from the stairway at the East elevation the presence of this door removes the necessary permanent ventilation required at the head of the communal single escape stairway.  <i>Recommend removal of fire door at the 14<sup>th</sup> floor East elevation to provide permanent ventilation to the head of the communal escape stairway.</i>	18-Smoke Ventilation	03-Remove	

Fire door at 14<sup>th</sup> floor level stairway East elevation.



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
14.1a	Medium	<p>Inspection of the lift shaft was undertaken with assistance of a lift engineer by travelling on top of the lift cars and inspecting each floor level.</p> <p>The lift shaft is constructed in RC (reinforced concrete) single shaft wall, there are x 2 lift cars (max load x 6 persons each) within the single shaft; lifts serve odd floor levels only.</p> <p>The condition of the RC shaft wall and lift car doors was recorded as good, lift pits were inspected and found to be clear of any combustible items.</p> <p>The lift motor room is situated on the flat roof level and was found in good condition – no further action required.</p> <p>Multiple metal conduit penetrations and holes for lift indicating and call equipment were identified at each odd numbered floor level without fire stopping.</p>	02-Compartmentation	02-Repair	Refer to images in Appendix 2 Compartmentation Issues (Lifts) - A2:2-A2:12 & A2:12-A:32

***Recommend intumescent mastic to lift indicating conduit penetrations through RC walls and batt and mastic to holes present in RC walls for lift call points at each odd numbered floor level in accordance with***

***BS EN 1366-3.***

***(Refer to images in Appendix 2 Compartmentation Issues (Lifts) - A2:3-9 & A2:12-13)***



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.1c	Medium	<p>Risers in flats are constructed of a mixture of timber and metal stud frames and the majority of facing panels evidenced on inspection were an unidentified brand of 25mm melamine faced chipboard, however other materials used as facing panels were plywood, hardboard and plasterboard.</p> <p>A decommissioned gas main is present in risers that in most cases has received retrospective sub-compartmentation and ventilation provision to external elevations via kitchens at high level.</p> <p>Casings were generally found in poor condition in most flats with no manufacturer or 3<sup>rd</sup> party certification tags identified.</p> <p>It will be inevitable that following removal for remedial firestopping works identified within this report any supporting studwork and casings are likely to be damaged beyond economical repair.</p>	02- Compartmentation	05-Replace	Refer to Appendix 1 Additional Photos : A1:5

***Recommend renewal of all riser casings in flats to comply with ADB Vol 1 2022.***

***(Refer to Appendix 1 Additional Photos – A1:5 & Diagram 9.1 in main body of report at section 14.1c)***

***\*Ventilation to external elevation of any new risers can be omitted - gas pipework has been decommissioned.***

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.1d	Medium	Risers are present in communal areas serving flats that are located with their bathroom/WC adjacent to lift lobby's they are constructed in blockwork and RC; at 11 <sup>th</sup> , 9 <sup>th</sup> & 1 <sup>st</sup> floors damaged fire stopping was identified – further action required.	02- Compartmentation	05-Replace	Refer to Appendix 3 Fire Stopping Report - Gunfire Survey
14.1e	Medium	<p><i>Recommend remedial action to replace damaged fire stopping to service risers in communal areas containing common services for flats in accordance with BS13666-3.</i></p> <p><i>(refer to floor plans in above comments section 14 and Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos: 0116:125:0125:125:0133:125).</i></p> <p>Floors within the flats are the original as built tongue &amp; groove suspended softwood timber floors fixed to timber battens with glass fibre insulation laid on RC floor slabs. The original floors over the lifespan of the building have been subjected to over 60 years of foot traffic. Tongue and groove flooring once laid is difficult to remove and replace without significant damage. The wet type central heating pipework installation required large areas of the flooring to be removed and replaced to accommodate the pipework. In the flats inspected the floors varied in their condition from reasonable to poor. The original floor installation did not require the installation of cavity barriers unlike the current guidance of ADB Vol 1 2020.</p> <p><i>Replacement should be considered by Southwark as a part of any future major improvement works of all suspended timber floors within flats with the inclusion of cavity barrier to prevent the spread of fire and smoke in extended cavities and between compartment lines in accordance with ADB Vol 1 2022.(Refer to diagram in section 14.1e).</i></p>	02- Compartmentation	05-Replace	 Example flat 30 damaged softwood T&G flooring.



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.1f	Medium	<p>Flats which back onto each other have connections for wastewater pipework and CDWS (cold water down service) pipework for sanitaryware which are run from bathrooms/WCs laterally through a low level service opening (approx. 900mmx500mm) also inlets for communal extractor ventilation service opening (200mmx250mm) run laterally at high level through the dividing RC firewalls and connect into the vertical services in the adjacent flat's riser. Connections for kitchen wastewater and rising main potable water are laterally made directly into the riser present within each flat.</p> <p>In the majority of flats inspected no effective fire stopping was identified from bathrooms/WCs laterally through a low level service opening (approx. 900mmx500mm) also inlets for communal extractor ventilation service opening (200mmx250mm) run laterally at high level through the dividing RC firewalls and connecting into the vertical services in the adjacent flats riser; where fire stopping was identified for example in flats 24,25,30,31,46,55,57, it was not tagged and poor condition due to water penetration.</p> <p>The rising vertical services passing through compartment lines at floors and soffits was also identified as not being fire stopped.</p> <p><b><i>Recommend removal of existing risers in all flats (refer to 14.1c) and supply and fit suitable fire stopping to service penetrations laterally from adjacent flats bathrooms/WCs into riser casings to achieve minimum FR60 minutes (Fire stopping works to both service openings that are common in all flats pass through compartment walls between flats can be undertaken within riser, however it is recommended due to their locations within bathrooms/WCs that a suitable water &amp; fire</i></b></p>	02-Compartmentation	02-Repair	Refer to Appendix 1 Additional Photos - A1:5-6 and Appendix 3 Fire Stopping Report – Gunfire Survey



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
14.1f cont'd		<p><i>resistant material for example Supalux™ is used on bathroom/WC walls and adequately sealed to prevent water ingress into the adjacent riser).</i></p> <p><i>Recommend all communal services passing vertically through compartment floors and soffits are suitably fire stopped to achieve a minimum FR120 mins; this can be achieved at floor level within the risers.</i></p> <p><i>All works should be carried out in accordance with ADB Vol 2 2022 (Refer to diagram in section 14.1f) and BS EN 1366-3.</i></p> <p><i>(Refer to Appendix 1 Additional Photos - A1:6 and Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos:</i></p> <p><i>00143:125/0144:125/0145:125/0147:125/0148:125/0149:125/0150:12/0151:125/0152:125/0153:125/0154:125/0155:125/0156:125/0158:125/0159:125/0160:125/0161:125/0162:125/0164:125/0165:125/0166:125/0167:125/0168:125/0169:125/0170:125/0171:125/0172:125/0173:125/0174:125/0175:125/0176:125/0177:125/0178:125/0179:125/0180:125/0181:125).</i></p>			

*\*This survey considers the existing as-built rising services provided which are non-combustible metal and will require seals directly around the service penetrations; however under any major refurbishment scheme where the services are renewed for uPVC/HDPE products, the inclusion of closure devices/wraps will need to be incorporated for any service penetrations to be compliant with BS1366-3.*



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
14.1g	Medium	<p>Electrical lateral mains supplies and flow and return pipework from district heating system are brought into each flat from the communal corridors at the lower levels, inspection from within flats could not establish any effective fire stopping.</p> <p><i>Recommend fire stopping to penetrations to all flow/return pipework from district heating system and lateral mains cabling entering into flats from communal corridors in accordance with BS EN 1366-3.</i></p> <p><i>(Refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos: 0113:125/0119:125/0122:125/0127:12/0130:125/0135:125/0146:125/0157:125/0163:125).</i></p>	02-Compartmentation	02-Repair	Refer to Appendix 3 Fire Stopping Report – Gunfire Survey

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.1h	Medium	<p>Electrical meters and plastic CCU's (consumer control units) are located in the stairway on the lower ground floors of each flat, contained within recessed original as-built metal boxes which do not provide the required fire and smoke resistance.</p> <p>Consumer units and similar switchgear assemblies must comply with BS EN 61439-3 and either have:</p> <ul style="list-style-type: none"> <li>• the enclosure manufactured from a non-combustible material or</li> <li>• be contained within a cabinet that is manufactured from a non-combustible material.</li> </ul> <p>An enclosure made from a ferrous metal such as steel is deemed to meet requirements and either the cabinet or enclosure should form a complete envelope to maintain fire containment.</p> <p><b><i>Recommend upgrading electric meter &amp; CCU enclosures to provide minimum FR30 minutes in accordance with ADB Vol 1 2022 and BS EN 61439-3.</i></b></p>	05-Electrical	09-Upgrade	

Flat 30 Example of existing as-built enclosure containing electrical meter and CCU.



Example of retrospective fire rated enclosure.



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
14.1i	Medium	<p>The refuse room that incorporates the main electrical intake room at ground floor level was inspected fire stopping was present in poor condition and not supported by any tags.</p> <p><i>Recommend fire stopping to door frame pipe and cable penetrations laterally to achieve min FR60 minutes and vertically to achieve minimum 120 minutes in accordance with BS EN 1366-3.</i></p> <p><i>(Refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos: 0138:125/0139:125/0140:125/0141:125/0142:125).</i></p>	02- Compartmentation	05-Replace	Refer to Appendix 3 Fire Stopping Report – Gunfire Survey



Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
14.1j	Medium	<p>1<sup>st</sup> 9<sup>th</sup> and 11<sup>th</sup> floor communal areas were inspected; there is a suspended metal furring ceiling faced with Panoflam™ boards which encloses mechanical and electrical services that run the full length of the North &amp; South protected corridor routes. Metal trunking is surface mounted underneath the ceiling which supplies bulkhead lighting and AFD cabling.</p> <p>In all flats an element of the original design and construction of RC floors was incorrect as it was realised that the apertures which were to accommodate the winder stairway at upper floors of the duplex flats had been made too small. Cuts were subsequently made in all RC floors to allow for the stairways to reach the upper floors at the correct angle which resulted in the underside of the timber stairways protruding into the communal protected corridor escape routes above the suspended ceiling detail.</p> <p>Pipework and lateral main cabling also penetrate flat walls above the suspended ceiling.</p> <p>The height of the front entrance fire door sets fanlight extends above the suspended ceilings.</p> <p>The cavity above the ceiling is 400mm high, cavity barriers are present as fire stopping to the service penetrations and holes in compartment walls, the undersides of the protruding stairways from flats are also fire stopped.</p> <p>The condition of fire stopping is generally poor.</p> <p>At the 11<sup>th</sup> floor lift lobby a section metal trunking for electrical cables was opened up appropriate fire stopping was identified supported by ID tag – no further action required (refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin No: 0117:125).</p>	02- Compartmentation	05-Replace	Refer to Appendix 3 Fire Stopping Report – Gunfire Survey



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
14.1j Cont'd		<p>Without supporting tags or regulation 38 information it cannot be confirmed that any of the firestopping is compliant.</p> <p><i>Recommend removal and reinstatement of all fire stopping to all service penetrations and linear seals to flat walls from communal areas to achieve a minimum of FR60 minutes. Where stairways from flats protrude into common areas, they do so at walls but also penetrate the soffit areas therefore it is recommended to remove and reinstate the fire stopping to achieve a minimum of FR120 minutes.</i></p> <p><i>All works to be carried out in accordance with BS EN 1366-3/4.</i></p> <p><i>(Refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos:</i></p> <p><i>0111:125/0112:125/0115:125/0118:125/0120:125/0121:125/0123:125/0124:124/0126:125/0128:128/0129:125/0131:125/0132:125/0134:125/0136:125/00137:125).</i></p>			

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.1	Medium	<p>Access panels to risers in communal areas are provided in chipboard and plywood there are no manufacturer ID or 3<sup>rd</sup> party certification labels.</p> <p>Access panels should be of a construction that has at least the same fire resistance as the element they fit into.</p> <p>This should be achieved by having:</p> <ul style="list-style-type: none"> <li>a) the recommended fire resistance from both sides; or</li> <li>b) an automatic heat activated sealing device, which in the event of fire will close the opening to maintain the fire resistance recommended for the compartment wall or floor.</li> </ul> <p><b><i>Recommend replace any riser access panels located in communal areas to ensure they achieve minimum of FR 60 minutes (where risers are identified with suitable and sufficient fire stopping between each floor) or FR120 minutes (where risers are full height) in accordance with 'Fire Strategy' and BS 9991.</i></b></p>	02- Compartmentation	09-Upgrade	 5 <sup>th</sup> Floor Example access panel.  5 <sup>th</sup> Floor Example access panel.

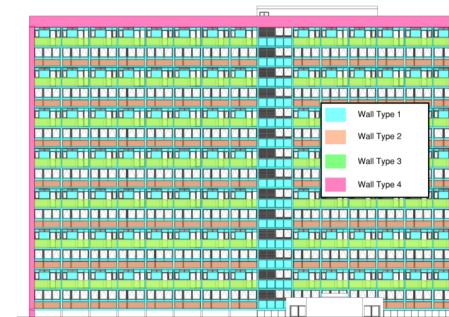
Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.3	Medium	<p>On inspection it was not possible to identify the classification of existing surface finishes; no labels or tags were found such as Timonox™ for example.</p> <p>Paint finishes in communal areas are poor and in some areas have lost their adhesion and are cracked and peeling.</p> <p>Even where finishes normally considered acceptable they may have been subject to many instances of over-painting; this can affect their performance when exposed to fire.</p> <p><b><i>Recommend redecoration of any damaged areas and or all of communal escape routes; it is essential that a suitable decorative flame retardant coating for walls and ceilings is used, specially formulated for use on previously painted non-combustible surfaces that will achieve European Class B-s3, d2(1) in accordance with ADB Vol 1 2022.</i></b></p>	20-Building Fabric	09-Upgrade	

Example of defective paintwork at wall in communal escape route.

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.4	Medium	<p>The communal ventilation systems for bathrooms/WCs do not incorporate shunt ducts, to prevent the passage of fire, smoke, and combustion products in the early stages of a fire, some intumescent dampers were evidenced where inspection was possible.</p> <p>It will rarely be practicable to upgrade ventilation systems to meet current benchmark standards and retrospectively introduce mechanical fire and smoke dampers into the ducts. However, one way of reducing the potential for fire spread between flats would be to fit intumescent fire dampers to the vents into the ducts. Although this would not restrict the spread of smoke in the early stages of a fire, it would prevent spread of flames and hot gases.</p> <p><b><i>Recommend installation of intumescent fire dampers at each flats bathroom/WC ventilation system in accordance with BS EN 13141.</i></b></p> <p><b><i>(Also refer to section 16.1e)</i></b></p>	18-Smoke Ventilation	09-Upgrade	 Flat 57 Example circular damper from bathroom/WC vent.



Flat 15 Example of vertical view of communal ductwork inside riser of adjacent flat.

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
14.5	Medium	<p>From a visual inspection structural elements appear to have combustible elements identified within the following wall build-ups. These are as follows:</p> <ul style="list-style-type: none"> <li>• Wall Type 1 - contains combustible sheathing board and insulation</li> <li>• Wall Type 2 - contains combustible insulation and a combustible sheathing board</li> <li>• Wall Type 3 - contains a combustible sheathing board</li> </ul>	20-Building Fabric	09-Upgrade	

*Refer to: PART B FRAEW PAS 9980 05/05/2023 (supplied by client).*



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
16.1a	Medium	<p>Front entrance doors to flats present are 44mm composite timber replacement doors sets thought to have been installed circa 1980s at flats 24,25,30,31,46,55,57, inspected; the letter plates have been boarded over to prevent mail being delivered to void properties. None of the door furniture is supported by CE markings there are no 3<sup>rd</sup> party certification plugs or labels; doors are fitted with x 3 hinges and intumescent strips and cold smoke seals . The tops of frames have been penetrated by the installation of metal conduits for the heat detectors that have been installed in hallways. The majority of doors displayed uneven gaps &gt;4mm between the leaf and frame. Architraves were removed at flats 30 &amp; 57 where no effective or non-compliant fire stopping was identified around door frames.</p> <p>Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.</p> <p>*IFC Certification 'Fire Door Inspection Report' 17/03/2022: provisionally identified FED's as manufactured by Shellen™.</p> <p>Images taken on this inspection have been sent to Shellen™ who were unable to confirm that they had previously manufactured these doors 04/10/2023.</p>	07-Dwelling Fire Doors	05-Replace	Refer to Appendix 1 Additional Photos A1:7

***Recommend replacement program of Front Entrance Door fire door sets to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22.***

***(Refer to Appendix 1 Additional Photos A1:7 also refer to Appendix 3 Fire Stopping Survey - Gunfire Survey Pin No: 0114:125).***



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
16.1b	Medium	<p>Secondary fire exit doors in flats from bedrooms into communal escape corridors are 44mm composite timber replacement doors sets thought to have been installed circa 1980s at flats 24,25,30,31,46,55,57 at flats inspected.</p> <p>None of the door furniture is supported by CE markings there are no 3<sup>rd</sup> party certification plugs or labels; doors are fitted with x 3 hinges and intumescent strips and cold smoke seals.</p> <p>The majority of doors displayed uneven gaps &gt;4mm between the leaf and frame.</p> <p>Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.</p>	07-Dwelling Fire Doors	05-Replace	Refer to Appendix 1 Additional Photos A1:8

***Recommend replacement program of Secondary Escape (into communal corridor) fire door sets to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22.***

***(Refer to Appendix 1 Additional Photos A1:8).***



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
16.1c	Medium	<p>Secondary fire exit doors in flats from lounge &amp; kitchens onto communal open decked escape routes are 44mm composite timber replacement doors sets thought to have been installed circa 1980s at flats 15,16,29,31,34,50,52,54,77 inspected.</p> <p>None of the door furniture is supported by CE markings there are no 3<sup>rd</sup> party certification plugs or labels; doors are fitted with x 3 hinges and intumescent strips and cold smoke seals.</p> <p>The majority of doors displayed uneven gaps &gt;4mm between the leaf and frame.</p> <p>Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.</p>	07-Dwelling Fire Doors	05-Replace	Refer to Appendix 1 Additional Photos A1:9

***Recommend replacement program of Secondary Escape (onto communal open deck balcony escape routes) fire door sets to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22.***

***(Refer to Appendix 1 Additional Photos A1:9).***



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
16.1d	Medium	<p>Internal doors to bedrooms in flats are generally 44mm composite timber replacement doors sets at flats 24,25,30,31,46,55,57inspected.</p> <p>New door leaf's have been installed in the existing as built doorframes and the majority of fanlight glazing has been upgraded to 6mm PP Georgian wire.</p> <p>Restricted height pass doors are present between the bedrooms in each flat which are recorded 44mm as-built they have been upgraded with self-adhesive intumescent strips and cold smoke seals to existing frames.</p> <p>For kitchen doors refer to section 14.1b.</p> <p>The majority of internal doors displayed uneven gaps &gt;4mm between the leaf and frame and were in poor condition.</p> <p>The majority of bedroom door hinges generally were CE marked there were no 3<sup>rd</sup> party certification labels or plugs; bedroom doors are fitted with intumescent strips and cold smoke seals.</p> <p>Fire doors are subjected to a test procedure specified in BS 476-22:1987 or BS EN 1634-1:2014. The tests are performed on complete fire door sets, meaning the fire door, door frame and ironmongery (locks, hinges, latches, etc.) are tested as a complete unit.</p> <p>Consideration must be given to that when it comes to fire door upgrading works the product certification will cover only each separate component used in the upgrading process and is no guarantee that the works have been performed correctly. This means that it is not possible to certify the upgraded fire door, only the individual components used.</p> <p>Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is considered that the doors sets have reached</p>	07-Dwelling Fire Doors	05-Replace	Refer to Appendix 1 Additional Photos A1:10



