

Building Safety Information Pack



Hide Tower

Regency Street, Westminster London SW1P 4AA

About this Building Safety Information Pack

Aim

The aim of this Building Safety Information Pack is to inform and involve the residents of Hide Tower 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 Hide Tower on 12th March 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:	Deepshika Luchoomun
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:	Junaid Iqbal
Email address:	housingsafetyteam@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

Tenant Management Organisation (TMO)

Name:	Coral Gerald
Email address:	cgerald@westminster.gov.uk
Telephone Number:	020 7630 1129
Postal Address:	Hide Tower Office, Ground Floor Hide Tower Regency Street London SW1P 4AA

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	HRB06463S7F0
Total Number of Floors	22
Total Height of Building	59.4m
Originally Built	1961
Type of Use	Residential
Number of Residential Units	162

Structure type and materials

Structure Type	Concrete
External Walls	Concrete, ACM (Aluminium Composite Material), Timber, Glass
Roof	Flat Roof – Bitumen Felt
Internal Features	2 staircases, 1 serving all floors to ground level Tenant Management Office (TMO) office on ground floor, communal space for residents Balconies
External Features	Machinery in a room on the roof / Plant Room Car Parking

Fire and smoke controls

Fire Action Policy	Stay Put (defend in place)
Smoke Controls – Residential	Heat Detectors Smoke Detectors
Smoke Controls – Communal	Dry Riser Fire Doors Fire Alarm Panel (GF) Smoke Detectors (GF)
Total Number of Lifts	2
Type of Lift	Fireman’s Lift
Secure Information Box	Installed
Emergency Exits	2

Energy supply / utilities

Other Utilities / Features	Mains Electricity Supply
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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.

If the fire is elsewhere in the building – (Stay Put Policy) stay inside your flat and close all windows and doors and call 999. This policy, known as the "Stay Put" strategy, is used in high-rise buildings like yours to keep residents safe during a fire. If your apartment is not affected by the fire, the strategy advises you to stay inside with doors and windows closed. This helps contain the fire until the fire service arrives to manage the situation.

 City of Westminster

FIRE ACTION NOTICE

 **Fire exit**

If you discover a fire in the communal areas:

1. Immediately operate the nearest manual alarm.
2. Leave the building via the nearest available exit shutting all doors behind you.
3. **DO NOT** use the lift(s).
4. Go to the designated assembly point.
5. Do not re-enter the building unless advised to do so.

 **Fire alarm**

 **Do not re-enter the building**

 **On hearing the alarm**

If you are in the communal area:

1. Leave the building via the nearest available exit shutting all doors behind you.
2. Go to the designated assembly point.
3. Await further instructions.

If you are in a flat:

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

If you see smoke or feel heat or are told to do so by a member of staff or the Fire Service **LEAVE IMMEDIATELY** and follow the instructions given.

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

As residents residing in high-rise residential buildings, you play a critical role in upholding safety standards for yourselves, your neighbours, and any visitors.

As a resident this means you and your visitors must:

- Not damage, remove or interfere with relevant safety items, such as fire doors, signage, sprinklers, smoke alarms or fire extinguishers
- Not do anything that could increase or create a risk of spread of fire or structural failure, for example carrying out refurbishment or building work that increases or creates a building safety risk

Test Smoke/Heat Alarms:

Test your smoke & heat alarms regularly, at least once a month, and replace batteries as needed.

Close Doors at Night:

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:

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

Smoking Safety:

If you smoke, do so outside of the property and ensure cigarettes are properly extinguished in a non-combustible container. Never smoke in bed or when drowsy.

In Case of Fire:

If you discover a fire, raise the alarm immediately by shouting "Fire!" and alerting others.
Close the flat entrance door behind you when you leave your dwelling.
Leave the building as quickly and safely as possible, using the nearest available exit.
Call the emergency services (999) once you are safely outside.

Do Not Re-enter the Building:

Never re-enter a burning building for any reason. Wait for the fire brigade to arrive and assess the situation.

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 and Hallways Clear

Clutter in common areas can obstruct escape routes during emergencies and increase the risk of accidents. Let's work together to keep these spaces clear and accessible at all times.

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.

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.

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

Please reach out to 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.

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/Block inspections	Monthly	Estate Team
Fire alarm testing including smoke detectors and automatic opening ventilation (AOV)	Every 6 Months	M&E Team
Dry Riser	Every 6 Months	M&E Team
Fire risk assessments	Yearly	Health & Safety Team
Asbestos check	Yearly	Health & Safety Team
Legionella (water) testing	Every 2 years	Health & Safety Team
Lift inspections	Monthly	Health & Safety Team

Works to your building 2024 - 2028

Project AC116 - Hide Tower External Timber Cladding Removal, External Wall insulation installation, and Fire Door replacement (2025)

Project AG108 - Regency Vincent & Hide Decorations & Repairs

Communication

How we will communicate with you

During the 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

To make sure your building remains safe, please check what work is allowed in your lease or tenancy agreement and inform the building safety manager of any work before starting.

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.

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.

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 how you can get involved, sets out clear communication channels, and makes sure you can access key safety information. It outlines clear pathways for resident participation, fosters inclusive communication channels, and ensures accessibility to safety information.

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/housing/building-safety-buildings-we-manage>.

Complaints in relation to building safety

If you have a complaint about a safety risk to your building or the performance of an accountable person, please let us know on the details below.

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
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In person visiting housing service centre:	Link - Housing service centres
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Online:

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

The Building Safety Regulator

If as a resident you remain unsatisfied after 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	June 2024	Halima Islam