

Freedom of Information request: Reference number FOI2026/01236

Date of request: 30th September

Request:

I am writing to make a Freedom of Information request regarding Carlton House, Ilford, IG1 1TZ. Please provide any notices, sanctions or otherwise relating to this building.

Response:

Our Prevention & Protection Department (Fire Safety Regulatory Team) has confirmed that the following records are held in relation to the premises and are being disclosed with this response:

- Enforcement letter issued on 28 November 2018 (copy enclosed).
- Satisfactorily letter issued on 26th April 2019 (copy enclosed)
- Fire safety audit completed on 11 April 2019. The premises were assessed as broadly compliant with the Regulatory Reform (Fire Safety) Order 2005 and no enforcement action was taken. No enforcement notices, formal or informal, were issued.
- Fire safety audit completed on 4 October 2021. The premises were assessed as low risk (copy enclosed).
- Deficiencies letter issued on 15 September 2025 following a fire safety audit (copy enclosed).

Personal data has been redacted from the disclosed documents under [section 40\(2\) of the Freedom of Information Act 2000 \(Personal Information\)](#).

London Fire Brigade can confirm that a fire safety audit relating to the premises remains live. As the audit is still a live investigation and is not yet complete, no decisions have been made that can be shared at the present time. The inspecting officer has three months to complete their audit findings from the date of inspection.

Information relating to the receipt, assessment, investigation and progression of this live audit is exempt from disclosure under [section 31\(1\)\(g\) of the Freedom of Information Act 2000, by virtue of sections 31\(2\)\(a\) and 31\(2\)\(c\)](#), as disclosure would be likely to prejudice the Brigade's functions for ascertaining whether any person has failed to comply with the law and for determining whether circumstances exist which would justify regulatory or enforcement action.

The Brigade recognises the public interest in openness, accountability and transparency regarding its regulatory activities. Disclosure may contribute to public understanding of how fire safety concerns are investigated and addressed.

However, there is a stronger public interest in ensuring that fire safety audits and enquiries can be conducted effectively and without prejudice. Disclosure of information obtained or generated during an on-going regulatory investigation could inhibit the free exchange of information, undermine the integrity of the audit process and prejudice any subsequent enforcement action that may be required.

The Brigade must be able to assess fire safety concerns thoroughly and maintain a safe space in which frank and meaningful discussions can take place with responsible persons whilst regulatory activity remains ongoing.

Having considered the competing public interest factors, London Fire Brigade has concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure at this time.

Other than the information disclosed above and the information withheld under [section 31 of the Act](#), no further relevant notices, sanctions or records are held within the scope of your request.

Your request has been handled in accordance with the Freedom of Information Act 2000. Further information about making requests for information is available on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>

Company Secretary
Carlton Properties Management Limited
501 High Road
Ilford
Essex
IG1 1TZ

The London Fire Commissioner is the
fire and rescue authority for London

Date 28 November 2018
Our Ref 14/216895

Dear Sir/Madam

REGULATORY REFORM (FIRE SAFETY) ORDER 2005: NOTIFICATION OF FIRE SAFETY DEFICIENCIES

Premises: Carlton House, 501-535 High Road, Ilford, Essex IG1 1TZ

The London Fire Commissioner (the Commissioner) is the fire and rescue authority for London. The Commissioner is responsible for enforcing the Regulatory Reform (Fire Safety) Order 2005 (The Order) in London.

The Commissioner's Inspectors have recently carried out an inspection of the above-mentioned premises. During the inspection, it was noted that some fire safety matters require attention to reduce the risk of fire and/or reasonably ensure the safety of people using the premises. These matters need to be addressed in order to comply with Regulatory Reform (Fire Safety) Order 2005 (the Fire Safety Order).

The matters that need to be addressed, together with the Commissioner's recommendations about the actions you should take are explained in the attached schedule. We recommend that action should be taken by **20 March 2019**.

If you are in any doubt about what you need to do to comply with the Fire Safety Order; or if there is anything in the schedule that you do not understand or need further explanation of then please contact the Inspector named at the end of this letter. If you are dissatisfied in any way with the response given please ask to speak to the Team Leader quoting the above reference.

You may also wish to know that fire safety guidance for businesses can be found on the Commissioner's web-site at www.london-fire.gov.uk under the heading 'Fire safety at work'. Additionally, guidance on general fire precautions and how to comply with the Fire Safety Order can be found at www.Gov.uk under the heading 'Fire safety law and guidance documents for business'.

When undertaking fire safety works at your premises you may need to seek approval for what you are going to do. Examples of this would include:

- any building works for which you are obliged to notify or seek the approval of Building Control;
- if your premises have a listed heritage status, approval from the local authority conservation officer; or
- if your premises are licenced then you may need to consult the relevant licensing or approvals authority.
- It is your responsibility to consult the relevant bodies and obtain any necessary approvals.