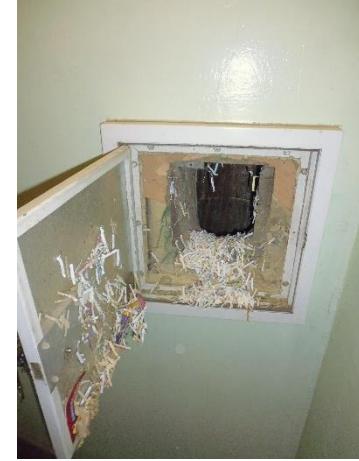
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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
16.1d Cont'd		<p>their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.</p> <p><b><i>Recommend replacement program of internal fire door sets in flats to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22 (Refer to Appendix 1 Additional Photos A1:10).</i></b></p>			
16.1e	Medium	<p>Although at the time of the block's construction and even in current ADB Vol 1 2022 guidance there is no requirement to provide fire doors to the bathroom/WC.</p> <p>The communal ventilation systems for bathrooms/WCs do not incorporate shunt ducts or fire dampers to prevent the passage of fire, smoke, and combustion products in the early stages of a fire.</p> <p>In Lakanal House a sister block which is of identical size and design, the enquiry into the fatal fire of 2009 found that smoke, fire and hot gases had entered bathrooms via the communal ventilation system and caused casualties.</p> <p>Recommendations are made in this report at section 14.4 to restrict the spread of fire and hot gases within the existing communal ventilation system but these recommendations will not prevent the early spread of cold smoke through the existing ductwork.</p> <p><b><i>Recommend supply and fit FD30s fire door sets in accordance with BS 476-22 to bathrooms/WCs to prevent the potential spread of cold smoke in the early stages of a fire via communal ventilation ductwork.</i></b></p>	07-Dwelling Fire Doors	05-Replace	No Image



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
16.6	Medium	<p>No records or evidence has been provided to demonstrate records for flats that have not had front entrance door inspections and the reasonable attempts to access them.</p> <p><b><i>Confirm records of failed access to inspect Front Entrance Doors and the reasonable attempts to access them in accordance with Fire Safety (England) Regulations 2022.</i></b></p>	07-Dwelling Fire Doors	11-Provide documentation	No Image
17.1a	Medium	<p>At odd floor levels communal fire doors are present which provide access to the single communal stairway from lift lobby's and from stairway to bin chute lobbies.</p> <p>At even floor levels there are communal fire doors that open into the single communal stairway from open deck balcony escape routes at the West &amp; East elevations.</p> <p>Doors are 54mm thick hardwood faced, fitted with x 4 CE rated hinges intumescent strips/cold smoke seals, overhead door closers and glazed vision panels.</p> <p>No 3<sup>rd</sup> party certification labels or plugs present.</p> <p>Damage is present to timber elements of the door's intumescent strips/cold smoke seals; the majority of doors have excessive uneven gaps &gt;4mm. The door sets are understood to have been installed as a part of a refurbishment project in the 1980s and they are similar in design and manufacture to the security doors that are present in the corridors accessing the flats.</p> <p>Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation</p>	08-Communal Fire Doors	05-Replace	Refer to Appendix 1 Additional Photos A1:12

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
17.1a Con'd		<p>of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to repair/upgrade them to current standards.</p> <p><b><i>Recommend replacement program of internal fire door sets accessing single communal escape stairway to achieve FD60s SC in accordance with ADB Vol 1 2022 and BS 476-22.</i></b></p> <p><b><i>(Refer to Appendix 1 Additional Photos A1:12).</i></b></p>			
17.1c	Medium	<p>Clearence eye branches for the refuse chute are located in the single communal escape stairway.</p> <p>Lockable metal access panels with smoke seals are present in a reasonable condition (all hatches were found locked at time of inspection) they are not supported by 3<sup>rd</sup> party certification labelling or any manufacturers tags.</p> <p><b><i>Confirm from OM manuals that access panels have a minimum rating of FR120 minutes and or replace with compliant hatches in accordance with ADB Vol 1 2022 and BS 5906.</i></b></p>	08- Communal Fire Doors	11-Provide documentation	

Example of lockable metal access panel in stirway.

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
17.1d	High	Automatic fire rated shutters x 3 are present within the refuse store at the base of the refuse chute. On inspection it was identified that each fusible link was spent, and the shutters were being held open with wire meaning they would not effectively work in the event of a fire.  <i>Recommend renew fusible links x 3 to automatic fire rated shutters in accordance with BS 5906.</i>	08- Communal Fire Doors	02-Repair	  

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
17.2	Medium	<p>Some communal fire doors accessing the single communal stairway failed to self-close on inspection.</p> <p><b><i>Recommend remedial repair to communal fire doors to ensure they suitably self-close in accordance with BS 8214 check all floor levels.</i></b></p>	08-Communal Fire Doors	02-Repair	
17.5	Medium	<p>No Evidence of communal fire doors being checked on a quarterly basis supplied by the client.</p> <p><b><i>Confirm periodic inspection program to inspect communal fire doors on a quarterly basis in accordance with Fire Safety (England) Regulations 2022.</i></b></p>	08-Communal Fire Doors	11-Provide documentation	No Image

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
18.2	Medium	<p>No wayfinding signage is present where it would be visible from inside firefighting lift; wayfinding signage that is present it is not compliant with the requirements of ADB Vol 1 2022 section 15.4:</p> <p><i>The floor identification signs should meet all of the following conditions.</i></p> <ul style="list-style-type: none"> <li><i>a. The signs should be located on every landing of a protected stairway and every protected corridor/lobby (or open access balcony) into which a firefighting lift opens.</i></li> <li><i>b. The text should be in sans serif typeface with a letter height of at least 50mm. The height of the numeral that designates the floor number should be at least 75mm.</i></li> <li><i>c. The signs should be visible from the top step of a firefighting stair and, where possible, from inside a firefighting lift when the lift car doors open.</i></li> <li><i>d. The signs should be mounted between 1.7m and 2m above floor level and, as far as practicable, all the signs should be mounted at the same height.</i></li> <li><i>e. The text should be on a contrasting background, easily legible and readable in low level lighting conditions or when illuminated with a torch.</i></li> </ul> <p><b>Recommend upgrade &amp; supply missing wayfinding signage to comply with Fire Safety (England) Regulations 2022 and ADB Vol 1 2022 section 15.4.</b></p>	17-Signage	09-Upgrade	

Example of signage in stairway incorrect letter & numeral heights.



Example of requirements.



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
18.3	Medium	Fire doors identified on inspection without appropriate signage at all floor levels in communal single escape stairway.	17-Signage	14-Provide signs	Refer to Appendix 1 Additional photos A1:13
		<p><b><i>Supply and fit missing appropriate fire door signage to fire doors within the communal single escape stairway in accordance with BS 5499.</i></b></p> <p><b><i>(Refer to Appendix 1 Additional photos A1:13).</i></b></p>			
18.7a	Medium	No Electrical hazard warning signage at bin store containing main electrical intake room.	17-Signage	14-Provide signs	
		<p><b><i>Recommend appropriate warning signage 'Electrical Cupboard No Unauthorized Access Keep Locked' in accordance with BS 5499.</i></b></p>			<p>External access doors to bin store containing electrical intake cupboard.</p>

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
18.7b	Medium	No 'Do Not Use Lift In The Event Of A Fire' signage present at lift call points.	17-Signage	14-Provide signs	

***Recommend appropriate 'Do Not Use Lift In The Event Of A Fire' signage is fitted in accordance with BS5499.***

Lift lobby ground floor level.

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
19.4	Medium	<p>Extent of automatic fire detection is not generally appropriate.</p> <p>Elements of external wall are combustible; identified in FRAEW Part B PAS9980 05/05/2023</p> <p>NFCC Simultaneous Guidance Version 4 states:</p> <p><i>7. A waking watch should only be used in the immediate or transitional term, and, where significant risk of fire spreading in a building has been confirmed, to allow time for a more sustainable plan to be made without the need for residents to leave their homes. In all cases, an automatic fire detection and alarm system is the most suitable mitigating measure if there is any expected delay in remediation.</i></p> <p><i>Coverage for buildings with a combustible external wall system</i></p> <p><i>A.7 In every flat, the system should generally incorporate heat detectors within each room that has a window that overlooks an area of external wall with an external wall system where there is a risk that fire could spread into the combustible external cladding that results in a significant or notable fire hazard, except possibly toilets and bathrooms. Heat detectors should also be included in any other rooms, such as plant rooms and other ancillary facilities with windows or vents or non-fire-stopped penetrations, through which a fire could spread and ignite. Consideration might also need to be given to the provision of smoke detectors within common parts, but these detectors should not initiate the general Page 22 of 44 Simultaneous Evacuation Guidance – Fourth Edition 18 August 2022 evacuation of the building. They may give a warning only to the building's management team.</i></p>	15-Fire Detection & Alarm	09-Upgrade	

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CIE entrance hallway.



Flat 67 Example single heat detector/sounder located in entrance hallway.

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
19.4 Cont'd		<b><i>Recommend a review of the communal AFD alarm system &amp; waking watch in accordance with current guidance NFCC Simultaneous Evacuation Version 4 2022.</i></b>			
20.4	Medium	<p>It is rare for there to be a need for fire-fighting equipment to be used by people present in the common parts of blocks of flats. It is, nevertheless, usually provided in plant rooms and other such rooms, for use by the staff and contractors.</p> <p>Fire extinguishers were identified in community facility at upper ground floor level.</p> <p>No fire extinguishers were identified in lift motor room.</p> <p><b><i>Recommend a carbon dioxide fire extinguisher installed in the lift motor room on the escape side of any machinery and switch gear in accordance with BS 5306.</i></b></p>	11- Fire Fighting Appliances	13-Provide equipment	
20.6a	High	<p>A sprinkler system is present in the refuse storeroom at ground floor; on inspection it was identified that the frangible bulbs were missing from sprinkler heads therefore the system is isolated and non-operative.</p> <p><b><i>Recommend remedial repair to sprinkler system in refuse storeroom in accordance with BS 9251.</i></b></p>	11- Fire Fighting Appliances	02-Repair	



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (if applicable)
20.6b	Advisory	ADB Vol 1 2022 would not permit a residential building over 30m to be constructed without sprinklers.  <i>The provision of a sprinkler system in accordance with ADB Vol 1 2022 should be considered by Southwark as a part of any future major improvement works.</i>	11- Fire Fighting Appliances	09-Upgrade	No Image
20.6c	Advisory	No Evacuation Alert System noted within the building. These systems are not yet a requirement under Building Regulations in England and Wales.  This type of system will allow firefighters to strategically control the evacuation process in a building during a fire, ensuring a more orderly and safer exit by prioritising specific floors or zones, minimising panic, and enabling them to effectively communicate evacuation instructions to residents depending on the situation, all while being operated solely by the fire service on-site.  <i>As a part of any future refurbishment program consideration should be given to installing an Evacuation Alert System in accordance with BS 8629.</i>	10-Fire Service Access	09-Upgrade	No Image



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Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
24.5	Medium	No information provided by client regarding visual and structural assessment regularly carried out to external escape staircase at community facility.	20-Building Fabric	11-Provide documentation	
		<b><i>Confirm visual and structural assessments are regularly carried out to external escape staircase at community facility in accordance BS 8210.</i></b>			External stairway community facility.
24.6	Medium	Information provided by client regarding six-monthly inspection and annual testing of rising mains out of date 20/09/2022.	11- Fire Fighting Appliances	11-Provide documentation	
		<b><i>Confirm six-monthly inspection and annual testing of rising mains in accordance with BS 9990.</i></b>			

Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)														
24.7	Choose an item.	No information provided by client regarding servicing and maintenance of lifts.	10-Fire Service Access	11-Provide documentation	<p>Riser inlet main entrance.</p> 														
24.8	Choose an item.	No information provided by client regarding weekly testing and periodic inspection of sprinkler installation at refuse storeroom.	11- Fire Fighting Appliances	11-Provide documentation	<p>Lift lobby ground floor.</p>  <p><b>Marie Curie</b></p> <table border="1"> <tr><td>13th Floor</td><td>95 - 96</td></tr> <tr><td>11th Floor</td><td>71 - 74</td></tr> <tr><td>9th Floor</td><td>57 - 70</td></tr> <tr><td>7th Floor</td><td>43 - 56</td></tr> <tr><td>5th Floor</td><td>29 - 36</td></tr> <tr><td>3rd Floor</td><td>15 - 28</td></tr> <tr><td>1st Floor</td><td>1 - 14</td></tr> </table> <p><b>Confirm servicing and maintenance of lifts in accordance with BS EN 13015.</b></p> <p><b>Confirm weekly testing and periodic inspection of sprinkler installation at refuse storeroom in accordance with BS9251.</b></p>  <p>Sprinklers system refuse store room.</p>	13th Floor	95 - 96	11th Floor	71 - 74	9th Floor	57 - 70	7th Floor	43 - 56	5th Floor	29 - 36	3rd Floor	15 - 28	1st Floor	1 - 14
13th Floor	95 - 96																		
11th Floor	71 - 74																		
9th Floor	57 - 70																		
7th Floor	43 - 56																		
5th Floor	29 - 36																		
3rd Floor	15 - 28																		
1st Floor	1 - 14																		



Sect Ref	Priority	Issue and recommendation	Issue Type	Issue Code	Photograph (If applicable)
25.1	Medium	<p>Resident Fire Safety Information Packs are published by Southwark Council <a href="https://www.southwark.gov.uk/housing/safety-in-the-home/fire-safety-information-packs/fire-safety-information-packs-camberwell">https://www.southwark.gov.uk/housing/safety-in-the-home/fire-safety-information-packs/fire-safety-information-packs-camberwell</a></p> <p>A Fire Safety Information Pack is not available at the above website link for Marie Curie House.</p> <p><b><i>Confirm relevant fire safety instructions been provided to residents at Marie Curie House i.e. how to report a fire and any other instruction which sets out what a resident must do once a fire has occurred, based on the evacuation strategy for the building.</i></b></p>	09-Fire Notice	11-Provide documentation	No Image
25.2	Medium	<p>Information of fire doors is contained within resident Fire Safety Information Packs (refer to 25.1).</p> <p><b><i>Confirm residents at Marie Curie House have been provided with information relating to the importance of fire doors in fire safety.</i></b></p>	09-Fire Notice	11-Provide documentation	No Image
25.3	Medium	<p>The client has not provided information concerning residents being made aware of the outcome of any checks to fire safety equipment.</p> <p><b><i>Confirm residents are being made aware of the outcome of any checks to fire safety equipment.</i></b></p>	09-Fire Notice	11-Provide documentation	No Image

Note: The significant findings are considered to be the whole of this fire risk assessment, including all commentary made in the respective sections of the document. Those items that have been identified as requiring remedial action in order to reduce the risk to life or serious injury to as low as reasonably practicable, within and around the building, will be listed in the action plan above

## Identification of People at Risk

People at Risk						
1.1	Any particular user group at risk?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
1.2	Are there any employees or contractors working in remote areas of the workplace?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
1.3	Is the building used for sleeping purposes?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
1.4	Are there people whose mobility is impaired?	U/K	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
1.5	Have people been identified to assist mobility impaired people leave the site?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
1.6	Are there people who have visual / hearing or cognitive impairments?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
1.7	Are there elderly or young children?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
1.8	Is the building occupied by people familiar with the layout?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
1.9	Is the building occupied by manageable numbers of staff / visitors?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
1.10	Are there adequate procedures in place for the management of disabled occupants evacuating the premises? (i.e. PEEPs, SIB info)	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
1.11	Has this report identified any issues which require mandatory occurrence reporting? (High-rise residential only)	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

### Comments:

- 1.1 It is considered that there are no particular user group at any great risk.
- 1.2 There were no contractors or staff working in remote areas at the time of assessment, although it is conceivable that this eventuality could arise. Contractors working in remote areas, are required to comply with their own 'lone working' procedures when working in remote areas of the premises.
- 1.3 Residential block of flats – general purpose needs accommodation.
- 1.4 Where Southwark becomes aware of tenants, who may not be able to self-evacuate from their property in the event of a fire, Southwark may consider taking appropriate action to reduce the

**People at Risk**

risk to these individuals. This is an advisory note as the RR(FS)O does not extend beyond the common areas in residential dwelling blocks.

- 1.5 Individual residents will be responsible for the evacuation of any occupants or visitors with mobility, visual, hearing or cognitive impairments.
- 1.6 Southwark has not advised if there are people who have visual or hearing impairments.
- 1.7 General housing needs - elderly or young children will be residents.
- 1.8 The predominant occupant type within a residential dwelling is one that is familiar with the layout of the building they frequent on a daily basis.
- 1.9 It is difficult to account for visitors, within any management procedures, as their presence in the building can occur at any time. However, the simple design of the communal parts of the building, and directional signage present will facilitate self-evacuation, if visitors are affected by fire whilst they are on the premises.
- 1.10 SIB present at main entrance to block.  
Waking watch on site confirm that there are no current residents in flats who are not able to self-evacuate.
- 1.11 This report identifies deficiencies that would contribute to the likely spread of fire or smoke, which poses a risk to people in and around the building.

***Confirm that a 'Mandatory Occurrence Report' has been submitted to 'BSR (Building Safety Regulator)' in accordance with section 87(1) of the Building Safety Act 2022.***

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## Fire Hazards and their Elimination or Control

Electrical Sources of Ignition						
2.1	Reasonable measures taken to prevent fires of electrical origin?	N/A	<input checked="" type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
2.2	Suitable policy regarding the use of personal electrical appliances?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
2.3	Suitable limitation of trailing leads and adapters?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
2.4	Reasonable measures taken for electrical vehicle charging points?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
2.5	Fixed wiring installation testing up to date?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

### Comments:

2.1 No visual defects present within the fixed wiring installation on inspection surface mounted lateral mains and lighting wiring contained within metal trunking in protected escape routes.

2.2 No trailing leads from portable appliances or adapters identified in communal areas on inspection.

2.3b Auxiliary cabling identified within common areas without fire rated mechanical fixings.

The BS7671 18th Edition wiring regulations apply to all types of cable installation and not just escape routes such as fire exits. Regulation 521.10.202 now requires cables to be adequately supported against their premature collapse in the event of a fire. It applies to all types of cable that could fall in the event of a fire.

***Recommend supply and fit fire rated fixings to any cabling system within protected escape routes in accordance with BS 7671.***

2.3c Within flats inspected it was noted that all fixed electrical wiring systems have been run in surface mounted uPVC mini trunking without fire rated fixings.

The BS7671 18th Edition wiring regulations apply to all types of cable installation and not just escape routes such as fire exits. Regulation 521.10.202 now requires cables to be adequately supported against their premature collapse in the event of a fire. It applies to all types of cable that could fall in the event of a fire.

***Recommend supply and fit fire rated fixings to any surface mounted wiring system within flats in accordance with BS 7671.***

2.4 No vehicle charging points within block.

2.5 Periodic Inspection Report for landlords fixed wiring installation not evidence on inspection (refer to section 24.10).

**Smoking**

3.1	Reasonable measures taken to prevent fires as a result of smoking?	N/A	<input checked="" type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
3.2	Is the no smoking policy enforced?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
3.3	Has 'No Smoking' signage been provided?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

## Comments:

- 3.1 Smoking is prohibited in the building as per the requirements of the Health Act 2006.
- 3.2 No smoking evidenced in communal areas on inspection.
- 3.3 'No Smoking' signage was present in communal areas (refer to Appendix 1 Additional Photos – A1:1).

**Portable Heaters and Heating Installations**

4.1	Is there naked flame, portable heaters or radiant heaters in use? If yes, specify	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
4.2	Are suitable measures taken to minimise the hazard of ignition from the use of portable heaters?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

## Comments:

- 4.1 No naked flame, portable heaters or radiant heaters in use on inspection.
- 4.2 N/A

**Lightning Protection**

5.1	Is there a lightning protection system in place?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
5.2	Are records available to confirm that it is routinely checked?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

## Comments:

- 5.1 Lightning protection system is present.
- 5.2 No records supplied for routine servicing and maintenance of lightning protection system.

***Confirm maintenance and servicing of lightning protection system in accordance with BS EN 62305***

**Cooking**

6.1	Are reasonable measures taken to prevent fires as a result of cooking?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
6.2	Are filters changed and ductwork cleaned regularly?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
6.3	Suitable extinguishing appliances available?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

## Comments:

6.1 No cooking facilities are located, within the communal areas of the blocks. However, within flats it was noted that wall sockets were at least 100mm horizontally from the edge of cookers.

6.2 Dwellings inspected were not fitted with cooker hoods.  
Mechanical extractor fans are fitted to windows in kitchen all appeared in good visual condition (refer to Appendix 1 Additional Photos – A1:2)  
It will be the resident's responsibility to care and maintain for all personal cooking appliances.

