

Building Safety Information Pack



Hardwick House

Lilestone Street, Lisson Green Estate, NW8 8TE



City of Westminster

This document contains information about building safety and how we will work with you to keep your building safe. If you would like it in another language, please contact the building safety team at buildingsafetymanagers@westminster.gov.uk

ئەم بەلگەنامەيە زانبارى لەخۆ گرتوو دەبارەى سەلامەتى بىنا و ئىمە چۆن هاوکارى ئىو دەکەين بۆ پاراستنى
بىناکەتان بە سەلامەتى. ئەگەر ئەمەت بە زمانىكى تر دەوئیت، تکایە پەيوەندى بە تىمى سەلامەتى بىناو بەکە بە
buildingsafetymanagers@westminster.gov.uk

تحتوي هذه الوثيقة على المعلومات المتعلقة بسلامة البناء وكيفية عملنا معك للمحافظة على سلامة المبنى الذي تسكن فيه.
وإذا رغبت الحصول على هذه الوثيقة مترجمة الى لغة أخرى، فيرجى منك التواصل مع فريق سلامة البناء عن طريق
buildingsafetymanagers@westminster.gov.uk ارسالك رسالة الكترونية الى

কোন নির্মাণের কাজ নিরাপদে করার সম্বন্ধে এবং আপনার নির্মাণ করা ঘরবাড়ি নিরাপদে
রাখার জন্য আমরা কি ভাবে আপনার সাথে কাজ করব সেই তথ্য এই নথিতে রয়েছে। আপনি
যদি এই তথ্য অন্য কোন ভাষায় চান, তাহলে buildingsafetymanagers@westminster.gov.uk
ঠিকানায় দয়া করে বিল্ডিং সেইফ্টি টিমের সাথে যোগাযোগ করবেন।

Este documento contiene información sobre la seguridad en la construcción, y la forma en
la que nosotros trabajaremos con usted para mantener segura su construcción. Si usted
desea recibirla en otro idioma, por favor, póngase en contacto con el equipo de seguridad
en la construcción en buildingsafetymanagers@westminster.gov.uk

Este documento contém informações sobre segurança predial e como trabalharemos com
você para manter seu edifício seguro. Caso deseje obter o documento em outro idioma,
entre em contato com a equipe de segurança predial pelo e-mail
buildingsafetymanagers@westminster.gov.uk

About this Building Safety Information Pack

Aim

The aim of this Building Safety Information Pack is to inform and involve the residents of Hardwick House in building safety matters, such as fire prevention, evacuation procedures, safety measures, and improvement projects.

This pack will provide you with information which was developed following our city-wide survey and the block consultation meeting that took place with residents of Hardwick House on Tuesday 19th November 2024 and Thursday 21st November 2024.

We will regularly review this pack to ensure it is effective and meets the needs of everyone living in this building.

Key contact details for your building

Principal Accountable Person

The (PAP) ensures compliance with building safety regulations and makes critical decisions regarding fire safety and structural management in occupied buildings. They oversee safety measures, take steps to prevent and mitigate building safety risks, and coordinate responses to incidents within the building

Name:	Westminster City Council (WCC)
Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	64 Victoria Street, London, SW1E 6QP

Building Safety Manager

Is responsible with overseeing and implementing measures to ensure the safety and well-being of occupants within a building

Name:	James Chang
Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

Responsible Person

A key role designated under the Regulatory Reform (Fire Safety) Order 2005. Their primary responsibility is to ensure the safety of occupants within a building concerning fire safety measures.

Name:	Carl Vernon
Email address:	cvernon@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

Resident Engagement Officer

Facilitates positive resident-building management relations, ensuring resident voices are heard, and addresses their needs.

Name:	Halima Islam
Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

Key stakeholders

Fire and Rescue Service

Online:	https://www.london-fire.gov.uk/contact-us/
Telephone Number:	020 8555 1200 (Monday to Friday 8.30am -5pm)
Postal Address:	London Fire Brigade Head Office 169 Union Street, London, SE1 0LL

The Building Safety Regulator

Online:	www.gov.uk/guidance/contact-the-building-safety-regulator
Telephone Number:	0300 790 6787 (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

Key building information

Building summary

Building Registration Reference	HRB06647S3P0
Total Number of Floors	7
Total Height of Building	16.5 meters
Originally Built	1969 -1973
Type of Use	Residential
Number of Residential Units	36

Structure type and materials

Structure Type	Concrete Large Panel System
External Walls	Render, Glass
Roof	Pitched Roof – Slate
Internal Features	2 Staircases
External Features	N/A

Fire and smoke controls

Fire Action Policy	Stay Put (Defend in Place)
Smoke Controls – Residential	Smoke detectors, Heat detectors
Smoke Controls – Communal	Dry riser
Total Number of Lifts	2
Type of Lift	Fireman’s Lift
Secure Information Box	Installed
Emergency Exits	2 x Fire Exits on Ground Floor
Energy supply / utilities	Gas
Other Utilities / Features	Electricity

What to do in the event of a fire

If the fire is inside your flat – leave and make sure your flat door closes behind you. Keep calm and don't panic.