I would ask you to note that as well as placing people at risk, operating premises without having adequate general fire precaution in place to remove or reduce fire risk and to ensure people can safely escape if a fire does occur can result in a criminal offence being committed. This letter and its associated schedule are consequently issued without prejudice to any legal action the Commissioner may subsequently take regarding failures to comply with the Fire Safety Order.

Yours faithfully,

for Assistant Commissioner (Fire Safety)

Directorate of Operations

FSR-AdminSupport@london-fire.gov.uk

Enc: Form FS03_01b Legislation Extracts
Form FS03_06 Definitions of standard terms
GN 66

Cc: [REDACTED], Carlton Properties Management Limited, 501 High Road, Ilford, Essex IG1 1TZ

Notes to accompany the Notification of Deficiencies schedule.

Important information to consider before taking remedial steps:

1. Certain terms written in BLOCK CAPITALS in the attached schedule are standard terms defined in "Definitions of standard terms used in means of escape requirements" which form part of this schedule.
2. Officers of the Commissioner may visit your premises again to check on the action you have taken.
3. **Notwithstanding any consultation undertaken by the Commissioner, before you make any alterations to the premises, you must apply for local authority building control department approval (and/or the approval of any other bodies having a statutory interest in the premises) if their permission is required for those alterations to be made.**
4. There may be suitable alternative safety measures to those detailed in this schedule, which would meet the requirements of the Order. If you wish to propose or discuss any alternative measures you should get in touch with the person named as the contact above, before you take any action, to ensure that your proposed measures are deemed satisfactory by the Commissioner.
5. Remedial steps must be undertaken by a competent person who has sufficient training, experience, knowledge or other qualities to enable him or her to properly undertake them.
6. We recommend that remedial steps are undertaken in accordance with the appropriate British or European Standards, or recognised industry guidance.

THE REGULATORY REFORM (FIRE SAFETY) ORDER 2005

Your rights when Fire Safety Inspecting Officers take action.

The Commissioner has a duty to enforce the Regulatory Reform (Fire Safety) Order 2005.

If an Inspector:

tells you to do something - you have a right to a verbal and written explanation of what needs to be done and why.

Intends to take immediate action - for example by issuing an enforcement notice this will include a written explanation either forming part of the notice or by separate letter.

Issues a formal notice - you will be told in writing about your right to appeal to a magistrates' court. You will be told:

- ◆ how to appeal;
- ◆ where and within what period an appeal may be brought; and
- ◆ that action required by a prohibition/restriction notice is not suspended while an appeal is pending unless the court so directs.
- ◆ that action required by an enforcement notice is suspended while an appeal is pending.

Issues a Notification of Fire Safety Deficiencies - full discussion should have taken place and agreed improvements to bring the premises up to minimal standards should be formulated. A Notification of Fire Safety Deficiencies carries no statutory force but may result in formal action being considered if the agreed improvements do not take place.

The procedures and rights above provide ways for you to have your views heard. If you are not happy with the inspecting officer's action you should contact the Team Leader on the telephone number shown at the head of the covering letter in the first instance.

ENVIRONMENT AND SAFETY INFORMATION ACT 1988

SECTION 4 - PROTECTION OF TRADE SECRETS

The above Act requires the London Fire Commissioner to maintain public registers of notices issued under Article 30 of the Regulatory Reform (Fire Safety) Order 2005, (other than those which impose requirements or prohibitions solely for the protection of persons at work) and Sections 21 and 22 of the Health and Safety at Work etc, Act 1974.

Provisions are made within the Act for persons on whom the above notices are served to appeal against any proposed entry in the register which may disclose "trade secrets" or "secret manufacturing processes".

Entries in the register are required to be made after the period for appeal against the notice expires or after any appeal is disposed of.

If you feel that any such entry would disclose information about a trade secret or secret manufacturing process you may write to the Commissioner within a period of 14 days following the service of the notice, requesting exclusion of these details (see Section 4 of the 1988 Act).

SCHEDULE

PREMISES: Carlton House, 501-535 High Road, Ilford, Essex IG1 1TZ

FILE NUMBER: 14/216895

This schedule should be read in conjunction with the Commissioner's letter dated 28 November 2018.