6.3 No extinguishers are provided in the kitchens of the dwellings visited. It is the responsibility of the individual occupants to purchase and train themselves in the use of any extinguishing appliance.

**Fire History & Arson**

7.1	Has there been a history of fire incidents in the building?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
7.2	Does basic security against arson by outsiders appear reasonable?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
7.3	Is there an absence of unnecessary fire load in close proximity to the building or available for ignition by outsiders?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

## Comments:

7.1 LFB Improvement Notice 2009.  
11/03/2012 fire incident in top floor duplex flat.  
LFB Deficiency Notice Dec 2020.

7.2 The block is provided with secure access controls via a key fob and intercom system.  
CCTV present throughout site and security guard patrols and waking watch present 24/7.

7.3 No external fire load evidenced on inspection.

Housekeeping						
8.1	Is the standard of housekeeping adequate?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
8.2	Do combustible materials appear to be separated from ignition sources?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
8.3	Appropriate storage of hazardous/flammable materials?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
8.4	Avoidance of inappropriate storage of combustible materials?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
8.5	Are all escape routes clear of combustible materials?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
8.6	Is there any upholstered furniture located in the premises and if so; is there evidence to indicate that it complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1989 and 1993)?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Comments:

8.1 Housekeeping generally to a good standard within the communal areas.  
 Housekeeping within individual dwellings is considered to fall outside the scope of the Regulatory Reform Fire Safety Order.  
 In 2014 the Chief Fire Officers Association (CFOA) published statistics on hoarding. Their research revealed that whilst only 1% to 3% of UK households were believed to be occupied by hoarders 25% to 30% of fire deaths in the UK were occurring in households occupied by hoarders. It is advised that where staff identify significant hoarding hazards within dwellings on periodic inspections arrangements should be made with the LFB to undertake a Home Fire Safety Visit – advice only, no action.

8.2 Combustible materials on inspection appear to be separated from ignition sources.

8.3 No inappropriate storage of hazardous/flammable materials on inspection.

8.4 No inappropriate storage of combustible materials noted on the date and time of assessment.

8.5 Escape routes were clear of combustible materials on inspection.

8.6 No upholstered furniture in communal areas identified on inspection.

**Hazards Introduced by Outside Contractors and Building Works**

9.1	Are fire safety conditions imposed on outside contractors?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
9.2	Is there satisfactory control over works carried out on the premises by outside contractors (including "hot work" permits)?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
9.3	If there are in-house maintenance personnel, are suitable precautions taken during "hot work", including use of "hot work" permits?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

**Comments:**

9.1-3 Hot Work permits are issued and controlled by Southwark & Standage. Contractors are required to follow safe systems of work and carry out site specific risk assessments for the work being carried out. Method statements and risk assessments for any works are assessed before any work begins.

It is recommended that the Client advises all leaseholders and tenants that where any contractors or tradespersons are employed by said leaseholders or tenants directly and the client is not informed, the client has no control over those contractors (residents have a legal duty under their tenancy or lease to inform the client of any significant changes or alterations made to their property). – Advise only.

**Dangerous Substances**

10.1	Are the general fire precautions adequate to address the hazards associated with dangerous substances used or stored within the premises?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
10.2	If so, has a specific risk assessment been carried out, as required by the Dangerous Substances and Explosive Atmospheres Regulations 2002?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

**Comments:**

10.1 There are no known dangerous substances stored, within the premises. There were no dangerous substances seen, within the communal areas, nor any of the dwellings sampled as part of this assessment.

This risk assessment only considers the impact of dangerous substances, to the extent necessary, to determine the adequacy of the general fire precautions required under the Fire Safety Order.

10.2 N/A

**Other Significant Fire Hazards That Warrant Consideration**

11.1	Other significant fire hazards that warrant consideration including process hazards that impact on general fire precautions?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
11.2	Are processes carried out which give rise to a significant fire risk?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
11.3	Are there any activities by other commercial tenants which have a significant impact on fire safety in the residential areas?  If yes, has appropriate information about risk and control been shared?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

**Comments:**

- 11.1 There are no other significant fire hazards present in this residential block other than the normal risks associated with activities within the individual domestic premises such as smoking, use of appliances in poor repair and unattended cooking in the kitchen.
- 11.2 There were no processes considered to present a significant risk observed at the time of the inspection.
- 11.3 There are no commercial tenants within the block.

## Fire Protection Measures

Means of Escape from Fire						
		N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
12.1	It is considered that the building is provided with reasonable means of escape in case of fire.	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12.2	Adequate design of escape routes?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.3	Adequate provision of exits?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.4	Exits easily and immediately openable where necessary?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.5	Fire exits open in direction of escape where necessary?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.6	Avoidance of sliding or revolving doors as fire exits where necessary?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.7	Satisfactory means for securing exits?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.8	Reasonable distances of travel where there is a single direction of travel?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.9	Reasonable distances of travel where there are alternative means of escape?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.10	Suitable protection of escape routes?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.11	Suitable fire precautions for all inner rooms?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.12.1	Internal escape routes unobstructed?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.12.2	External escape routes unobstructed?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.13	Is adequate ventilation provided to secure the means of escape?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12.14	Are excessively long corridors appropriately sub divided with fire resisting construction?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
12.15	Is it considered that the building is provided with reasonable arrangements for means of escape for disabled occupants?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12.16	Are responsibilities clearly defined for shared areas (e.g. shared escape routes)	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

Comments:

12.1 In the event of a fire at flats located at upper 14 floor levels; the building is served by a communal single escape stairway which is centrally located and terminates at ground floor level with it is direct to open air. All flats have four escape routes in a single direction of travel: one via the main entrance of the apartment and one via the two linked

**Means of Escape from Fire**

bedrooms via a lobby under the internal stairway within the flat also to the common protected corridor on the lower level, one via the kitchen area on the upper floor level leading onto an open decked escape balcony and the other from the habitable room on the upper floor level onto the second open decked escape balcony on the opposite side.

12.2 The design of escape routes is in line with guidance at time of construction as referenced in the 'Fire Strategy' CP3 IV .

12.3 There is a single exit at ground level. No exits doors within the building are less than the prescribed min 750mm width, final exit is outward opening.

12.4 Exits easily and immediately openable where necessary without the use of a key.

12.5 Fire exits open in the direction of travel on the primary escape route from flats.

12.6 No sliding or revolving doors as fire exits present.

12.7 Secure door access controls are present to the block.

12.8a The travel distances present from duplex flats exceed current guidance recommendations. The single direction of travel has been measured as:

- South elevation communal corridors 28.5m
- North elevation communal corridors 22.6m

Although the travel distances are extended, the occupants within the duplex flats have a choice of alternative escape routes allowing them a clear route to the stair (refer to section 12.1).

12.8b The internal travel distance within the community space is approximately 20m, which is more than the 18m permitted within Approved Document B. However, there is full fire detection and alarm coverage within this area and occupants would be awake and familiar with the layout. Therefore, this slight travel distance increase is mitigated.

12.9 Secondary escape routes are present from upper floor levels of all duplex flats along communal open deck balcony arrangements at West and East elevations the travel distance is the same as described in section 12.8a; the as built width of these balconies is limited to 530mm which under current guidance would not be acceptable however there is no requirement to upgrade the existing arrangements, as these were acceptable at the time of construction (refer to Appendix 1 Additional Photos - A1:3).

12.10 Internal communal escape routes are built in solid RC & blockwork walls, floors and soffits are RC construction. A metal furring ceiling is present in protected corridors routes faced with Panoflam™ composite boards. Fire doors are present to the single protected stairway (1-14 floor levels) bin chute lobbies (odd numbered floor levels) and access from open deck balcony escape routes (even floor levels).

12.11 Duplex flats contain inner room kitchens which comply with current guidance as they are provided with exit doors direct to an escape route, AFD and vision panels.

12.12.1 Internal escape routes were unobstructed at time of inspection.

12.12.2 External escape routes were unobstructed at time of inspection.

**Means of Escape from Fire**

12.13a The original building layout had all flat entrances opening into a 60m long ventilated corridor that is served by permanent natural ventilation at both ends of the corridor (North and South), and in the centre (West), offering cross ventilation within the block. The vents at the end of the corridor consist of louvres offering approximately 1.7m<sup>2</sup> of natural ventilation to each end of the corridor at odd numbered floor levels, 3.4m<sup>2</sup> in total. In addition there is approximately 1m<sup>2</sup> in the centre of each corridor, to the lift lobby. This is more than the 1.5m<sup>2</sup> ventilation required using the current guidance in Approved Document B but due to the height of the building, AOV windows would not be used in new buildings with a top floor level more than 30m above ground floor level. However, this is mitigated by the cross ventilations, which was acceptable at the time of construction, and still considered to offer a reasonable ventilation solution to a tall building.

Under a refurbishment project in the 1980s security doors were installed at the entrances to each of the communal corridors these are provided with PV (permanent ventilation) grilles 0.6m<sup>2</sup> which is not sufficient and is likely to restrict the necessary flow of air and smoke.

***Recommend supply and fit new security doors at each upper odd numbered floor level incorporating suitable and sufficient air transfer grilles to accommodate the required cross corridor smoke ventilation requirements as per the original design intent.***

12.13b An additional fire door has been provided at the 14<sup>th</sup> floor level accessing the alternative escape route from the stairway at the East elevation the presence of this door removes the necessary permanent ventilation required at the head of the communal single escape stairway.

***Recommend removal of fire door at the 14<sup>th</sup> floor East elevation to provide permanent ventilation to the head of the communal escape stairway.***

12.14 As built cross corridor smoke ventilation system present.

12.15 The current waking watch on site report that all current occupants are able to self-evacuate a review of this will need to be undertaken following completion of any refurbishment works and re-occupation of the block.

12.16 There are no shared escape route with commercial tenants.

**Emergency Escape Lighting**

13.1	Reasonable standard of emergency escape lighting system provided?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
13.2	Is reasonable external emergency lighting supplied?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Comments:

13.1 Reasonable standard of internal emergency escape lighting system evidenced on inspection in accordance with BS5266 (refer to Appendix 1 Additional Photos – A1:4).

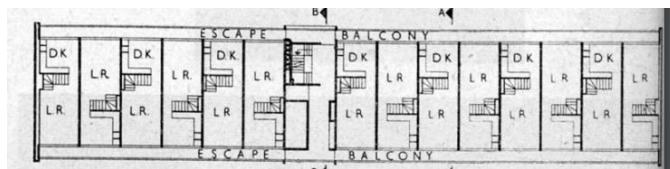
13.2 No external emergency lighting system sufficient ambient lighting present.

## Measures to Limit Fire Spread and Development

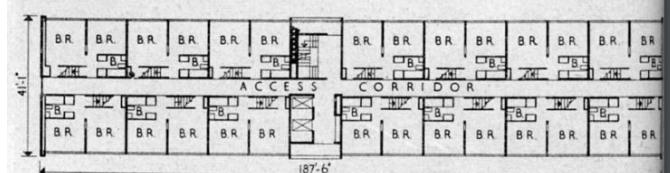
Measures to Limit Fire Spread and Development						
14.1	Is compartmentation of a reasonable standard?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
14.2	From a visual inspection, is there adequate compartmentation between the residential areas and any commercial tenants?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
14.3	Reasonable limitation of surface linings that might promote fire spread?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
14.4	As far as can reasonably be ascertained, are fire dampers provided as necessary to protect critical means of escape against passage of fire, smoke, and combustion products in the early stages of a fire?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
14.5	From a visual inspection, do structural elements appear to be adequately protected to maintain fire resistance?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>

### Comments:

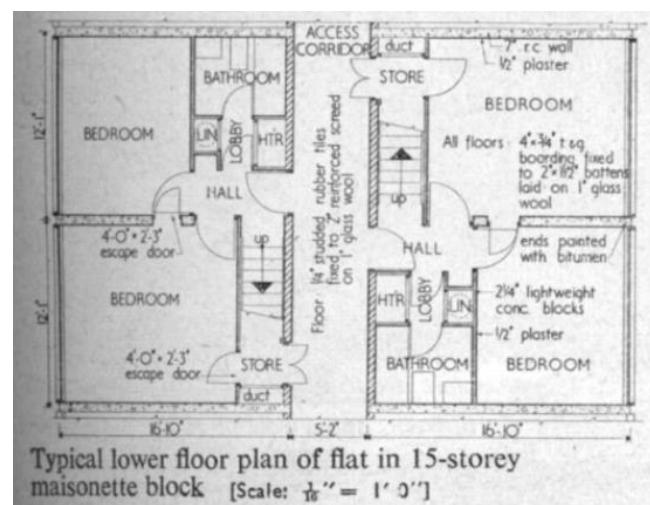
The following drawings are the original as built layout plans from the block following its completion in 1960.



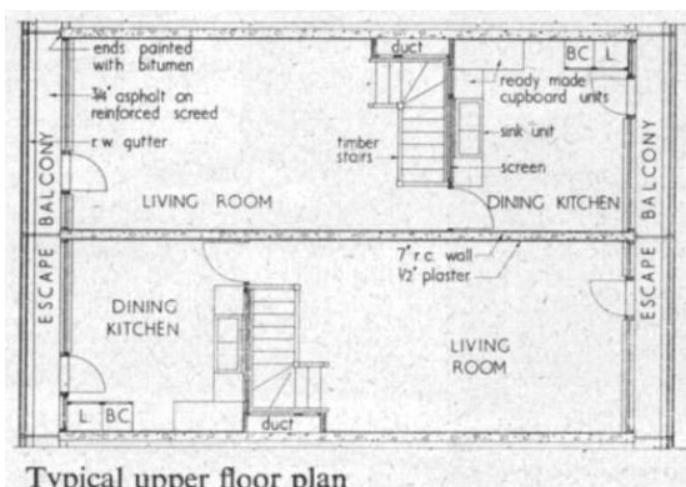
Typical upper floor plan of two-bedroom maisonette block



Typical lower floor plan of two-bedroom maisonette in 15-storey block 2



Typical lower floor plan of flat in 15-storey maisonette block [Scale:  $\frac{1}{64}$ " = 1' 0"]



#### Typical upper floor plan

(Source <https://www.architectsjournal.co.uk/news/sceaux-gardens-camberwell-the-original-1960-ai-building-study>)

### Measures to Limit Fire Spread and Development

In reference to the above drawings and from this inspection it is established that in general the basic layouts remain unchanged from the original design; the following features within the block remain as built:

- Bounding walls to flats - RC and light weight blockwork.
- Internal lightweight blocks and timber stud partitions within flats.
- Floors: timber fixed to batten with glass wool laid on RC slab.
- Timber winder stairways in flats.
- Glazed screens dividing lounge and kitchen areas (not fire rated).
- Service risers.

In all flats an element of the original design and construction of RC floors was incorrect as it was realised that the apertures which were to accommodate the winder stairway at upper floors of the duplex flats had been made too small. Cuts were subsequently made in all RC floors to allow for the stairways to reach the upper floors at the correct angle which resulted in the underside of the timber stairways protruding into the communal protected corridor escape routes above the suspended ceiling detail.

Multiple refurbishment schemes have been undertaken at the block since its original construction which have generally replaced the following elements (not exhaustive):

- Renewal of Bathrooms & Kitchens.
- Renewal of front entrance doors, secondary escape fire doors, and internal fire doors to flats.
- Rewiring of flats and communal areas.
- Decommissioning of original warm air heating units and installation of wet type central heating systems with immersion cylinders run from district heating system.
- Decommissioning of as built gas main pipework contained internally in risers and running new gas mains pipe work at external elevations.
- Introduction of security doors and renewal of fire doors within communal escape routes.
- Replacement of all external windows and panels.
- Renewal of lifts.

The following services are contained vertically in risers and above suspended ceiling detail in communal areas where they penetrate the fire wall into flats (not exhaustive) :

- Lateral mains electrical supplies.
- Primary flow and return heating/hot water pipework from district heating plant at Lakanal House.
- AFD alarm cabling.
- Auxiliary communications cabling.

A communal refuse chute is present with refuse storeroom located at ground floor level with external access only, the vertically rising refuse chute has PV (permanently ventilated) lobbies

### Measures to Limit Fire Spread and Development

located at each odd floor level from the single escape stairway. There are clearance branches for the refuse chute which are located within the single escape stairway.

Passenger lift services x 2 are provided in a rising single RC core construction.

The communal single protected escape stairway is provided in a single rising core RC construction.

The flats selected for inspection in this report are based on their specific location in the block which means the provision of service penetrations are unique to their location.

Typically the following communal services are contained in vertical riser casings which are present internally in each side (West-East) of the block within flats:

- Waste water pipework for kitchens and bathroom/WC's (vented at flat roof level).
- CWDS (cold water down service) pipework for bathroom/WC's (supplied from tank room at flat roof level).
- Rising mains potable water pipework for kitchens.
- Decommissioned gas main pipework.
- Communal ventilation ductwork to bathrooms/WCs.

The majority of flats which back onto each other have connections for wastewater pipework and CDWS (cold water down service) pipework for sanitaryware which are run from bathrooms/WCs laterally through a low level service opening (approx. 900mmx500mm) also inlets for communal extractor ventilation service opening (200mmx250mm) run laterally at high level through the dividing RC firewalls and connect into the vertical services in the adjacent flat's riser. Connections for kitchen wastewater and rising main potable water are laterally made directly into the riser present within each flat.

Where the flats bathrooms/WCs are not situated next to adjacent flats for example at the flank walls, lift lobbies or communal escape stairway, vertical risers are present within the flat or have been provided in the communal areas.

The following significant findings produced from the inspection in relation to 'Measures to Limit Fire Spread and Development' will be indicative of other similar issues which are likely to be found at other locations that have not been inspected.



FRANKHAM RMS

### Measures to Limit Fire Spread and Development



Location of service risers bounded by red boxes (Source: Blakeney Leigh Floor Plan Drawings)

ALL FLOORS															
Actual Layout (Plan View)															
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	1st Floor	Maisonette								
98	97	96	95	94	93		92	91	90	89	88	87	86	85	
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	2nd Floor	Maisonette								
84	83	82	81	80	79		78	77	76	75	74	73	72	71	
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	3rd Floor	Maisonette								
70	69	68	67	66	65		64	63	62	61	60	59	58	57	
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	4th Floor	Maisonette								
56	55	54	53	52	51		50	49	48	47	46	45	44	43	
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	5th Floor	Maisonette								
42	41	40	39	38	37		36	35	34	33	32	31	30	29	
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	6th Floor	Maisonette								
28	27	26	25	24	23		22	21	20	19	18	17	16	15	
Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	Maisonette	7th Floor	Maisonette								
14	13	12	11	10	9		8	7	6	5	4	3	2	1	
Lobby							Lobby								

Block floor numbering (Source client provided plan)

**Measures to Limit Fire Spread and Development**

14.1a Inspection of the lift shaft was undertaken with assistance of a lift engineer by travelling on top of the lift cars and inspecting each floor level.

The lift shaft is constructed in RC (reinforced concrete) single shaft wall, there are x 2 lift cars (max load x 6 persons each) within the single shaft; lifts serve odd floor levels only.

The condition of the RC shaft wall and lift car doors was recorded as good, lift pits were inspected and found to be clear of any combustible items.

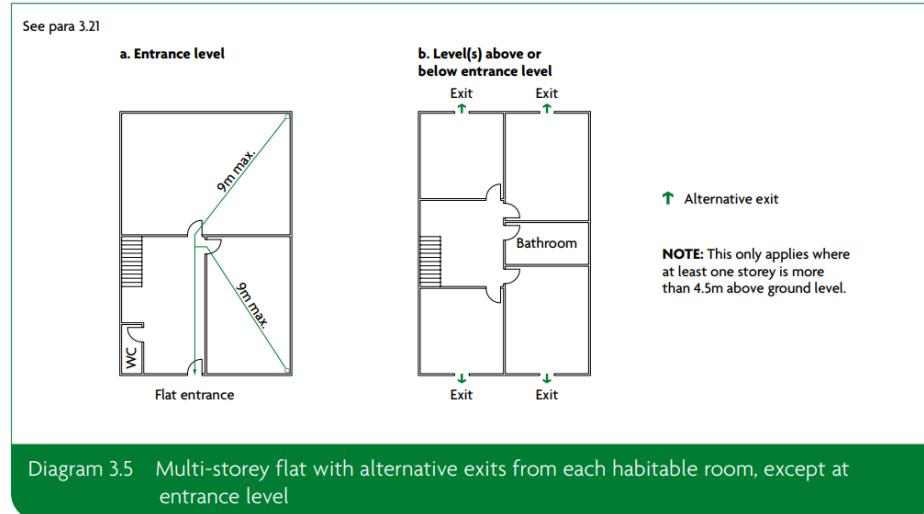
The lift motor room is situated on the flat roof level and was found in good condition – no further action required.