1. **Escape Route:** Take the normal way out, if possible, but do not use the lift
2. **Quick Exit:** Move quickly but safely. Don't stop to investigate or pick up valuables
3. **Emergency Exit:** Leave the building using the emergency exit routes and stairs provided (again, avoid using the lift)
4. **Call 999:** Get out, stay out, and call emergency services.

Your building has a Stay Put Policy. Therefore, If the fire is elsewhere in the building – stay inside your flat and close all windows and doors and call 999. This policy, known as the "Stay Put" policy, is used in high-rise buildings like yours to keep residents safe during a fire.

 City of Westminster

FIRE ACTION NOTICE IN CASE OF FIRE

 **FIRE IN YOUR HOME:**

1. Leave the room where the fire is and close the door.
2. Tell everyone in your home to leave and close your flat door behind you.
3. **DO NOT** try and fight the fire.
4. **DO NOT** use the lift(s).
5. To call the Fire Service dial 999.
6. Wait outside, away from the building for the emergency services to arrive.

 **FIRE IN ANOTHER PART OF THE BUILDING:**

The building is designed to prevent a fire from spreading from one flat to another, this means it will usually be safe for you to stay in your flat if there is a fire elsewhere.

If you see smoke or feel heat or are told to do so by the Fire Service **LEAVE IMMEDIATELY.**

If you are in any doubt **LEAVE.**

The above Fire Action Notice is located within your communal area. Please take the time to review and familiarise yourself with this guidance.

What to do if you feel that you are not able to leave your property safely in the event of a fire

Please contact the building safety team if you consider yourself to be at a higher risk, in the event of a fire in your building. We're here to provide extra support, especially for older adults, individuals with disabilities, and those with visual or hearing impairments.

How you can report a building safety concern

We are committed to actively listening, learning, and promptly addressing any concerns raised by residents living in our high-rise residential buildings.

Contacting us with your concern

Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

Residents' responsibilities to prevent or lessen risks

Ensuring safety in high-rise residential buildings

Test Smoke/Heat Alarms:

Test your smoke & heat alarms regularly, at least once a month, and replace batteries as needed. If you are a Leaseholder/Freeholder, please ensure these alarms are in place and are tested.

Keep Doors Closed

Communal doors must always be kept closed.
Please close all internal doors at night to help prevent the spread of fire and smoke throughout your dwelling.

Cooking Safety:

Never leave cooking unattended, especially when using hot oil or cooking at high temperatures.
Keep flammable items, such as tea towels and paper towels, clear from the stove.

Electrical Safety:

Do not overload electrical sockets or use damaged electrical cords.
Regularly inspect electrical appliances for signs of damage or wear and replace them if necessary.

No Smoking in Communal Areas:

Smoking in communal parts poses a fire hazard and affects the health and comfort of fellow residents. Please refrain from smoking in these areas.

Keep Landings, Hallways and Balconies Clear:

Cluttering on balconies and common areas can obstruct escape routes during emergencies and increase the risk of accidents and fire. Let's work together to always keep these spaces clear and accessible.

Recharging of Scooters, Electric Bikes and Batteries:

If you are charging electrical devices or E-scooter / E-bikes, please follow these basic instructions:

- Never charge an E-scooter/E-bike in a place that blocks your exit in an emergency.
- Never leave a charging device unattended – for example, charging overnight when you are asleep.
- Always use the original charger or a licenced replacement if the original is damaged.
- Never charge a damaged lithium battery.
- Never use a damaged charger.

If you are charging small items / batteries and item begins to smoke or the battery begins to swell:

- Stop charging immediately
- Turn the item off
- Do not tamper or attempt to repair the item

If you have old or broken items that contain Lithium batteries, please dispose of them correctly. Do not throw item with batteries into the general rubbish/waste bins. All Lithium batteries need to be disposed of away from general rubbish/waste to avoid the risk of fire. These items include non-rechargeable batteries, tools with batteries (i.e. battery drills) and disposable vapes.

Report Concerns Promptly:

If you notice any potential hazards or safety concerns, such as faulty electrical outlets, tripping hazards, or suspicious activity, please report them immediately to our repairs team or your housing officer.