Multiple metal conduit penetrations and holes for lift indicating and call equipment were identified at each odd numbered floor level without fire stopping.

***Recommend intumescent mastic to lift indicating conduit penetrations through RC walls and batt and mastic to holes present in RC walls for lift call points at each odd numbered floor level in accordance with BS EN 1366-3.***

***(Refer to images in Appendix 2 Compartmentation Issues (Lifts) - A2:2-A2:9 & A2:12-A:18)***

14.1b As built timber glazed screens and doors are provided between the kitchen and lounges on the upper floors of each flat. Original screens were fitted with 3mm glazing. Under refurbishment projects at some flats 64,77, the glazing in the timber frames has been replaced with Georgian wired glazing. There is no requirement for the screens and doors to be fire rated under current Guidance ADB Vol 2 2002 as there is an alternative exit from each habitable room that is not on the entrance storey of the flat.



### Measures to Limit Fire Spread and Development

14.1c Risers in flats are constructed of a mixture of timber and metal stud frames and the majority of facing panels evidenced on inspection were an unidentified brand of 25mm melamine faced chipboard, however other materials used as facing panels were plywood, hardboard and plasterboard.

A decommissioned gas main is present in risers that in most cases has received retrospective sub-compartmentation and ventilation provision to external elevations via kitchens at high level.

Casings were generally found in poor condition in most flats with no manufacturer or 3<sup>rd</sup> party certification tags identified.

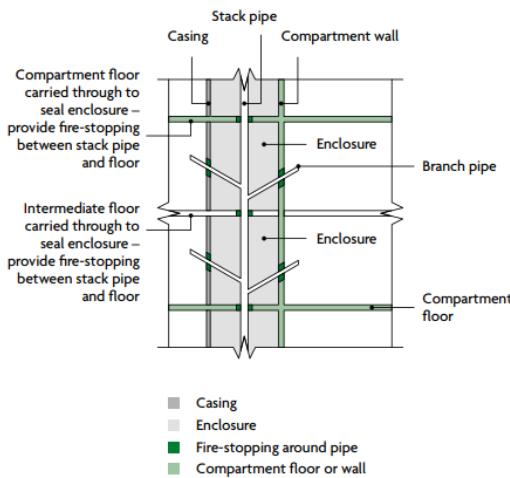
It will be inevitable that following removal for remedial firestopping works identified within this report any supporting studwork and casings is likely to be damaged beyond economical repair.

***Recommend renewal of all riser casings in flats to comply with ADB Vol 1 2022:***

***(Refer to Appendix 1 Additional Photos – A1:5 & following Diagram 9.1).***

***\*Ventilation to external elevation of any new risers can be omitted - gas pipework has been decommissioned.***

See para 9.4 and Table 9.1



#### NOTES:

1. The enclosure should meet all of the following conditions.
  - a. Be bounded by a compartment wall or floor, an outside wall, an intermediate floor or a casing (see specification at 2 below).
  - b. Have internal surfaces (except framing members) of class B-s3, d2 or better.
  - Note: when a classification includes 's3, d2'; this means that there is no limit set for smoke production and/or flaming droplets/particles.
  - c. Not have an access panel which opens into a circulation space or bedroom.
  - d. Be used only for drainage or water supply or vent pipes for a drainage system.
2. The casing should meet all the following conditions.
  - a. Be imperforate except for an opening for a pipe or an access panel.
  - b. Not be of sheet metal.
  - c. Not have fire resistance less than E 30 (including any access panel).
3. The opening for a pipe, in either the element of structure or the casing, should be as small as possible and fire-stopped around the pipe.

Diagram 9.1 Enclosure for drainage or water supply pipes

**Measures to Limit Fire Spread and Development**

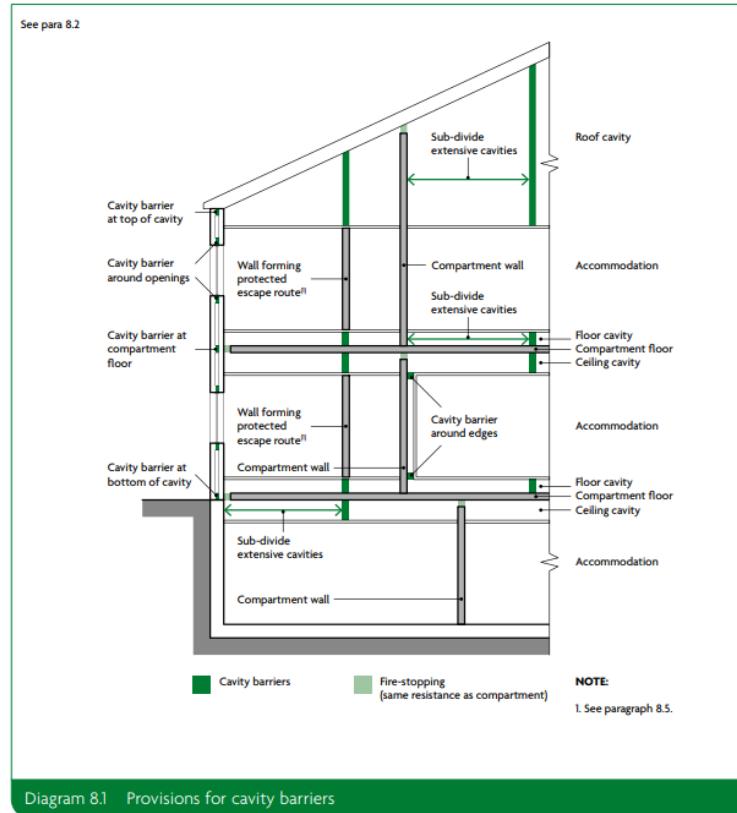
14.1d Risers are present in communal areas serving flats that are located with their bathroom/WC adjacent to lift lobbies they are constructed in blockwork and RC; at 11<sup>th</sup>, 9<sup>th</sup> & 1<sup>st</sup> floors damaged fire stopping was identified – further action required.

***Recommend remedial action to replace damaged fire stopping to service risers in communal areas containing common services for flats in accordance with BS13666-3.***

***(refer to floor plans in above comments section 14 and Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos: 0116:125/0125:125/0133:125).***

14.1e Floors within the flats are the original as built tongue & groove suspended softwood timber floors fixed to timber battens with glass fibre insulation laid on RC floor slabs. The original floors over the lifespan of the building have been subjected to over 60 years of foot traffic. Tongue and groove flooring once laid is difficult to remove and replace without significant damage. The wet type central heating pipework installation required large areas of the flooring to be removed and replaced to accommodate the pipework. In the flats inspected the floors varied in their condition from unrepairable to poor. The original floor installation did not require the installation of cavity barriers unlike the current guidance of ADB Vol 1 2020.

***Replacement should be considered by Southwark as a part of any future major improvement works of all suspended timber floors within flats with the inclusion of cavity barrier to prevent the spread of fire and smoke in extended cavities and between compartment lines in accordance with ADB Vol 1 2022 (refer to diagram below).***



**Measures to Limit Fire Spread and Development**

14.1f Flats which back onto each other have connections for wastewater pipework and CDWS (cold water down service) pipework for sanitaryware which are run from bathrooms/WCs laterally through a low level service opening (approx. 900mmx500mm) also inlets for communal extractor ventilation service opening (200mmx250mm) run laterally at high level through the dividing RC firewalls and connect into the vertical services in the adjacent flat's riser. Connections for kitchen wastewater and rising main potable water are laterally made directly into the riser present within each flat.

In the majority of flats inspected no effective fire stopping was identified from bathrooms/WCs laterally through a low level service opening (approx. 900mmx500mm) also inlets for communal extractor ventilation service opening (200mmx250mm) run laterally at high level through the dividing RC firewalls and connecting into the vertical services in the adjacent flats riser; where fire stopping was identified for example in flats 24,25,30,31,46,55,57, it was not tagged and poor condition due to water penetration. The rising vertical services passing through compartment lines at floors and soffits was also identified as not being fire stopped.

***Recommend removal of existing risers in all flats (refer to 14.1c) and supply and fit suitable fire stopping to service penetrations laterally from adjacent flats bathrooms/WCs into riser casings to achieve minimum FR60 minutes (Fire stopping works to both service openings that are common in all flats pass through compartment walls between flats can be undertaken within riser, however it is recommended due to their locations within bathrooms/WCs that a suitable water & fire resistant material for example Supalux™ is used on bathroom/WC walls and adequately sealed to prevent water ingress into the adjacent riser).***

***Recommend all communal services passing vertically through compartment floors and soffits are suitably fire stopped to achieve a minimum FR120 mins; this can be achieved at floor level within the risers.***

***All works should be carried out in accordance with ADB Vol 2 2022 (Refer to diagram in section 14.1f) and BS EN 1366-3.***

***(Refer to Appendix 1 Additional Photos - A1:6 and Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos:***

***00143:125/0144:125/0145:125/0147:125/0148:125/0149:125/0150:12/0151:125/0152:125/0153:125/0154:125/0155:125/0156:125/0158:125/0159:125/0160:125/0161:125/0162:125/0164:125/0165:125/0166:125/0167:125/0168:125/0169:125/0170:125/0171:125/0172:125/0173:125/0174:125/0175:125/0176:125/0177:125/0178:125/0179:125/0180:125/0181:125).***

***\*This survey considers the existing as-built rising services provided which are non-combustible metal and will require seals directly around the service penetrations; however under any major refurbishment scheme where the services are renewed for uPVC/HDPE products, the inclusion of closure devices/wraps will need to be incorporated for any service penetrations to be compliant with BS1366-3.***

## Measures to Limit Fire Spread and Development

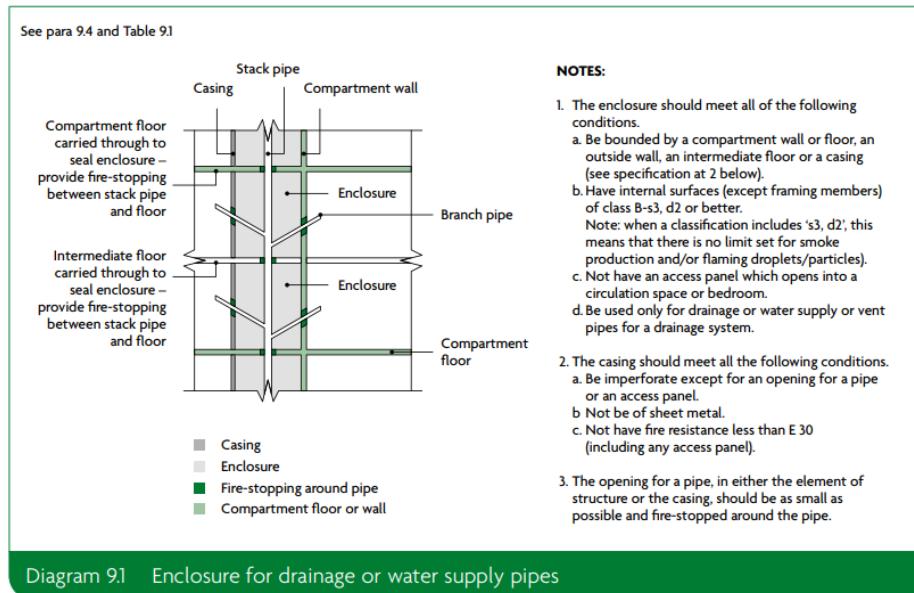


Diagram 9.1 Enclosure for drainage or water supply pipes

14.1g Electrical lateral mains supplies and flow and return pipework from district heating system are brought into each flat from the communal corridors at the lower levels, inspection from within flats could not establish any effective fire stopping.

***Recommend fire stopping to penetrations to all flow/return pipework from district heating system and lateral mains cabling entering into flats from communal corridors in accordance with BS EN 1366-3.***

***(Refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos:***

***0113:125/0119:125/0122:125/0127:12/0130:125/0135:125/0146:125/0157:125/0163:125).***

14.1h Electrical meters and plastic CCU's (consumer control units) are located in the stairway on the lower ground floors of each flat, contained within recessed original as-built metal boxes which do not provide the required fire and smoke resistance.

Consumer units and similar switchgear assemblies must comply with BS EN 61439-3 and either have:

- the enclosure manufactured from a non-combustible material or
- be contained within a cabinet that is manufactured from a non-combustible material.

An enclosure made from a ferrous metal such as steel is deemed to meet requirements and either the cabinet or enclosure should form a complete envelope to maintain fire containment.

***Recommend upgrading electric meter & CCU enclosures to provide minimum FR30 minutes in accordance with ADB Vol 1 2022 and BS EN 61439-3.***

### Measures to Limit Fire Spread and Development

14.1i The refuse room that incorporates the main electrical intake room at ground floor level was inspected fire stopping was present in poor condition and not supported by any tags.

***Recommend fire stopping to door frame pipe and cable penetrations laterally to achieve min FR60 minutes and vertically to achieve minimum 120 minutes in accordance with BS EN 1366-3.***

***(Refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos: 0138:125/0139:125/0140:125/0141:125/0142:125).***

14.1j 1<sup>st</sup> 9<sup>th</sup> and 11<sup>th</sup> floor communal areas were inspected; there is a suspended metal furring ceiling faced with Panoflam™ boards which encloses mechanical and electrical services that run the full length of the North & South protected corridor routes. Metal trunking is surface mounted underneath the ceiling which supplies bulkhead lighting and AFD cabling. In all flats an element of the original design and construction of RC floors was incorrect as it was realised that the apertures which were to accommodate the winder stairway at upper floors of the duplex flats had been made too small. Cuts were subsequently made in all RC floors to allow for the stairways to reach the upper floors at the correct angle which resulted in the underside of the timber stairways protruding into the communal protected corridor escape routes above the suspended ceiling detail.

Pipework and lateral main cabling also penetrate flat walls above the suspended ceiling. The height of the front entrance fire door sets fanlight extends above the suspended ceilings.

The cavity above the ceiling is 400mm high, cavity barriers are present as is fire stopping to the service penetrations and holes in compartment walls, the undersides of the protruding stairways from flats are also fire stopped.

The condition of fire stopping is generally poor.

At the 11<sup>th</sup> floor lift lobby a section metal trunking for electrical cables was opened up appropriate fire stopping was identified supported by ID tag – no further action required (refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin No: 0117:125).

Without supporting tags or regulation 38 information it cannot be confirmed that any of the firestopping is compliant.

***Recommend removal and reinstatement of all fire stopping to all service penetrations and linear seals to flat walls from communal areas to achieve a minimum of FR60 minutes. Where stairways from flats protrude into common areas, they do so at walls but also penetrate the soffit areas therefore it is recommended to remove and reinstate the fire stopping to achieve a minimum of FR120 minutes.***

***All works to be carried out in accordance with BS EN 1366-3/4.***

***(Refer to Appendix 3 Fire Stopping Report – Gunfire Survey Pin Nos: 0111:125/0112:125/0115:125/0118:125/0120:125/0121:125/0123:125/0124:124/0126:125/0128:128/0129:125/0131:125/0132:125/0134:125/0136:125/00137:125).***

14.1k Access to inspect all service penetrations above suspended ceilings was not possible as metal conduits have subsequently been surface mounted to the underside of the ceilings preventing the access panels from being opened (refer to Appendix 3 Additional Photos: A1:14)

**Measures to Limit Fire Spread and Development**

14.1 Access panels to risers in communal areas are provided in chipboard and plywood there are no manufacturer ID or 3<sup>rd</sup> party certification labels.

Access panels should be of a construction that has at least the same fire resistance as the element they fit into.

This should be achieved by having:

- the recommended fire resistance from both sides; or
- an automatic heat activated sealing device, which in the event of fire will close the opening to maintain the fire resistance recommended for the compartment wall or floor.

***Recommend replace any riser access panels located in communal areas to ensure they achieve minimum of FR 60 minutes (where risers are identified with suitable and sufficient fire stopping between each floor) or FR120 minutes (where risers are full height) in accordance with 'Fire Strategy' and BS 9991.***

14.2 NA.

14.3 On inspection it was not possible to identify the classification of existing surface finishes no labels or tags were found such as Timonox™ for example.

Paint finishes in communal areas are poor and in some areas have lost their adhesion and are cracked and peeling.

Even where finishes normally considered acceptable they may have been subject to many instances of over-painting; this can affect their performance when exposed to fire.

***Recommend redecoration of any damaged areas and or all of communal escape routes; it is essential that a suitable decorative flame retardant coating for walls and ceilings is used, specially formulated for use on previously painted non-combustible surfaces that will achieve European Class B-s3, d2(1) in accordance with ADB Vol 1 2022.***

14.4 The communal ventilation systems for bathrooms/WCs do not incorporate shunt ducts, to prevent the passage of fire, smoke, and combustion products in the early stages of a fire, some intumescent dampers were evidenced where inspection was possible.

It will rarely be practicable to upgrade ventilation systems to meet current benchmark standards and retrospectively introduce mechanical fire and smoke dampers into the ducts. However, one way of reducing the potential for fire spread between flats would be to fit intumescent fire dampers to the vents into the ducts. Although this would not restrict the spread of smoke in the early stages of a fire, it would prevent spread of flames and hot gases.

***Recommend installation of intumescent fire dampers at each flats bathroom/WC ventilation system in accordance with BS EN 13141 (also refer to section 16.1e)***

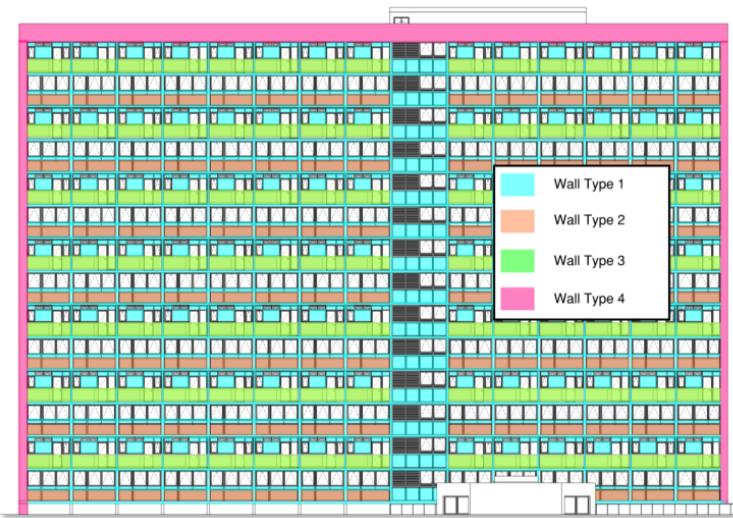
14.5 From a visual inspection structural elements appear to have combustible elements identified within the following wall build-ups. These are as follows:

- Wall Type 1 - contains combustible sheathing board and insulation
- Wall Type 2 - contains combustible insulation and a combustible sheathing board
- Wall Type 3 - contains a combustible sheathing board

***Refer to: PART B FRAEW PAS 9980 05/05/2023 (supplied by client).***

**External Wall System**

15.1	From a visual inspection, are there any external linings such as cladding or timber balconies which may promote fire spread?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
15.2	Does the building require a FRAEW?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
15.3	Has an EWS1 form or FRAEW been previously completed for the premises?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
15.4	Is it considered that there are any elements of the external wall system that might promote fire spread?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
15.5	Has a level of risk for the external wall system been identified? (High-rise residential only)	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
15.6	Have any mitigating steps been put in place in order to manage risks presented by the external wall system? (High-rise residential only)	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
15.7	Based on a visual only inspection, provide a description of the external wall system / building exterior visible in your notes below?	N/A	<input type="checkbox"/>	See Below	<input checked="" type="checkbox"/>	Not Included	<input type="checkbox"/>
15.8	Has information been provided to the local Fire and Rescue Service regarding the design and materials used in the buildings external wall system? (High-rise residential only)	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Comments:							
15.1 Spandrel panels are present.							
15.2 Top storey floor height of block is >18m FRAEW required.							
15.3 FRAEW PAS9980 Completed by Part B - 05/05/2023.							
15.4 Elements of the external wall system have been identified that may promote the spread of fire as follows:							

**External Wall System**


Wall types on Front Elevation (Source: provided elevation drawing)

Wall Type 1 - contains combustible sheathing board and insulation

Wall Type 2 - contains combustible insulation and a combustible sheathing board

Wall Type 3 - contains a combustible sheathing board

15.5 The building achieves a B2 rating as part of the EWS1 process: The fire risk is sufficiently high that remedial works are required.

15.6 BS 5839-1 Grade A category L5 AFD alarm system installed in common areas with heat detection and sounders in all flats entrance hallways; waking watch on site 24/7.

The majority of residents have been moved out of the block leaving only 19 flats occupied.

15.7 Description of external wall system:

**External Wall System**


Wall types on Front Elevation (Source: provided elevation drawing)

Wall Type 1 - Powder coated aluminium panels

Wall Type 2 - Spandrel panels (powder coated aluminium)

Wall Type 3 - Spandrel panels (plastic coated steel)

Wall Type 4 - Reinforced concrete (mosaics/concrete)

15.8 It is understood that information been provided to the local Fire and Rescue Service regarding the design and materials used in the buildings external wall system -  
<https://www.southwark.gov.uk/housing/southwark-estates/marie-curie>

**Flat entrance Doors**

16.1	Are existing flat entrance doors adequate?	U/K	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
16.2	Do flat entrance doors appear to offer a notional period of fire resistance?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
16.3	Are flat entrance doors adequately self-closing?	U/K	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
16.4	Are there any security gates/grilles fitted which present a risk? i.e. they cannot be opened from the inside without the use of a key / cannot be breached by the fire and rescue service in under three minutes.	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
16.5	Are flat entrance doors being checked on an annual basis?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
16.6	For any flat entrance doors which have not been inspected within the last 12 months, has a record been kept of reasonable attempts at access? (Residential building over 11m only)	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Comments:

**External Wall System**

16.1 Front entrance doors to flats present are 44mm composite timber replacement doors sets a thought to have been installed circa 1980s at flats 24,25,30,31,46,55,57 inspected; the letter plates have been boarded over to prevent mail being delivered to void properties. None of the door furniture is supported by CE markings there are no 3<sup>rd</sup> party certification plugs or labels; doors are fitted with x 3 hinges and intumescent strips and cold smoke seals . The tops of frames have been penetrated by the installation of metal conduits for the heat detectors that have been installed hallways. The majority of doors displayed uneven gaps >4mm between the leaf and frame.

Architraves were removed at flats 30 & 57 where no effective or non-compliant fire stopping was identified around door frames (also refer to Appendix 3 gunfire survey Pin No: 0114:125).

Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.

\*IFC Certification 'Fire Door Inspection Report' 17/03/2022: provisionally identified FED's as manufactured by Shellen™.

Images taken on this inspection have been sent to Shellen™ who were unable to confirm that they had previously manufactured these doors 04/10/2023.

***Recommend replacement program of Front Entrance Door fire door sets to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22 (refer to Appendix 1 Additional Photos A1:7).***

16.1 Secondary fire exit doors in flats from bedrooms into communal escape corridors are 44mm b composite timber replacement doors sets thought to have been installed circa 1980s at flats 24,25,30,31,46,55,57 at flats inspected.

None of the door furniture is supported by CE markings there are no 3<sup>rd</sup> party certification plugs or labels; doors are fitted with x 3 hinges and intumescent strips and cold smoke seals.

The majority of doors displayed uneven gaps >4mm between the leaf and frame.

Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.

***Recommend replacement program of Secondary Escape (into communal corridor) fire door sets to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22 (refer to Appendix 1 Additional Photos A1:8).***

16.1 Secondary fire exit doors in flats from lounge & kitchens onto communal open decked escape routes are 44mm composite timber replacement doors sets thought to have been installed circa 1980s at flats 15,16,29,31,34,50,52,54,77 inspected.

None of the door furniture is supported by CE markings there are no 3<sup>rd</sup> party certification plugs or labels; doors are fitted with x 3 hinges and intumescent strips and cold smoke seals.

The majority of doors displayed uneven gaps >4mm between the leaf and frame.

Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C . These have changed since the installation of the existing door sets; it is

**External Wall System**

considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.

***Recommend replacement program of Secondary Escape (onto communal open deck balcony escape routes) fire door sets to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22 (refer to Appendix 1 Additional Photos A1:9).***

16.1 Internal doors to bedrooms in flats are generally 44mm composite timber replacement doors sets at flats 24,25,30,31,46,55,57 inspected.

New door leaf's have been installed in the existing as built doorframes and the majority of fanlight glazing has been upgraded to 6mm PP Georgian wire.

Restricted height pass doors are present between the bedrooms in each flat which are recorded 44mm as-built they have been upgraded with self-adhesive intumescent strips and cold smoke seals to existing frames.

For kitchen doors refer to section 14.1b.

The majority of internal doors displayed uneven gaps >4mm between the leaf and frame and were in poor condition.

The majority of bedroom doors hinges generally were CE marked there were no 3<sup>rd</sup> party certification labels or plugs; bedroom doors are fitted with intumescent strips and cold smoke seals.

Fire doors are subjected to a test procedure specified in BS 476-22:1987 or BS EN 1634-1:2014. The tests are performed on complete fire door sets, meaning the fire door, door frame and ironmongery (locks, hinges, latches, etc.) are tested as a complete unit.

Consideration must be given to that when it comes to fire door upgrading works the product certification will cover only each separate component used in the upgrading process and is no guarantee that the works have been performed correctly. This means that it is not possible to certify the upgraded fire door, only the individual components used.

Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C. These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to upgrade them to current standards.

***Recommend replacement program of internal fire door sets in flats to achieve FD30s SC in accordance with ADB Vol 1 2022 and BS 476-22 (refer to Appendix 1 Additional Photos A1:10).***

16.1 Although at the time of the block's construction and even in current ADB Vol 1 2022 guidance there is no requirement to provide fire doors to the bathroom/WC.

The communal ventilation systems for bathrooms/WCs do not incorporate shunt ducts or fire dampers to prevent the passage of fire, smoke, and combustion products in the early stages of a fire.

In Lakanal House a sister block which is of identical size and design, the enquiry into the fatal fire of 2009 found that smoke, fire and hot gases had entered bathrooms via the communal ventilation system and caused casualties.

**External Wall System**

Recommendations are made in this report at section 14.4 to restrict the spread of fire and hot gases within the existing communal ventilation system but these recommendations will not prevent the early spread of cold smoke through the existing ductwork.

***Recommend supply and fit FD30s fire door sets in accordance with BS 476-22 to bathrooms/WCs to prevent the potential spread of cold smoke in the early stages of a fire via communal ventilation ductwork.***

16.2 Flat entrance doors & secondary escape doors appear to offer a notional period of 30 minutes fire resistance (however refer to 16.1a-c).

16.3 The majority of fire doors (refer to 16.a-c for recommended actions) failed to adequately self-close on inspection front entrance doors and secondary escape doors at lower levels are fitted with internal single chain Perko door closers (refer to Appendix 1 Additional Photos: A1:11 & section 16.1a-c for recommended actions).  
 \*LFB Deficiency Notice 18/12/2020: Self-closing devices on flat front doors were a 'single Perko type' which would have not met the required standards.

16.4 No security gates/grilles identified on inspection.

16.5 Evidence has been provided in relation to flat entrance doors being checked on an annual basis: Excel Survey 28/03/2023.

16.6 No records or evidence has been provided to demonstrate records for flats that have not had front entrance door inspections and the reasonable attempts to access them.

***Confirm records of failed access to inspect Front Entrance Doors and the reasonable attempts to access them in accordance with Fire Safety (England) Regulations 2022.***

**Communal Fire Doors (Cross Corridor and Riser)**

17.1	Are existing fire doors adequate?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
17.2	Are fire resisting self-closing doors unobstructed and functioning correctly?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
17.3	Are fire doors held open by devices linked to alarm system?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
17.4	Are non-self-closing fire doors kept locked when not in use?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
17.5	Are communal fire doors being checked on a quarterly basis?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Comments:

17.1 At odd floor levels communal fire doors are present which provide access to the single a communal stairway from lift lobby's and from stairway to bin chute lobbies.

At even floor levels there are communal fire doors that open into the single communal stairway from open deck balcony escape routes at the West & East elevations.

Doors are 54mm thick hardwood faced, fitted with x 4 CE rated hinges intumescent strips/cold smoke seals, overhead door closers and glazed vision panels.

No 3<sup>rd</sup> party certification labels or plugs present.

**Communal Fire Doors (Cross Corridor and Riser)**

Damage is present to timber elements of the door's intumescent strips/cold smoke seals; the majority of doors have excessive uneven gaps >4mm.

The door sets are understood to have been installed as a part of a refurbishment project in the 1980s and they are similar in design and manufacture to the security doors that are present in the corridors accessing the flats.

Fire doors should comply with up-to-date fire safety standards as set out in ADB Vol 1 2022 Appendix C. These have changed since the installation of the existing door sets; it is considered that the doors sets have reached their expected lifespan and it would be problematic and uneconomical to repair/upgrade them to current standards.

***Recommend replacement program of internal fire door sets accessing single communal escape stairway to achieve FD60s SC in accordance with ADB Vol 1 2022 and BS 476-22 (refer to Appendix 1 Additional Photos A12).***

17.1 Hoppers (Hardall™) are present to refuse chute accessed in PV lobbies at odd floor levels  
 b they are rated at FR120mins, and all found to be in good condition – no further action required.

17.1 Clearance eye branches for the refuse chute are located in the single communal escape  
 c stairway.

Lockable metal access panels with smoke seals are present in a reasonable condition (all hatches were found locked at time of inspection) they are not supported by 3<sup>rd</sup> party certification labelling or any manufacturers tags.

***Confirm from OM manuals that access panels have a minimum rating of FR120 minutes and or replace with compliant hatches in accordance with ADB Vol 1 2022 and BS 5906.***

17.1 Automatic fire rated shutters x 3 are present within the refuse store at the base of the  
 d refuse chute. On inspection it was identified that each fusible link was spent, and the shutters were being held open with wire meaning they would not effectively work in the event of a fire.

***Recommend renew fusible links x 3 to automatic fire rated shutters in accordance with BS 5906.***

17.2 Some communal fire doors accessing the single communal stairway failed to self-close on inspection.

***Recommend remedial repair to communal fire doors to ensure they suitably self-close in accordance with BS 8214 check all floor levels.***

17.3 No hold open devices linked to alarm system evidenced on inspection.

17.4 Non-self-closing fire doors were found locked on inspection.

17.5 Evidence of communal fire doors being checked on a quarterly basis supplied was out of date range 30/03/2023.

***Confirm periodic inspection program to inspect communal fire doors on a quarterly basis in accordance with Fire Safety (England) Regulations 2022***

## Fire Safety Signs and Notices

Fire Safety Signs and Notices						
18.1	Are suitable and sufficient exit and directional signs in place?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
18.2	Has appropriate way-finding signage been installed? The signage must be visible in low light or smoky conditions and identify flat and floor numbers in the stairwells ( <i>High-rise residential only</i> )	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
18.3	Are internal fire doors and escape doors provided with appropriate fire signage?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
18.4	Is there suitable and sufficient signage to passive and active firefighting systems?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
18.5	Is there suitable signage on internal exit routes?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
18.6	Is there suitable signage on external exit routes?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
18.7	Are there any other safety notices / signs that may affect fire safety that are either missing or incorrect? (for example, electrical hazard signage, lift signage, PV signage, fire precaution signage?)	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>

**Fire Safety Signs and Notices**

## Comments:

18.1 Suitable and sufficient exit and directional signs in place evidenced on inspection.

18.2 No wayfinding signage is present where it would be visible from inside firefighting lift; wayfinding signage that is present it is not compliant with the requirements of ADB Vol 1 2022 section 15.4:

*The floor identification signs should meet all of the following conditions.*

- a. The signs should be located on every landing of a protected stairway and every protected corridor/lobby (or open access balcony) into which a firefighting lift opens.*
- b. The text should be in sans serif typeface with a letter height of at least 50mm. The height of the numeral that designates the floor number should be at least 75mm.*
- c. The signs should be visible from the top step of a firefighting stair and, where possible, from inside a firefighting lift when the lift car doors open.*
- d. The signs should be mounted between 1.7m and 2m above floor level and, as far as practicable, all the signs should be mounted at the same height.*
- e. The text should be on a contrasting background, easily legible and readable in low level lighting conditions or when illuminated with a torch.*

***Recommend upgrade & supply missing wayfinding signage to comply with Fire Safety (England) Regulations 2022 and ADB Vol 1 2022 section 15.4.***

18.3 Fire doors identified on inspection without appropriate signage at all floor levels in communal single escape stairway.

***Supply and fit missing appropriate fire door signage to fire doors within the communal single escape stairway in accordance with BS 5499 (refer to Appendix 1 Additional photos A1:13).***

18.4 Suitable and sufficient signage to passive and active firefighting systems identified on inspection.

18.5 Suitable signage on internal exit routes identified on inspection.

18.6 NA.

18.7 No Electrical hazard warning signage at bin store containing main electrical intake room.

a ***Recommend appropriate warning signage 'Electrical Cupboard No Unauthorized Access Keep Locked' in accordance with BS 5499.***

18.7 No 'Do Not Use Lift In The Event Of A Fire' signage present at lift call points.

b ***Recommend appropriate 'Do Not Use Lift In The Event Of A Fire' signage is fitted in accordance with BS5499.***

## Means of Giving Warning in Case of Fire

Means of Giving Warning in Case of Fire						
19.1	Reasonable manually operated electrical fire alarm system provided?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
19.2	Is automatic fire detection provided and if so, is it provided throughout the premises or part of the premises?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
19.3	Are appropriate alarm interfaces in place with other commercial tenants (e.g., retail)?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
19.4	Extent of automatic fire detection generally appropriate for the occupancy and fire risk?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
19.5	Are the lifts linked to the automatic fire detection and alarm system, and if so is the current arrangement acceptable?	U/K	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
19.6	Are alarm signals remote call monitored?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
19.7	Is a zone plan displayed adjacent to the fire alarm panel and are the zones in line with compartment lines?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>

### Comments:

- 19.1 Manual call points are present in the community facility only.
- 19.2 Grade A Category L5 in accordance with BS 5389-1 provided in communal areas with heat a detectors/sounders installed in all flats entrance hallways only.
- 19.2 Grade D2 category LD1 (interlinked) in accordance with BS 5389-6 present in flats.  
b
- 19.3 NA.
- 19.4 Extent of automatic fire detection is not generally appropriate.

Elements of external wall are combustible; identified in FRAEW Part B PAS9980 05/05/2023  
NFCC Simultaneous Guidance Version 4 states:

*7. A waking watch should only be used in the immediate or transitional term, and, where significant risk of fire spreading in a building has been confirmed, to allow time for a more sustainable plan to be made without the need for residents to leave their homes. In all cases, an automatic fire detection and alarm system is the most suitable mitigating measure if there is any expected delay in remediation.*

*Coverage for buildings with a combustible external wall system*

*A.7 In every flat, the system should generally incorporate heat detectors within each room that has a window that overlooks an area of external wall with an external wall system where there is a risk that fire could spread into the combustible external cladding that results in a significant or notable fire hazard, except possibly toilets and bathrooms. Heat detectors should also be included in any other rooms, such as plant rooms and other ancillary facilities with windows or vents or non-fire-stopped penetrations, through which a fire could spread and ignite. Consideration might also need to be given to the provision of smoke detectors within common parts, but these detectors should not initiate the general* Page 22 of 44

**Means of Giving Warning in Case of Fire**

*Simultaneous Evacuation Guidance – Fourth Edition 18 August 2022 evacuation of the building. They may give a warning only to the building's management team.*

***Recommend a review of the AFD alarm system & waking watch in accordance with current guidance NFCC Simultaneous Evacuation Version 4 2022.***

- 19.5 Lifts are not linked to the AFD system.
- 19.6 Alarm signals from main CIE are repeated at CIE in community facility where Waking Watch are based.  
Waking Watch onsite confirmed alarm signals are remote call monitored.
- 19.7 A zone plan is displayed adjacent to the fire alarm panel with the zones in line with compartment lines.

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## Fire-Fighter Access and Fire-Fighting Equipment

Fire Fighter Access & Fire-Fighting Equipment						
20.1	Is the building provided with adequate vehicular access for fire fighter deployment?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
20.2	Is the building provided with fire brigade drop key access?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
20.3	Is the building's drop key access functional?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
20.4	Reasonable provision of portable fire extinguishers suitable for the purpose?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
20.5	Are hose reels provided?	N/A	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
20.6	Are there sprinklers or other fixed suppression systems?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
20.7	Is there any other fixed installation? e.g., dry rising mains, ventilation systems etc.	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>

Comments:

20.1 Firefighting access is at the rear of the building, where firefighters can access the dry rising main <18m from pumping appliance and fireman's lifts. Odd numbered upper floor levels contain a dry riser outlet (starting at 3rd floor level) and provides access to the two lifts.

20.2 Drop key access is present at main entrance and each odd floor levels security doors.

20.3 The buildings drop key access was functional at main entrance and all floors' levels on inspection.

20.4 It is rare for there to be a need for fire-fighting equipment to be used by people present in the common parts of blocks of flats. It is, nevertheless, usually provided in plant rooms and other such rooms, for use by the staff and contractors.

Fire extinguishers were identified in community facility at upper ground floor level.

No fire extinguishers were identified in lift motor room.

***Recommend a carbon dioxide fire extinguisher installed in the lift motor room on the escape side of any machinery and switch gear in accordance with BS 5306.***

20.5 No requirement for hose reels.

20.6 A sprinkler system is present in the refuse storeroom at ground floor; on inspection it was identified that the frangible bulbs were missing from sprinkler heads therefore the system is isolated and non-operative.

***Recommend remedial repair to sprinkler system in refuse storeroom in accordance with BS 9251.***

20.6 ADB Vol 1 2022 would not permit a residential building over 30m to be constructed without sprinklers.

***The provision of a sprinkler system in accordance with ADB Vol 1 2022 should be considered by Southwark as a part of any future major improvement works.***

20.6 No Evacuation Alert System noted within the building.

c These systems are not yet a requirement under Building Regulations in England and Wales.

**Fire Fighter Access & Fire-Fighting Equipment**

This type of system will allow firefighters to strategically control the evacuation process in a building during a fire, ensuring a more orderly and safer exit by prioritising specific floors or zones, minimising panic, and enabling them to effectively communicate evacuation instructions to residents depending on the situation, all while being operated solely by the fire service on-site.

***As a part of any future refurbishment program consideration should be given to installing an Evacuation Alert System in accordance with BS 8629.***

20.7 A dry rising main is present with the main inlet at ground floor lift lobby entrance, outlets are present in lift lobbies at floor levels 3,5,7,9,11,13.

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## Management of Fire Safety

Procedures and Arrangements						
21.1	Competent person(s) appointed to assist in undertaking the preventive and protective measures (i.e., relevant general fire precautions)?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
21.2	Are the Fire Action notices appropriate for the procedure that is adopted within this building?	N/A	<input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
21.3	Appropriate fire procedures in place for both core and non-working hours?	N/A	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
21.4	Are procedures in the event of fire appropriate and properly documented?	N/A	<input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
21.5	Are there suitable arrangements for summoning the fire and rescue service?	N/A	<input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
21.6	Are there suitable arrangements for ensuring that the premises have been evacuated?	N/A	<input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
21.7	Is there a suitable fire assembly point(s)?	N/A	<input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
21.8	Are suitable systems in place for reporting and subsequent restoration of safety measures that have fallen below standard?			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Comments:						
21.1	The identity of the person who has responsibility for fire safety at the premises and the identity of the competent person appointed by Southwark Council to assist them to undertake the preventative and protective measures was not provided at the time of the assessment.					
21.2	Fire Action notices are appropriate for the 'Simultaneous' procedure that is adopted within this building.					
21.3	No permanent management presence at this block apart from waking watch 24/7.					
21.4	Southwark has procedures in the event of fire appropriate and properly documented.					
21.5	There are suitable arrangements for summoning the fire and rescue service. Residents and or the Waking watch will alert the FRS in the event of a fire.					
21.6	There suitable arrangements for ensuring that the premises have been evacuated with waking watch on site 24/7.					
21.7	Suitable assembly points are present a safe distance away from the block.					
21.8	Southwark has suitable systems in place for reporting and subsequent restoration of safety measures that have fallen below standard.					