Window Restrictors:

To prevent accidents do not place any furniture near the windows. Make sure children do not know how to open windows or use window restrictors. If you need window restrictors, if yours are not working, or if your windows are damaged, please contact our repairs team 0800 358 3783. You can also visit the Child Accident Prevention Trust website: www.capt.org.uk/falls-from-open-window for more tips.

Building safety

Inspections in your building

Our mission is to ensure that our buildings are safe by regularly inspecting and maintaining them in accordance with industry standards and regulations. The table below details our maintenance, its frequency, and the responsible team.

Estate Inspections	Quarterly	Housing Team
Block Inspections	Monthly	Estate Team
Emergency Lighting	Every 6 Months	M&E Team
Dry riser	Every 6 Months	M&E Team
Fire risk assessments	Yearly	Health & Safety Team
Asbestos inspections	Yearly	Health & Safety Team
Legionella (water) testing	Every 2 years	Health & Safety Team
Lift inspections	Monthly	Health & Safety Team
Communal fire door inspections	Quarterly	Health & Safety Team
Front entrance door inspections	Yearly	Health & Safety Team

Works to your building 2024 - 2028

AF250 Gas Removal Emergency Cadent HIU/Cooker Works - 2025

Communication

How we will communicate with you

During the building safety consultation, you advised us that you would like to be communicated with only when there is a change in building safety information, and that you prefer to receive this information by post. We are committed to meeting our residents' communication preferences, but we may also use various other methods to regularly communicate about building safety. Whenever possible, we will tailor our communication to your preferences.

Please make sure Westminster City Council have your up-to-date contact details, to ensure you successfully receive all communications from us and get in contact if you would like this pack in a different format.

How we will engage with you

We'll use various methods to engage with residents to gather feedback.

These include:

- Conducting surveys
- Arranging block meetings – in person and virtual
- Building safety residents' panel
- Email and written communication

How to get involved

You can get involved with the management of your building and be the voice of residents living in high rise buildings in the following ways.

1. Block meetings
2. Building safety residents' panel

If you would like to join the panel, please contact your resident engagement officer

Access and Alterations to your flat

Your safety is of utmost importance. We may need to access your home during reasonable hours to manage building safety risks. This includes maintenance of fire safety systems, inspections of fire doors, and electrical safety checks. If your actions are deemed a risk to the building, access may also be requested.

When implementing building safety measures, we will consult with residents on the following:

1. Emergency works
2. Major works or any refurbishment
3. Any recommendations from statutory authorities

We will provide the following details:

- The reasons behind the work
- The schedule for the work
- The expected duration of the work
- Areas of the building affected by the work
- Who will carry out the work
- Understand when the best time would be to carry out the work to limit disruption.

You will receive a written request detailing the reason for access with at least 48 hours' notice. If access is not granted, we will attempt to revisit twice more. Refusal may lead to a court order for access.

For any alterations to your property, consult your lease or tenancy agreement for provisions on permissible work. Inform the building safety manager of any planned works before starting.

Building Safety Resident Engagement Strategy

Our new Building Safety Resident Engagement Strategy is designed to prioritise your safety and well-being while empowering you to actively contribute to the safety of your building. It outlines clear pathways for resident participation, fosters inclusive communication channels, and ensures accessibility to safety information. By engaging residents in safety discussions and decision-making processes, we aim to create safer and more secure living environments for everyone.

Access the full strategy document



Please share this pack and the QR code with anyone age 16 and over who is living at this property. If you would like to be sent a copy of this strategy, please let us know.

You can also access the building safety resident engagement strategy and this pack on our website using this link. <https://www.westminster.gov.uk/building-safety>

Complaints in relation to building safety

The Building Safety Act 2022 states a “relevant complaint” about building safety may relate to:

- A building safety risk to a specific building
- The performance of an Accountable Person in fulfilling their duties under the Building Safety Act: <https://www.gov.uk/guidance/the-building-safety-act>.

How to make a building safety complaint

Stage One - In the first instance contact your building safety manager as detailed within the Key contact details (section 3.0), or email: buildingsafetymanagers@westminster.gov.uk

Stage Two- If you are not satisfied with the response received, please follow the formal complaints procedure.

Complaints procedure:

<https://www.westminster.gov.uk/about-act/complaints#complaints-procedure>

You can make a complaint in the following ways:

Housing contact centre by phone: 0800 358 3783

In person visiting housing service centre: [Link - Housing service centres](#)

Online:

<https://westminsterportal.icasework.com/form?Type=Complaint&Embed=False&Login=False>

The Building Safety Regulator

If as a resident you remain unsatisfied with Stage Two, you can escalate the complaint to the Building Safety Regulator by following this link.

<https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr>

Version history

Version	Review and amendment details	Date	Revised By
1.0	First version issue	January 2025	Halima Islam