**Fire Service Information**

22.1	Is building information such as the fire emergency plan and floor plans available on site?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
22.2	Have up-to-date electronic floor plans been provided to the local Fire and Rescue Service? (High-rise residential only)	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
22.3	Has a Secure Information Box been provided?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
22.4	Does the Secure Information Box contain the name and contact details of the Responsible Person and hard copies of the building floor plans? (High-rise residential only)	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
22.5	Have up-to-date plans (hard copy), including details of key firefighting equipment been placed in a secure information box? (High-rise residential only)	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
22.6	Appropriate liaison with fire and rescue service (e.g. by fire and rescue service crews visiting for familiarization visits)?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

**Comments:**

- 22.1 Building information such as the fire emergency plan and floor plans are available on site.
- 22.2 Electronic floor plans been provided to the local Fire and Rescue Service.
- 22.3 A Secure Information Box been provided at the main entrance.
- 22.4 The Secure Information Box contains the name and contact details of the Responsible Person and hard copies of the building floor plans.
- 22.5 Up-to-date plans (hard copy), including details of key firefighting equipment been placed in a secure information box.
- 22.6 FRS witnessed on site at time of inspection.

Training and Drills						
23.1	Are all staff given adequate fire safety instruction and training on induction?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
23.2	Are all staff given adequate periodic "refresher training" at suitable intervals?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
23.3	Are staff with special responsibilities (e.g. fire wardens) given additional training?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
23.4	Are fire drills carried out at appropriate intervals?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
23.5	When the employees of another employer work in the premises: Is their employer given appropriate information (e.g. on fire risks and general fire precautions)?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
23.6	When the employees of another employer work in the premises: Is it ensured that the employees are provided with adequate instructions and information?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
23.7	Are persons nominated and trained to use fire extinguishing appliances?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No <input type="checkbox"/>
Comments:						
23.1	It is understood that staff are provided with adequate fire safety training at induction and suitable periodic refresher training is provided throughout the duration of employment.					
23.3	It is understood that all waking watch staff are provided with fire warden training with annual refreshers.					
23.4	NA.					
23.5	Visiting contractors are required to sign in & out of the premises at the main desk and informed of the fire evacuation procedure on arrival.					
23.6	When the employees of another employer work in the premises; it is ensured that the employees are provided with adequate instructions and information.					
23.7	It is understood that persons nominated by Southwark are provided with manual training to use fire extinguishing appliances.					

## Testing & Maintenance

Testing & Maintenance							
24.1	Weekly testing of fire detection and alarm system?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
24.2	Periodic servicing of fire detection and alarm system?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
24.3	Monthly and annual testing routines for emergency lighting?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
24.4	Annual maintenance of fire extinguishing appliances?	N/A	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
24.5	Are both visual and structural assessments regularly carried out to any external escape staircases and gangways?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.6	Six-monthly inspection and annual testing of rising mains?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.7	Weekly and monthly testing, six-monthly inspection and annual testing of fire-fighting or evacuation lifts?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.8	Weekly testing and periodic inspection of sprinkler installations?	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.9	Routine checks on Ventilation and Extraction System	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.10	Has a 5 year electrical installation check taken place?	U/K	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
24.11	Are portable appliances PAT tested – are records / labels present?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.12	Have gas safety checks / boiler inspections taken place?	N/A	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
24.13	If any of the life safety systems are defective, has this been reported to the local Fire and Rescue Service? (High-rise residential only)	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Comments:

- 24.1 Waking watch on site confirmed weekly testing of fire alarm system.
- 24.2 Periodic testing and maintenance of fire alarm system evidenced in accordance with BS 5839-1 – 13/11/2024.
- 24.3 Annual testing for emergency lighting evidenced in accordance with BS 5266 - 01/04/2024.
- 24.4 In date service labelling identified on fire extinguishers in community facility.
- 24.5 No information provided by client regarding visual and structural assessment regularly carried out to external escape staircase at community facility.

**Testing & Maintenance**

***Confirm visual and structural assessments are regularly carried out to external escape staircase at community facility in accordance BS 8210.***

24.6 Information provided by client regarding six-monthly inspection and annual testing of rising mains out of date 20/09/2022.  
***Confirm six-monthly inspection and annual testing of rising mains in accordance with BS 9990.***

24.7 No information provided by client regarding servicing and maintenance of lifts.  
***Confirm servicing and maintenance of lifts in accordance with BS EN 13015.***

24.8 No information provided by client regarding weekly testing and periodic inspection of sprinkler installation at refuse storeroom.  
***Confirm weekly testing and periodic inspection of sprinkler installation at refuse storeroom in accordance with BS9251.***

24.9 NA.

24.10 'Periodic Inspection Report' for landlords fixed wiring systems evidenced in accordance with BS7672 – 23/02/2022 (Satisfactory).

24.12 N/A gas mains decommissioned.

24.13 \*Refer to section 1.1.

## Resident Engagement

Resident Engagement						
25.1	Have relevant fire safety instructions been provided to residents? i.e. how to report a fire and any other instruction which sets out what a resident must do once a fire has occurred, based on the evacuation strategy for the building.	U/K	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
25.2	Have residents been provided with information relating to the importance of fire doors in fire safety?	U/K	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
25.3	Are residents being made aware of the outcome of any checks to fire safety equipment? (High-rise residential only)	U/K	<input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
25.4	Is information provided to residents with regards to the reporting of any issues / failings within the premises?	U/K	<input type="checkbox"/>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	

Comments:

25.1 Resident Fire Safety Information Packs are published by Southwark Council  
<https://www.southwark.gov.uk/housing/safety-in-the-home/fire-safety-information-packs/fire-safety-information-packs-camberwell>  
 A Fire Safety Information Pack is not available at the above website link for Marie Curie House.  
**Confirm relevant fire safety instructions been provided to residents at Marie Curie House i.e. how to report a fire and any other instruction which sets out what a resident must do once a fire has occurred, based on the evacuation strategy for the building.**

25.2 Information of fire doors is contained within resident Fire Safety Information Packs (refer to 25.1).  
**Confirm residents at Marie Curie House have been provided with information relating to the importance of fire doors in fire safety.**

25.3 The client has not provided information concerning residents being made aware of the outcome of any checks to fire safety equipment.  
**Confirm residents are being made aware of the outcome of any checks to fire safety equipment.**

25.4 Southwark Council have a dedicated email address for reporting fire safety issues:  
 firesafetyconcerns@southwark.gov.uk

## Risk Level Estimator

Potential consequences of fire		Slight Harm	Moderate Harm	Extreme Harm
⇒				
Likelihood of Fire				
Low		Trivial risk	Tolerable risk	Moderate risk
Medium		Tolerable risk	Moderate risk	Substantial risk
High		Moderate risk	Substantial risk	Intolerable risk

Taking into account the fire prevention measures observed at the time of this risk assessment, it is considered that the hazard from fire (likelihood of fire) at these premises is:

Low

Medium

High

In this context, a definition of the above terms is as follows:

**Low:** Unusually low likelihood of fire as a result of negligible potential sources of ignition.

**Medium:** Normal fire hazards (e.g., potential ignition sources) for this type of occupancy, with fire hazards generally subject to appropriate controls (other than minor shortcomings).

**High:** Lack of adequate controls applied to one or more significant fire hazards, such as to result in significant increase in likelihood of fire.

Taking into account the nature of the building and the occupants, as well as the fire protection and procedural arrangements observed at the time of this fire risk assessment, it is considered that the consequences for life safety in the event of fire would be:

Slight harm

Moderate harm

Extreme harm

In this context, a definition of the above terms is as follows:

**Slight harm:** Outbreak of fire unlikely to result in serious injury or death of any occupant (other than an occupant sleeping in a room in which a fire occurs).

**Moderate harm:** Outbreak of fire could foreseeably result in injury (including serious injury) of one or more occupants, but it is unlikely to involve multiple fatalities.

**Extreme harm:** Significant potential for serious injury or death of one or more occupants.

Accordingly, it is considered that the risk to life from fire at these premises is:

Trivial  Tolerable  Moderate  Substantial  Intolerable

**Comments:**

This building is considered to present a 'Substantial' risk.

A suitable risk-based control plan should involve effort and urgency that is proportional to risk. The following risk-based control plan is based on one advocated by BS 8800 for general health and safety risks:

Risk level	Action and timescale
Trivial	No action is required, and no detailed records need be kept.
Tolerable	No major additional controls required. However, there might be a need for reasonably practicable improvements that involve minor or limited cost.
Moderate	It is essential that efforts are made to reduce the risk. Risk reduction measures, which should take cost into account, should be implemented within a defined time period. Where moderate risk is associated with consequences that constitute extreme harm, further assessment might be required to establish more precisely the likelihood of harm as a basis for determining the priority for improved control measures.
Substantial	Considerable resources might have to be allocated to reduce the risk. If the building is unoccupied, it should not be occupied until the risk has been reduced. If the building is occupied, urgent action should be taken.
Intolerable	Building (or relevant area) should not be occupied until the risk is reduced.

(Note that, although the purpose of this section is to place the fire risk in context, the above approach to fire risk assessment is subjective and for guidance only. All hazards and deficiencies identified in this report should be addressed by implementing all recommendations contained in the following action plan. The fire risk assessment should be reviewed regularly.)

## Document Control

<b>Author</b>	Tim Davies	<b>Qualifications</b>	BSc (Hons) Property Mgmt. & Building Surveying NEBOSH: Fire Certificate (NFC) AlFireE.
<b>Signed</b>		<b>Date</b>	04/02/2025
<b>Verifier</b>	Tony Lawlor	<b>Qualifications</b>	MIFSM (NAFRAR)
<b>Signed</b>		<b>Date</b>	26/02/2025

<b>Document Version</b>	Frankham RMS January 2023
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## Life Safety Fire Risk Assessment Certificate of Conformity

This certificate is issued by the organization named in Part 1 of the schedule in respect of the fire risk assessment provided for the person(s) or organization named in Part 2 of the schedule at the premises and / or part of the premises identified in Part 3 of the schedule.

Frankham Risk Management Services

BAFE Registration Number: KENT204

Client: Southwark Council

Address: Marie Curie House, Sceaux Gardens, London, SE5 7DE.

Applies to all common areas and sampled flats (accessible to the assessor, at the time of the assessment).

The fire risk assessment is for life safety; it is suitable & sufficient and is compliant with the BAFE SP205 scheme.

Assessment Date: 04/02/2025

Review Date: 04/02/2026 or following significant change.

Certificate Reference Number: 804551004

We, being currently a 'Certificated Organization' in respect of fire risk assessment identified in the above schedule, certify that the fire risk assessment referred to in the above schedule complies with the specification identified in the above schedule and with all other requirements as currently laid down within the BAFE SP205 Scheme in respect of such fire risk assessment.

Signed for and on behalf of the issuing Certificated Organization



**Helen Dillon MIFSM CFPA (Europe) Dip – Head of Fire Risk Management**

Date of issue: 26-02-2025

SSAIB 7 - 11 Earsdon Road, West Monkseaton, Whitley Bay, Tyne & Wear, NE25 9SX

BAFE, The Fire Service College, London Road, Moreton-in-Marsh, Gloucestershire, GL56 0RH  
[www.bafe.org.uk](http://www.bafe.org.uk)

## Appendix 1 – Additional Photos

Additional photos to support details within Fire Risk Assessment

Photo No	Image	Section	Description
A1:1	 A 'No Smoking' sign is mounted on a wall. It features a red circle with a diagonal line through a lit cigarette and the word 'NO SMOKING' in bold capital letters. Below the text, a smaller line reads: 'It is against the law to smoke in the communal parts of this building'.	3.3	'No Smoking' signage present in entrance lift lobby.
A1:2	 A photograph of a window with a mechanical extractor fan mounted above it. The fan is a white, rectangular unit with a grid-like pattern on the front. The window frame is white, and the wall around the window is light-colored.	6.2	Example of mechanical extractor fan at flat 32 in good condition.
A1:3	 A photograph of a long, narrow balcony with a metal railing. The balcony is located between two buildings. The floor is made of concrete, and there are some plants in pots on the balcony.	12.9	Example of communal open deck balcony escape width limited to 530mm.
A1:4	 A close-up photograph of a rectangular emergency light fixture. The fixture is made of a textured, metallic material and has a bright, glowing white light emanating from the center.	13.1	Emergency lighting.

Photo No	Image	Section	Description
A1:5		14.1c	Flat 31 Example of vent for sub compartmentation of decommissioned gas pipework in riser.
			Flat 55 Example of lateral gas ventilation duct from riser to external elevation in kitchen.
			Flat 30 Example of chipboard riser facing board in poor condition.
			Flat 24 Example of MDF riser facing board.

Photo No	Image	Section	Description
A1:6		14.1f	Example: red lines bound size of service opening (low level - pipework) in bathroom/WC RC compartment wall to adjacent flat.
			Example: red lines bound size of service opening (high level - ventilation duct) in bathroom/WC RC compartment wall to adjacent flat.



FRANKHAM RMS

Photo No	Image	Section	Description
A1:7		16.1a	Flat 55 example front entrance door cable penetration for AFD at top of frame.
			Flat 25 example excessive gap >4mm front entrance door.
			Flat 30 example of non-compliant foam fire stopping around door frame.
			Flat 57 example of non-compliant fire stopping around door frame.

Photo No	Image	Section	Description
A1:8		16.1b	Flat 46 example secondary escape fire door from lower level of flat from bedroom.
A1:9		16.1c	Flat 64 example of secondary escape fire door to communal open deck balcony escape route.



FRANKHAM RMS

Photo No	Image	Section	Description
A1:10		16.1d	Flat 31 example of unrepairable fire door to bedroom.
			Flat 55 example of poor upgrade/condition to fire door from bedroom to entrance hallway.
			Flat 30 example of restricted height pass door into adjacent bedroom.

Photo No	Image	Section	Description
A1:11		16.3	Flat 31 Example of single chain Perko door closer at front entrance door.
			Flat 46 Example of broken single chain door closer at front entrance door.
A1:12		17.1a	Example of chute lobby door 11 <sup>th</sup> floor with excessive gap >4mm.
A1:13		18.3	Examples of fire doors in communal escape stairways without appropriate signage.



Photo No	Image	Section	Description
A1:14		14.1k	Metal trunking surface mounted obscures access hatch.

## Appendix 2 – Compartmentation Issues (Lift Shafts)

Assistance of lift engineer on site to undertake inspection of lift shafts.

Photo No	Image	Section	Description
A2:1		14.1a	Lift 6029 shaft vertical view.
A2:2		14.1a	Lift 6029 pit view – no action required.
A2:3	 	14.1a	Lift 6029 13 <sup>th</sup> floor unsealed metal conduit penetrations.



Photo No	Image	Section	Description
A2:4		14.1a	Lift 6029 11 <sup>th</sup> floor unsealed metal conduit penetrations.
			
A2:5		14.1a	Lift 6029 9 <sup>th</sup> floor unsealed metal conduit penetrations.
			

Photo No	Image	Section	Description
A2:6		14.1a	Lift 6029 7 <sup>th</sup> floor unsealed metal conduit penetrations.
A2:7		14.1a	Lift 6029 5 <sup>th</sup> floor unsealed metal conduit penetrations.
			

Photo No	Image	Section	Description
A2:8		14.1a	Lift 6029 3 <sup>rd</sup> floor unsealed metal conduit penetrations.
			
A2:9		14.1a	Lift 6029 1 <sup>st</sup> floor unsealed metal conduit penetrations.
			

Photo No	Image	Section	Description
A2:10		14.1a	Lift 6028 shaft vertical view.
A2:11		14.1a	Lift 6028 pit view – no action required.
A2:12		14.1a	Lift 6028 13 <sup>th</sup> floor unsealed metal conduit penetration.
A2:13		14.1a	Lift 6028 11 <sup>th</sup> floor unsealed metal conduit penetration.
A2:14		14.1a	Lift 6028 9 <sup>th</sup> floor unsealed metal conduit penetration.

Photo No	Image	Section	Description
A2:15		14.1a	Lift 6028 7 <sup>th</sup> floor unsealed metal conduit penetration.
A2:16		14.1a	Lift 6028 5 <sup>th</sup> floor unsealed metal conduit penetration.
A2:17		14.1a	Lift 6028 3 <sup>rd</sup> floor unsealed metal conduit penetration.
A2:18		14.1a	Lift 6028 1 <sup>st</sup> floor unsealed metal conduit penetration.
A2:19		14.1a	Lift motor room flat roof level no action required.

## Appendix 3 – Fire Stopping Report

Third party accredited fire stopping contractor to open up and to provide a compartmentation survey as an addendum to Type 4 report which can be used to generate a scope of works for the compartmentation remedial works required.

## Appendix 4 – Asbestos Dynamic Assessment

Due to the nature of the intrusive works, if comprehensive asbestos information is not available for any / all premises for both the common areas and the sample dwellings being intrusively inspected the Fire risk assessor identifies to the asbestos consultant any location where incisions / breaches are required (dynamic assessment) to confirm building fabric make-up using controlled methods prior to further intrusive investigations from the fire risk assessing team.

No ACM's disturbed on intrusive inspection.

## **Fire Stopping Report**

**Gunfire Limited**

Frankham RMS - MARIE CURIE, 1-98 - Southwark

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0111:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0111:125  
**Date Added:** 03/02/2025 - 10:40  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
11th  
West wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.  
  
Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0112:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0112:125  
**Date Added:** 03/02/2025 - 10:43  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable x 2, Multiple Cables x 2, Metal Pipe, Insulated Pipe (combustible) x 3, Plastic Pipe  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
11th  
West wing  
Above communal corridor ceiling  
Cavity barriers need replacing  
Existing fire stopping damaged

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0113:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE  
CURIE, 1-98

**Pin Number:** 0113:125  
**Date Added:** 03/02/2025 - 10:47  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Insulated Pipe (combustible) x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1200m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Comments:**  
Marie curie  
11th  
West wing  
Above communal corridor ceiling  
Insulated pipes not effectively sealed



Pin Photos  
Photo 1 of 1

0114:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE  
CURIE, 1-98

**Pin Number:** 0114:125  
**Date Added:** 03/02/2025 - 10:49  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Door Frame, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Linear Mastic  
**Measurement 1:** 7.00m  
**Comments:**  
Marie curie  
11th  
West wing  
Above communal corridor ceiling  
Flat entrance doors frame sealed with expanding foam

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0115:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0115:125  
**Date Added:** 03/02/2025 - 11:04  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
11th  
West wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.  
  
Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation



Pin Photos  
Photo 1 of 3



Pin Photos  
Photo 2 of 3



Pin Photos  
Photo 3 of 3

0116:125 - History 2 of 2 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0116:125  
**Date Added:** 03/02/2025 - 11:14  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 5, Duct  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.8000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 2:** 0.6000m<sup>2</sup>  
**Comments:**  
Marie curie  
11th floor  
Lift lobby  
Hatch removed from wall to find existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0117:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0117:125  
**Date Added:** 03/02/2025 - 11:19  
**Created By:** Trevor Butland - 125  
**Status:** No action  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Trunking x 2  
**Comments:**  
Marie curie  
11th floor  
Lift lobby  
Trunking fire stopped and tagged



Pin Photos  
Photo 1 of 1

0118:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0118:125  
**Date Added:** 03/02/2025 - 11:22  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
11th  
East wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.

Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0119:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE  
CURIE, 1-98

**Pin Number:** 0119:125  
**Date Added:** 03/02/2025 - 11:24  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Insulated Pipe (combustible) x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1600m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Comments:**  
Marie curie  
11th  
East wing  
Above communal corridor ceiling  
Insulated pipes not effectively sealed

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0120:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0120:125  
**Date Added:** 03/02/2025 - 11:28  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable, Multiple Cables, Metal Pipe x 2, Insulated Pipe (combustible) x 3  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
11th  
East wing  
Above communal corridor ceiling  
Cavity barrier  
Existing fire stopping damaged

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0121:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0121:125  
**Date Added:** 03/02/2025 - 11:39  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
9th  
West wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.  
  
Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation



Pin Photos  
Photo 1 of 1

0122:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0122:125  
**Date Added:** 03/02/2025 - 11:41  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Insulated Pipe (combustible) x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1600m<sup>2</sup>  
**Comments:**  
Marie curie  
9th  
West wing  
Above communal corridor ceiling  
Insulated pipes not effectively sealed

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0123:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0123:125  
**Date Added:** 03/02/2025 - 11:42  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable, Metal Pipe x 2, Multiple Cables, Insulated Pipe (combustible) x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m2  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
9th  
West wing  
Above communal corridor ceiling  
Cavity barrier  
Existing fire stopping damaged

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0124:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0124:125  
**Date Added:** 03/02/2025 - 11:47  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
9th  
West wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.  
  
Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0125:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0125:125  
**Date Added:** 03/02/2025 - 11:59  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Multiple Cables, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.6000m<sup>2</sup>  
**Comments:**  
Marie curie  
9th floor  
Lift lobby  
Hatch removed from wall to find existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



0126:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98



Pin Photos  
Photo 1 of 1

**Pin Number:** 0126:125  
**Date Added:** 03/02/2025 - 12:03  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
9th floor  
East wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.  
  
Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation



0127:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98



Pin Photos  
Photo 1 of 1

**Pin Number:** 0127:125  
**Date Added:** 03/02/2025 - 12:05  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Insulated Pipe (combustible) x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1600m  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Comments:**  
Marie curie  
9th floor  
East wing  
Above communal corridor ceiling  
Insulated pipes not effectively sealed

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0128:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0128:125  
**Date Added:** 03/02/2025 - 12:07  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable, Multiple Cables, Metal Pipe x 2, Insulated Pipe (combustible) x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
9th floor  
East wing  
Above communal corridor ceiling  
Cavity barrier  
Existing fire stopping damaged

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0129:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0129:125  
**Date Added:** 03/02/2025 - 12:26  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
1st floor  
West wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.

Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation



Pin Photos  
Photo 1 of 1

0130:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0130:125  
**Date Added:** 03/02/2025 - 12:28  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Insulated Pipe (combustible) x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1600m  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Comments:**  
Marie curie  
1st floor  
West wing  
Above communal corridor ceiling  
Insulated pipes not effectively sealed

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0131:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0131:125  
**Date Added:** 03/02/2025 - 12:30  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable, Metal Pipe x 2, Multiple Cables, Insulated Pipe (combustible) x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
1st floor  
West wing  
Above communal corridor ceiling  
Cavity barrier  
Existing fire stopping damaged

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0132:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0132:125  
**Date Added:** 03/02/2025 - 12:33  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable, Insulated Pipe (combustible) x 4, Metal Pipe, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
1st floor  
West wing  
Above communal corridor ceiling  
Cavity barrier  
Existing fire stopping damaged

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0133:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0133:125  
**Date Added:** 03/02/2025 - 12:37  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 5, Conduit x 3  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.6000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 2:** 1.2000m<sup>2</sup>  
**Comments:**  
Marie curie  
1stfloor  
Lift lobby  
Hatch removed from wall to find existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0134:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0134:125  
**Date Added:** 03/02/2025 - 12:41  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Other  
**Comments:**  
Marie curie  
1st floor  
East wing  
Above communal corridor ceiling  
In flat staircases cross over communal corridor.  
  
Unidentified materials used to encapsulate stairs.  
Request building regulation 38 documentation

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0135:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE  
CURIE, 1-98

**Pin Number:** 0135:125  
**Date Added:** 03/02/2025 - 12:43  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Insulated Pipe (combustible) x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1600m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Comments:**  
Marie curie  
1st floor  
East wing  
Above communal corridor ceiling  
Insulated pipes not effectively sealed

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0136:125 - History 1 of 1 (latest)

Zone(s) - SOUTHWARK - Type 4 MARIE  
CURIE, 1-98

**Pin Number:** 0136:125  
**Date Added:** 03/02/2025 - 12:46  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Cable, Multiple Cables, Metal Pipe x 2, Insulated Pipe (combustible) x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 1.2000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Installation Type (recommendation if Action Required) 3:** Intumescent Wraps  
**Measurement 3:** 55.00mm  
**Installation Type (recommendation if Action Required) 4:** Intumescent Wraps  
**Measurement 4:** 55.00mm  
**Installation Type (recommendation if Action Required) 5:** Intumescent Wraps  
**Measurement 5:** 55.00mm  
**Comments:**  
Marie curie  
1st floor  
East wing  
Above communal corridor ceiling  
Cavity barrier  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0137:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0137:125  
**Date Added:** 03/02/2025 - 12:49  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Timber  
**Item Type:** Conduit  
**Comments:**  
Marie curie  
All flats  
Single metal conduit penetrates timber door frame

Request building regulation 38 documentation



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0138:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0138:125  
**Date Added:** 03/02/2025 - 12:55  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Door Frame  
**Installation Type (recommendation if Action Required) 1:** Linear Mastic  
**Measurement 1:** 7.00m  
**Comments:**  
Marie curie  
Ground floor  
Electrical intake  
Door frame not sealed

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



0139:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98



Pin Photos  
Photo 1 of 1

**Pin Number:** 0139:125  
**Date Added:** 04/02/2025 - 09:16  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe, Cable Tray, Multiple Cables x 2, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm OVER 3M Working Height  
**Measurement 1:** 0.6000m<sup>2</sup>  
**Comments:**  
Marie curie  
Bin room  
Electrical cupboard  
Replace damaged fire stopping



0140:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98



Pin Photos  
Photo 1 of 1

**Pin Number:** 0140:125  
**Date Added:** 04/02/2025 - 09:17  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Multiple Cables, Cable Tray, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.1000m<sup>2</sup>  
**Comments:**  
Marie curie  
Bin room  
Electrical cupboard  
Replace damaged fire stopping

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0141:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0141:125  
**Date Added:** 04/02/2025 - 09:18  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Hole, Multiple Cables x 2  
**Installation Type (recommendation if Action Required) 1:** Mastic P&C up to 100mm  
**Measurement 1:** 3 Nr  
**Comments:**  
Marie curie  
Bin room  
Cables not sealed



Pin Photos  
Photo 1 of 1

0142:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0142:125  
**Date Added:** 04/02/2025 - 09:20  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete wall, Concrete soffit  
**Item Type:** Services  
**Comments:**  
Marie curie  
Bin room  
Electrical cupboard  
Unable to access

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0143:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0143:125  
**Date Added:** 04/02/2025 - 09:32  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 5, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.6000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 57  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0144:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0144:125  
**Date Added:** 04/02/2025 - 09:34  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 5, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 57  
Services Understairs  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0145:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0145:125  
**Date Added:** 04/02/2025 - 09:39  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Blockwork  
**Item Type:** Hole, Conduit x 2  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.0900m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 2:** 0.0400m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 57  
Services require sealing where leading into communal corridor



Pin Photos  
Photo 1 of 1

0146:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0146:125  
**Date Added:** 04/02/2025 - 09:40  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 2  
**Installation Type (recommendation if Action Required) 1:** Mastic P&C up to 100mm  
**Measurement 1:** 2 Nr  
**Comments:**  
Marie curie  
Flat 57  
Airing cupboard  
Services not sealed in soffit

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0147:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0147:125  
**Date Added:** 04/02/2025 - 09:51  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Concrete soffit  
**Item Type:** Multiple Cables, Metal Pipe x 5, Duct, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 57  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0148:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0148:125  
**Date Added:** 04/02/2025 - 09:52  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 5, Multiple Cables, Duct  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 57  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0149:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0149:125  
**Date Added:** 04/02/2025 - 10:02  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Services  
**Comments:**  
Marie curie  
Flat 46  
Bathroom  
Unable to survey  
Bathroom fully tiled



Pin Photos  
Photo 1 of 1

0150:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0150:125  
**Date Added:** 04/02/2025 - 10:05  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 5, Multiple Cables, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.6000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 46  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0151:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0151:125  
**Date Added:** 04/02/2025 - 10:06  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 46  
Services Understairs  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0152:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0152:125  
**Date Added:** 04/02/2025 - 10:10  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 5, Duct  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.9000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 46  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

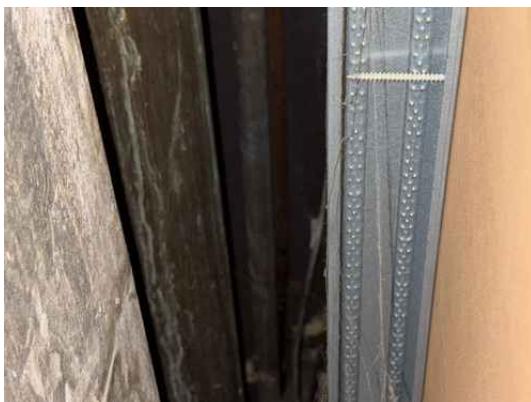
**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0153:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0153:125  
**Date Added:** 04/02/2025 - 10:12  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Blockwork  
**Item Type:** Metal Pipe x 5, Duct, Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 46  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0154:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0154:125  
**Date Added:** 04/02/2025 - 10:13  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Double skin drywall  
**Item Type:** Services  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 46  
Top of stairs  
Services leading into kitchen  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0155:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0155:125  
**Date Added:** 04/02/2025 - 10:41  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 5, Insulated Pipe (combustible), Remove FS  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 55  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0156:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0156:125  
**Date Added:** 04/02/2025 - 10:53  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 55  
Bathroom  
Services leading into neighbouring flat  
Not sealed

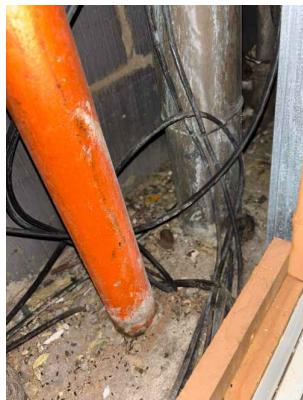
**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0157:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0157:125  
**Date Added:** 04/02/2025 - 10:54  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 2  
**Installation Type (recommendation if Action Required) 1:** Mastic P&C up to 100mm  
**Measurement 1:** 2 Nr  
**Comments:**  
Marie curie  
Flat 55  
Airing cupboard  
Services not sealed in soffit



Pin Photos  
Photo 1 of 1

0158:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0158:125  
**Date Added:** 04/02/2025 - 10:56  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m2  
**Comments:**  
Marie curie  
Flat 55  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0159:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0159:125  
**Date Added:** 04/02/2025 - 10:57  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Double skin drywall  
**Item Type:** Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 57  
Top of stairs  
Services leading into kitchen  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0160:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0160:125  
**Date Added:** 04/02/2025 - 10:58  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Multiple Cables, Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 55  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0161:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0161:125  
**Date Added:** 04/02/2025 - 11:21  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 5, Duct  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 30  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0162:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0162:125  
**Date Added:** 04/02/2025 - 11:22  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 30  
Bathroom  
Services not sealed into neighbouring flat

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0163:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0163:125  
**Date Added:** 04/02/2025 - 11:24  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Metal Pipe x 2  
**Installation Type (recommendation if Action Required) 1:** Mastic P&C up to 100mm  
**Measurement 1:** 2 Nr  
**Comments:**  
Marie curie  
Flat 30  
Airing cupboard  
Services not sealed in soffit



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0164:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0164:125  
**Date Added:** 04/02/2025 - 11:33  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 30  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping

Gunfire  
PASSIVE FIRE PROTECTIONPin Photos  
Photo 1 of 2Pin Photos  
Photo 2 of 2

0165:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0165:125  
**Date Added:** 04/02/2025 - 11:34  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 5, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 30  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

Gunfire  
PASSIVE FIRE PROTECTIONPin Photos  
Photo 1 of 1

0166:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0166:125  
**Date Added:** 04/02/2025 - 11:35  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Single skin drywall  
**Item Type:** Metal Pipe, Multiple Cables, Plastic Pipe  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Comments:**  
Marie curie  
Flat 30  
Top of stairs  
Services leading into kitchen  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0167:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0167:125  
**Date Added:** 04/02/2025 - 11:41  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 31  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0168:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0168:125  
**Date Added:** 04/02/2025 - 11:42  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 31  
Services Understairs  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0169:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0169:125  
**Date Added:** 04/02/2025 - 11:45  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 31  
Bathroom  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0170:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0170:125  
**Date Added:** 04/02/2025 - 11:47  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 30  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 31  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0171:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0171:125  
**Date Added:** 04/02/2025 - 11:48  
**Created By:** Trevor Butland - 125  
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**Rating:** FR  
**FR:** 30  
**Substrate:** Single skin drywall  
**Item Type:** Multiple Cables, Metal Pipe, Plastic Pipe  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Installation Type (recommendation if Action Required) 2:** Intumescent Wraps  
**Measurement 2:** 55.00mm  
**Comments:**  
Marie curie  
Flat 31  
Top of stairs  
Services leading into kitchen  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 2



Pin Photos  
Photo 2 of 2

0172:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0172:125  
**Date Added:** 04/02/2025 - 11:49  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 31  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0173:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0173:125  
**Date Added:** 04/02/2025 - 12:58  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 90  
**Substrate:** Concrete soffit  
**Item Type:** Duct, Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 25  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0174:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0174:125  
**Date Added:** 04/02/2025 - 12:58  
**Created By:** Trevor Butland - 125  
**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 25  
Services Understairs  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing

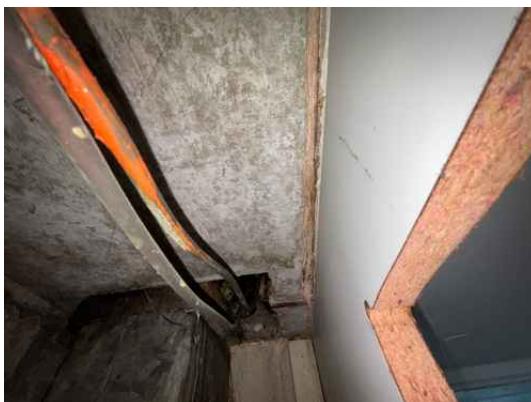
**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0175:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0175:125  
**Date Added:** 04/02/2025 - 13:03  
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**Status:** Action required  
**Rating:** FR  
**FR:** 60  
**Substrate:** Concrete wall  
**Item Type:** Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 25  
Bathroom  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0176:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0176:125  
**Date Added:** 04/02/2025 - 13:10  
**Created By:** Trevor Butland - 125  
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**FR:** 90  
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**Item Type:** Duct, Metal Pipe x 4, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 25  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0177:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0177:125  
**Date Added:** 04/02/2025 - 13:10  
**Created By:** Trevor Butland - 125  
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**Item Type:** Duct, Multiple Cables, Metal Pipe x 4  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 25  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0178:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0178:125  
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**FR:** 90  
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**Item Type:** Duct, Metal Pipe x 5, Multiple Cables  
**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 24  
Services Understairs  
Existing fire stopping damaged  
Recommend replacing

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0179:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0179:125  
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**Measurement 1:** 0.5000m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 24  
Bathroom  
Services leading into neighbouring flat  
Existing fire stopping damaged  
Recommend replacing



Pin Photos  
Photo 1 of 1

0180:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE CURIE, 1-98

**Pin Number:** 0180:125  
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**Installation Type (recommendation if Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 24  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing

Difficult access for photos

**Company:** Gunfire Limited  
**Location:** Frankham - Marie Curie Southwark  
**Template:** Firestopping



Pin Photos  
Photo 1 of 1

0181:125 - History 1 of 1 (latest)  
Zone(s) - SOUTHWARK - Type 4 MARIE  
CURIE, 1-98

**Pin Number:** 0181:125  
**Date Added:** 04/02/2025 - 13:25  
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**FR:** 30  
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**Installation Type  
(recommendation if  
Action Required) 1:** Batt and Mastic 50mm UP TO 3M Working Height  
**Measurement 1:** 0.7500m<sup>2</sup>  
**Comments:**  
Marie curie  
Flat 24  
Top of stairs  
Existing fire stopping damaged  
Recommend replacing  
  
Difficult access for photos

# Agenda Item 10

<b>Meeting Name:</b>	Housing Scrutiny Commission
<b>Date:</b>	14 October 2025
<b>Report title:</b>	Housing Scrutiny Commission Work Programme 2025-2026
<b>Ward(s) or groups affected:</b>	N/a
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	No
<b>From:</b>	Scrutiny Officer

## RECOMMENDATION

1. That the Housing Scrutiny Commission agrees its work programme for the 2025-26 municipal year.

## BACKGROUND INFORMATION

2. The general terms of reference of the scrutiny commissions are set out in the council's constitution (overview and scrutiny procedure rules - paragraph 5). The constitution states that:

Within their terms of reference, all scrutiny committees/commissions will:

- a) review and scrutinise decisions made or actions taken in connection with the discharge of any of the council's functions
- b) review and scrutinise the decisions made by and performance of the cabinet and council officers both in relation to individual decisions and over time in areas covered by its terms of reference
- c) review and scrutinise the performance of the council in relation to its policy objectives, performance targets and/or particular service areas
- d) question members of the cabinet and officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects and about their views on issues and proposals affecting the area
- e) assist council assembly and the cabinet in the development of its budget and policy framework by in-depth analysis of policy issues

- f) make reports and recommendations to the cabinet and or council assembly arising from the outcome of the scrutiny process
- g) consider any matter affecting the area or its inhabitants
- h) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
- i) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the scrutiny committee and local people about their activities and performance
- j) conduct research and consultation on the analysis of policy issues and possible options
- k) question and gather evidence from any other person (with their consent)
- l) consider and implement mechanisms to encourage and enhance community participation in the scrutiny process and in the development of policy options
- m) conclude inquiries promptly and normally within six months

4. The work programme document (Appendix 1) lists those items which have been or are to be considered in line with the committee's terms of reference.

### **KEY ISSUES FOR CONSIDERATION**

3. The Housing service areas that fall within the scope of the Housing Scrutiny Commission are:

- Housing Needs and Support – focused on supporting residents with accessing housing and tackling homelessness.
- Landlord Services – which include Area Management (north, south and central), Resident Involvement and Tenancy Management and TMOs.
- Southwark Construction – responsible for delivering the council's new homes programme.
- Repairs and Maintenance – includes Building Safety and Compliance, Commercial and Contract Management, Planned Maintenance and Responsive Repairs.

4. The commission has within its remit the cabinet portfolio elements listed below:

### **Council Homes (Councillor Michael Situ)**

- **Delivering Southwark's Good Landlord Plan** - to provide better homes, better estates and a stronger voice for tenants and leaseholders
- **Management of the council's homes** – including council homes, sheltered and extra care homes, council owned temporary accommodation, high needs hostels and homes and sites for Gypsy, Roma and traveller communities
- **Housing allocations** – lettings policy and allocation policy. Allocation of council, social rent and key worker homes to Southwark residents, supporting them to find a home the right size for their needs
- **Residents' involvement and services** - including services and advice for council tenants, leaseholders and freeholders and support for Tenants and Resident Associations and Tenant Management Organisations, including Getting Involved Grants
- **Housing maintenance** - including repairs\* and major works; heat networks; communal repairs\*; gas and electrical safety and refurbishment of empty council homes
- **Fire safety** - ensuring council homes meet fire safety standards and leading the council's work on fire safety, cladding and remediation for private sector and housing association residential buildings
- **Tenants and residents' halls** - including their maintenance, ongoing improvement and ensuring they are the best possible facilities for residents of our estates and broader community

\* The Customer Relationship Management function of housing repairs sits within the remit of the Environment, Community Safety and Engagement Scrutiny Commission, the operational function sits within the remit of the Housing Scrutiny Commission.

### **New Homes and Sustainable Development (Councillor Helen Dennis)**

- **New council homes** – the council's work to build thousands of new council homes; including new council homes for older people; net-zero homes; and working with the Cabinet Member for Council Homes to deliver new council homes on the Aylesbury, Tustin, Ledbury and Abbeyfield estates
- **New affordable homes** – including housing association social rent homes; keyworker homes; community land trusts and housing cooperatives; homes for refugees; and temporary accommodation.
- **Homelessness** – Including support for people who are at risk of being or who become homeless; working to end rough sleeping; securing good quality temporary accommodation; and establishing the council's Good Lettings Agency
- **Empty homes and short-term lets** – including the council's Empty Homes Action Plan; tackling empty homes across the private rented sector
- **Renewal of the Aylesbury, Tustin, Ledbury and Abbeyfield estates** -

working with residents to deliver new and improved homes and estates

### **Supported Housing (Councillor Sam Dalton)**

- **Supported Housing Strategy** – Setting out the future provision of supported housing for older people, people with disabilities and vulnerable people

5. Set out in Appendix 1 are the dates of the Housing Scrutiny Commission for 2025-26 municipal year and any items identified for consideration prior to this meeting.
6. The work programme is a standing item on the Housing Scrutiny Commission agenda and enables the Commission to consider, monitor and plan issues for consideration at each meeting.

### **BACKGROUND DOCUMENTS**

Background Papers	Held At	Contact
None		

### **APPENDICES**

No.	Title
Appendix 1	Housing Scrutiny Commission Work Programme 2025-2026

### **AUDIT TRAIL**

<b>Lead Officer</b>	Everton Roberts, Head of Scrutiny	
<b>Report Author</b>	Adam Wood, Scrutiny Officer	
<b>Version</b>	Final	
<b>Dated</b>	6 October 2025	
<b>Key Decision?</b>	No	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments Included</b>
Assistant Chief Executive, Governance and Assurance	No	No
Strategic Director of Resources	No	No
<b>Cabinet Member</b>	No	No
<b>Date final report sent to Scrutiny Team</b>	6 October 2025	

## Housing Scrutiny Commission Work Programme 2025-2026

Meeting	Agenda items	Comment
14 October 2025	Good Landlord Plan Progress Update	To receive a report, <i>Good Landlord Plan Progress Update</i> , noting the progress and status of the Good Landlord Plan.
	The Revised Resident Engagement Strategy	To receive and comment on the revised Resident Engagement Strategy which responds to engagement with residents, the recommendations of the Housing, Community Safety and Community Engagement Scrutiny Commission and an independent review of resident consultation.
	Tenda Road (New Build Homes)	To receive a report, Tenda Road (New Build Homes) – Overview and Next Steps, noting the project's complex history and the action plan in place to address concerns and resolve the matter as well as the appointment of an independent investigator.
	Post-Grenfell Compliance and Future Fire Safety Investment	To receive a report, Response to Housing Scrutiny Commission on Post Grenfell Compliance & Future Fire Safety Investment, noting how the Council currently stands in relation to updated fire safety legislation and the implementation of fire safety-specific modifications to housing stock as well as its plans for future fire safety investment.
	Marie Curie - Recommendation to Demolish Subject to Cabinet Decision	To receive a report, Marie Curie - Recommendation to demolish subject to Cabinet Decision in December 2025, noting the options considered in arriving at this recommendation and the reasons for departing from the original (2022) Cabinet recommendation.
	Housing Scrutiny Commission Work Programme 2025-2026	To consider the Work Programme for the 2025-2026 municipal year.
	Cabinet Responses to the Housing, Community Safety And Community Engagement Scrutiny Commission's: "Scrutiny Review Of Tenant Structures (Draft Resident Involvement Strategy)" Interim Report	To note Cabinet's responses to the Housing, Community Safety and Community Engagement Scrutiny Commission's: "Scrutiny Review Of Tenant Structures (Draft Resident Involvement Strategy)".

Upcoming Meetings	Agenda Items	Comment
<b>2 December 2025</b> <b>4 February 2026</b> <b>5 March 2026</b>	To be confirmed / scheduled	Housing Scrutiny Commission to agree its 2025 – 2026 Work Programme at the 28 July meeting

# Agenda Item 11

<b>Meeting Name:</b>	Cabinet
<b>Date:</b>	16 September 2025
<b>Report title:</b>	Response to Housing Scrutiny Commission recommendations on the Draft Resident Engagement Strategy
<b>Cabinet Member:</b>	Councillor Michael Situ, Council Homes
<b>Ward(s) or groups affected:</b>	All
<b>Classification:</b>	Open
<b>Reason for lateness (if applicable):</b>	Not applicable

## **FOREWORD - COUNCILLOR MICHAEL SITU, CABINET MEMBER FOR COUNCIL HOMES**

We recognise that our residents are true experts on their homes, their estates, and the neighbourhoods they help shape every day. Our Good Landlord Plan made a clear promise: to place residents' needs and aspirations at the center of everything we do. We are committed to creating transparent systems that allow residents to hold us to account, challenge our performance, and help us improve. Whether through formal panels, feedback forums, or open data, we will ensure residents have the tools and access they need to evaluate how well we are delivering on our promises.

The Draft Resident Engagement Strategy builds on that commitment. It sets out our vision for the next four years, offering inclusive, flexible and meaningful opportunities for residents to get involved in shaping the services that matter most to them, through estate-based decision-making, digital engagement, or face-to-face conversations, we want every resident to feel empowered to contribute in ways that suit their lifestyle and availability. We are determined to ensure that our landlord service remains responsive, effective and good value for money, now and into the future.

## **RECOMMENDATIONS**

### **Recommendations for the Cabinet**

1. Accept all recommendations made by Housing Scrutiny as set out in the report.

### **REASONS FOR RECOMMENDATIONS**

2. Scrutiny Recommendations: These recommendations will enhance the clarity and purpose of the strategy document and provide an opportunity for review of

any changes. The recommendations will also ensure the strategy is firmly aligned with the regulatory framework and reflects the broader engagement context within Southwark.

3. These measures demonstrate our ongoing commitment to deepening resident engagement in service delivery, the strategy will be shaped by a broad and representative range of voices ensuring it remains grounded in the lived experiences of Southwark's diverse communities.

## **ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED**

4. None.

## **POST DECISION IMPLEMENTATION**

- 5.

Key Activity	Target Completion Date
Redraft the Engagement Strategy in response to the engagement feedback	September 2025
Housing Scrutiny Panel	October 2025
Cabinet approval and adoption of the new Resident Engagement Strategy	December 2025
Launch the Resident Engagement Strategy	January 2026

6. The agreed formal consultation mechanisms as well as other informal structures will be used to ensure the views of residents are firmly embedded in the final resident engagement strategy.

## **BACKGROUND INFORMATION**

7. On 24 November 2024, the Strategic Director of Housing and the Head of Governance and Tenant Management attended the Housing, Community Safety and Community Engagement Scrutiny Commission to present the draft Resident Engagement Strategy.
8. The Council is committed to being a good landlord, which includes strengthening the voice of residents in the design and delivery of landlord and housing management services.
9. The aim of the draft resident engagement strategy is to put residents at the heart of everything we do as a landlord, empowering communities to shape the places they live in and make decisions about the issues that affect their lives.
10. The strategy is built around four key draft strategic priorities:
  - **Giving power to you to shape your neighbourhoods and estates**
  - **A wide range of ways to get involved and have your say**

- **Making it easier for you to hold our services to account**
- **Embracing and embedding equality and diversity in all we do**

11. The draft strategy was informed by a literature review and insights gathered from over 500 council tenants and leaseholders regarding their appetite for engagement.
12. The main engagement phase on the draft strategy has now concluded. The final strategy will be scheduled to be presented to Cabinet for approval in December 2025.

## KEY ISSUES FOR CONSIDERATION

<b>COMMISSION'S RECOMMENDATION 1 TO CABINET</b>	
1.	That Cabinet ensures that the evolving design of the Draft Resident Engagement Strategy incorporates the guidance from the Regulator of Social Housing and that resulting strategy documents evidence from those sources.
<b>RESPONSE TO RECOMMENDATION 1</b>	
1.	The final strategy document will incorporate guidance from the Regulator of Social Housing. This will support the council in demonstrating compliance and clearly show how the strategy meets our statutory duties.
<b>RECOMMENDATION 1: ACCEPTED</b>	

<b>COMMISSION'S RECOMMENDATION 2 TO CABINET</b>	
2.	That Cabinet provide the Commission with the opportunity to scrutinise the Draft Resident Engagement Strategy, post-consultation, before it goes to Cabinet for final approval.
<b>RESPONSE TO RECOMMENDATION 2</b>	
2.	<p>The draft strategy, following consultation, will be presented to the Housing Scrutiny Committee in October 2025. The accompanying report will include feedback and insights gathered through our formal engagement structures, targeted resident workshops, and the public survey. The report will include:</p> <ul style="list-style-type: none"> <li>- An updated version of the strategy, refined in response to feedback</li> <li>- A preliminary outline of how key elements will be implemented</li> <li>- An independent analysis from Social Life (independent resident advisor), summarising resident feedback</li> </ul>
<b>RECOMMENDATION 2: ACCEPTED</b>	

<b>COMMISSION'S RECOMMENDATION 3 TO CABINET</b>	

3.	That Cabinet note the Commission's intention to form a Task and Finish Group to collate knowledge and experience of tenant structures and feed these into the emerging Draft Resident Engagement Strategy.
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#### **RESPONSE TO RECOMMENDATION 3**

3.	<p>The engagement undertaken to date collates the knowledge and experience of the tenant structures. It included an online survey, discussions at Tenant, Homeowner, and Local Area Forums, consultation with the Southwark Tenant Management Organization Committee, and six independently facilitated workshops carefully designed to capture residents' insights, including those with significant experience of involvement. This insight will influence the final strategy.</p> <p>This inclusive approach ensures that resident knowledge and lived experience meaningfully inform the development of the final strategy. The council considers that, through these activities, we have addressed the engagement gaps identified in the recommendations.</p> <p>In addition, we have scheduled an additional session with our key representative bodies to review the redrafted Resident Engagement Strategy. We remain committed to ongoing collaboration with tenants and leaseholders to shape how we deliver on the strategy's commitments.</p>
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#### **RECOMMENDATION 3: ACCEPTED**

#### **COMMISSION'S RECOMMENDATION 4 TO CABINET**

4.	That Cabinet extend Stages 2 and 3 of the Strategy.
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#### **RESPONSE TO RECOMMENDATION 4**

4.	<p>The Scrutiny Commission concluded that extending the Strategy's consultation period (Stage 2: January to February 2025) and subsequent development phase (Stage 3: March to April 2025) would enhance the overall effectiveness of both the Strategy and Recommendation 3.</p> <p>The engagement period formally commenced on 22 May 2025 and concluded on 24 July 2025, spanning a longer period than set out in the original document reviewed by Scrutiny to ensure that we were able to consult more widely. The insights from these conversations and 328 survey responses, building on feedback already received from 533 tenants and leaseholders, will shape the final version of the Strategy.</p> <p>During August September and October, the engagement outcomes (stage 3) will be independently assessed, with the final Strategy directly addressing the recommendations emerging from that independent scrutiny. As part of this stage, we will convene a joint meeting with the Tenant and Homeowners' Forums on 24 September 2025 to share the findings and outline our response.</p>
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	Overall stages two and three will take place over five months, longer than the months originally set out.
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#### **RECOMMENDATION 4: ACCEPTED**

#### **COMMISSION'S RECOMMENDATION 5 TO CABINET**

5. That the Draft Resident Engagement Strategy includes a definition of accountability.

#### **RESPONSE TO RECOMMENDATION 5**

5. We will include a clear definition of accountability in the final Resident Engagement Strategy.

#### **RECOMMENDATION 5: ACCEPTED**

#### **COMMISSION'S RECOMMENDATION 6 TO CABINET**

6. That the Draft Resident Engagement Strategy illustrates the structures that will incorporate residents' views into council decision-making.

#### **RESPONSE TO RECOMMENDATION 6**

6. The final strategy will include examples to illustrate the structural changes we expect as a result of its implementation. These examples will show how residents' views will be incorporated into our decision-making processes.

#### **Recommendation 6: ACCEPTED**

#### **COMMISSION'S RECOMMENDATION 7 TO CABINET**

7. That the Draft Resident Engagement Strategy includes a wider range of protected characteristics when describing its equality measures.

#### **RESPONSE TO RECOMMENDATION 7**

7. We will make clearer how the strategy meets our duties in relation to a wider range of protected characteristics. The final report will be accompanied by an Equality Impact and Needs Assessment. Additionally, the views of our Disability Forum and Youth Parliament have been incorporated into the engagement process.

#### **Recommendation 7: ACCEPTED**

#### **COMMISSION'S RECOMMENDATION 8 TO CABINET**

8. That the Strategy's "Outcome (b)" is reframed to show service improvements as the direct, desired outcome with evidence of improvement (and the extent of improvement) acting as a measure of success.

#### **RESPONSE TO RECOMMENDATION 8**

8. We will reframe the outcome to indicate service improvement as the desired outcome of engagement.

<b>Recommendation 8: ACCEPTED</b>	

<b>COMMISSION'S RECOMMENDATION 9 TO CABINET</b>	
9.	That the Cabinet approve adding a section to the Strategy explaining how the consultation work in this Strategy connects with the next cycle of Resident Engagement and with Annual Reviews.

<b>RESPONSE TO RECOMMENDATION 9</b>	
9.	Agreed, it is important that each cycle of the strategy is informed by learning from previous work and demonstrates clear links to the broader context of council and housing engagement, including future cycles of resident engagement and annual reviews.

<b>Recommendation 9: ACCEPTED</b>
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<b>COMMISSION'S RECOMMENDATION 10 TO CABINET</b>	
10	That Cabinet shares the outcomes of Annual Reviews with the Commission.

<b>RESPONSE TO RECOMMENDATION 10</b>	
10	Agreed, we will share the outcomes of the Annual Reviews with the Commission.

<b>Recommendation 10: ACCEPTED</b>
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## **Policy framework implications**

13. The redevelopment of the Resident Engagement Strategy directly supports the goal of giving tenants a stronger voice, one of the key pillars of the Good Landlord Plan, approved by Cabinet in July 2025. Successful delivery of this element will ensure that residents have meaningful influence over what happens in their local areas.
14. The Good Landlord Plan is a key mechanism for delivering the Council's Southwark 2030 goals, providing a clear framework for improving the quality and standards of council homes.
15. Both the Council Plan and the Housing Strategy include a firm commitment to empowering residents to make local decisions, reinforcing the importance of this strategy in achieving broader corporate objectives.

## **Community, equalities (including socio-economic) and health impacts**

### **Community impact statement**

16. The delivery of the Resident Engagement Strategy will help bring communities together, advance equality of opportunity, and foster good relations between individuals who share protected characteristics. It will embed the principles of community cohesion throughout its implementation.
17. The strategy will empower communities by strengthening the meaningfulness of their engagement and enhancing the impact of their participation in shaping services and decision-making.
18. Empowered residents are the bedrock for the communities they serve, and the draft resident engagement strategy would help to amplify the accountable structures that give residents the opportunity to hold the council as a landlord to account for the standard and quality of all landlord services.

### **Equalities (including socio-economic) impact statement**

19. The council has a public sector equality duty under Section 149 of the Equality Act 2010. In addition, Section 20 of the Act requires decision-makers to make reasonable adjustments to support disabled residents who may otherwise face substantial disadvantage in the decision-making process, particularly in matters affecting the design and delivery of landlord services. We are committed to embedding equality in all aspects of our work; this draft strategy prioritises that commitment. It also recognises that many of our residents are disadvantaged and aims to ensure their voices are heard and their needs reflected in service design and delivery.

### **Health impact statement**

20. The March 2021 Census highlighted multiple levels of deprivation across the borough, including issues related to housing conditions. The

draft Resident Engagement Strategy is a key tool in addressing these challenges. By empowering local residents to influence spending priorities for the Housing Revenue Account (HRA), the strategy supports the delivery of a good landlord service and helps ensure that every council home is safe, secure, and well-maintained.

21. This strategy is designed to place residents at the heart of everything we do. When people feel they have genuine influence over the issues that affect their lives and when they feel respected, heard, and valued, it has a demonstrable positive impact on their overall wellbeing. By embedding this principle throughout our landlord services, we aim to build stronger, more empowered communities.

### **Climate change implications**

22. There are no adverse climate change implications associated with the draft Resident engagement Strategy.

### **Resource implications**

23. The tenants' and leaseholders led landlord service improvement boards in the draft resident engagement strategy will be serviced by council's teams.

### **Note: Legal/Financial implications**

24. Any costs associated with the changes introduced by the implementation of the strategy will be met by the existing resident engagement budget.
25. The cost of servicing the meetings and the remuneration payments for board members will be from the annual circa £900K resident participation fund.

### **Consultation**

26. All tenants and homeowners were consulted through a wide range of in-person and online methods. These included direct email contact, leaflets delivered to every council home, information on the council's website, consultation hubs, and other outreach channels. This comprehensive approach ensured broad awareness and opportunities for participation across the borough.
27. The draft strategy has been shaped by outreach involving over 533 residents. It draws on insights from the Regulator of Social Housing, including discussions with key stakeholders, and has been reviewed by TPAS. Further engagement will take place across three key strands:
  - Formal tenant and homeowner bodies and local area forums
  - Estate-based workshops
  - An online survey targeting less-involved residents
28. Feedback from this engagement will be independently reviewed and presented back to the council to inform the final strategy.

## SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

29. None.

### Head of Procurement

30. Not applicable.

### Assistant Chief Executive, Governance and Assurance (ref: DG- 02/09/2025)

31. This report seeks Cabinet's approval of the council's response to the Housing Scrutiny Commission's recommendations on the Draft Resident Engagement Strategy. This report is being considered by Cabinet in line with the requirement contained in paragraph 15.3 of the Overview and Scrutiny Procedure Rules in the council's Constitution.
32. There are no significant legal implications arising from the recommendations in this report, and as noted in paragraph 13, the final strategy will be scheduled to be presented to Cabinet for approval in December 2025.
33. When considering this report, Cabinet must take account of the Public Sector Equality Duty imposed by section 149 of the Equality Act 2010 which requires the council to have due regard to the needs of those individuals and groups having a protected characteristic under the Act. Cabinet is referred to the community, equalities and health impact statements contained in paragraphs 19 to 22 of the report.

### Strategic Director, Resources (H&M 25/042)

34. The Strategic Director, Resources, notes the Housing Scrutiny Commission's recommendations and any costs associated with implementing these recommendations and the servicing of the meetings will be contained within existing resident engagement budgets within the Housing Revenue Account.

## BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Report of the Housing, Community Safety and Community Engagement Scrutiny Commission: Scrutiny review of Tenant Structures (Draft Resident Engagement Strategy) <a href="#"><u>Agenda for Housing, Community Safety and Community Engagement Scrutiny Commission on Monday 25 November 2024, 7.00 pm - Southwark Council (item 5)</u></a>	Scrutiny Team   Governance and Assurance 160 Tooley Street	Adam.Wood@southwark.gov.uk 0207 525 0265

Background Papers	Held At	Contact
Draft Resident Engagement Strategy <a href="#">(93) Project: Resident Engagement Strategy   London Borough of Southwark</a>	Resident Engagement   Landlord Services 160 Tooley Street	Jessica.leech@southwark.gov.uk 0207 525 5853

## APPENDICES

No.	Title
None	

## AUDIT TRAIL

<b>Cabinet Member</b>	Councillor Michael Situ, Council Homes	
<b>Lead Officer</b>	Abi Oguntokun Director of landlord Services	
<b>Report Author</b>	Jessica Leech	
<b>Version</b>	Final	
<b>Dated</b>	5 September 2025	
<b>Key Decision?</b>	Non-key	
<b>CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER</b>		
<b>Officer Title</b>	<b>Comments Sought</b>	<b>Comments Included</b>
Assistant Chief Executive, Governance and Assurance	Yes	Yes
Strategic Director, Resources	Yes	Yes
<b>Cabinet Member</b>	Yes	Yes
<b>Date final report sent to Constitutional Team</b>	5 September 2025	

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## HOUSING SCRUTINY COMMISSION

### MUNICIPAL YEAR 25/26

#### AGENDA DISTRIBUTION LIST (OPEN)

**NOTE:** Original held by Scrutiny Team; all amendments/queries to Adam Wood Tel: 020 7525 0265

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Councillor Jason Ochere (Chair) Councillor Emily Tester (Vice-Chair) Councillor Barrie Hargrove Councillor Ketzia Harper Councillor Richard Livingstone Councillor Catherine Rose Councillor Jane Salmon		Oliver Bradfield – Liberal Democrat Group Office	
<b>Co-opted Members</b> for Southwark TMO for Tenants Forum for Homeowners Forum		Everton Roberts – Head of Scrutiny Adam Wood – Scrutiny (Spares)	10
<b>RESERVES</b>		<b>Dated: May 2025</b>	
Councillor Sunil Chopra Councillor Ellie Cumbo Councillor Adam Hood Councillor Laura Johnson Councillor Hamish McCallum Councillor Bethan Roberts Councillor Kath Whittam			