The condition(s) specified in the Regulatory Reform (Fire Safety) Order 2005, were being contravened and the following step(s) need(s) to be taken in order to comply with the above legislation:

Article	Area of Concern	Steps Considered necessary to remedy the contravention.
Article 11	At the time of the audit your preventative and protective measures had not been planned, organised, controlled monitored or reviewed where required. It was found that the emergency plan in relation to residents (new and existing) ability to implement the emergency plan is not subject to effective monitoring or review. No evidence was provided of review as and when residents or their personal circumstances change.	Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed.
Article 14	At the time of the audit the emergency routes or exits were inadequate. It was found that: The protected corridor had inadequate FIRE RESISTANCE due to excessive gaps.	Ensure adequate emergency routes and exits, for use by relevant persons in the premises, are available and can be safely and effectively used at all relevant times. This can be achieved by: Ensuring that all doors leading onto the protected corridor have 30-minute FIRE RESISTANCE.
Article 9	At the time of the audit you did not provide evidence that a fire risk assessment had been undertaken.	Carry out a fire risk assessment. (See guidance note No.66)

Article 17	The corridors, lobbies and stairs used for access to and from flats in the premises (the access route(s)) are intended for use by relevant persons as a PROTECTED ROUTE. This route should provide a safe means of escape in event of fire and must be maintained in an efficient state, in efficient working order and good repair. During audit it was found that the responsible person for management of the access route has not prevented or addressed deficiencies in the FIRE RESISTANCE of the PROTECTED ROUTE. The PROTECTED ROUTE has been compromised by the fitting of doors that do not provide 30 minutes fire protection to the access route.	Ensure the access corridor is returned to its intended state as a PROTECTED ROUTE to afford protection from fire in a flat to relevant persons who may require use of that corridor for safe escape from the premises in case of fire. Remedial work that may be necessary for this purpose, must be assessed and completed by a competent person who is practised in application of the relevant standards for means of escape. Your attention is drawn to the provisions of subsections (2) (3) and (4) of Article 17 of the Regulatory Reform (Fire Safety) Order 2005 in the attached extracts of legislation. You are advised that walls in PROTECTED ROUTES should have a minimum of 60 minutes FIRE RESISTANCE. Openings in the walls leading to accommodation off a PROTECTED ROUTE (including doors in entrance ways, service openings, borrowed light glazing, holes around cables trunking and pipework) should be of a minimum 30 minutes FIRE RESISTANCE. Available means the responsible person could use to comply with Article 17 (1) may include enforcing terms of lease and Landlord and Tenant / Property legislation as lessor/owner.
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*****RECOMMENDATIONS NOT FORMING REQUIREMENTS OF THE SCHEDULE*****

The Commissioner would strongly urge that you consider the presence of combustible façade cladding materials as part of the risk assessment process for these premises. All relevant information about any replacement window and facade schemes should be made fully available to fire risk assessors. Where no reliable information is available for a given property, a strategy to assess the risk and where necessary implement short, medium and long term actions to address the risk should be implemented.

Where remedial measures are to be undertaken to which consultation requirements under Section 20 of the Landlord and Tenant Act 1985 will apply, the Commissioner would urge you to consider application of the disapplication provisions under Section 20ZA of that Act.

The Company Secretary
Carlton Properties Management Limited
501 High Road
Ilford
Essex
IG1 1TZ

The London Fire Commissioner is the
fire and rescue authority for London

Date 26 April 2019
Our Ref 14/216895/[REDACTED]

Dear Sir/Madam

REGULATORY REFORM (FIRE SAFETY) ORDER 2005

Premises: Carlton House, 501-535 High Road, Ilford, Essex IG1 1TZ

The London Fire Commissioner (the Commissioner) is the fire and rescue authority for London. The Commissioner is responsible for enforcing the Regulatory Reform (Fire Safety) Order 2005 (The Order) in London.

Further to the recent inspection of the above premises I confirm that the matters identified in the Notification of Deficiencies dated **28 November 2018**, appear to have been satisfactorily addressed.

Responsibility for compliance with the Regulatory Reform (Fire Safety) Order 2005 rests with the persons responsible for the premises being used. Your fire risk assessment, general fire precautions and arrangements for managing fire safety must be kept under review. Should any incident or significant change suggest your fire risk assessment is no longer valid it must be immediately reviewed and the findings implemented.

Any queries regarding this letter should be addressed to the person named below. If you are dissatisfied in any way with the response given, please ask to speak to the Team Leader quoting our reference.

Yours faithfully

for Assistant Commissioner (Fire Safety)

Directorate of Operations
FSR-AdminSupport@london-fire.gov.uk

[REDACTED]

cc.: [REDACTED], Carlton Properties Management Limited, 501 High Road, Ilford, Essex IG1 1TZ

LONDON FIRE BRIGADE - FIRE SAFETY REGULATION

Fire Safety Audit Summary

Audit Information

Audited By [REDACTED]
Audit Completed 11 April 2019

Location Summary

File No: 14/216895
UPRN: 10090506546
Building Name: CARLTON HOUSE
CARLTON HOUSE
Address: 501-535 HIGH ROAD
ILFORD
IG1 1TZ
Use: D - Purpose Built Flats >=4 floors
Borough: Redbridge
Responsible Team: FSR Redbr, B&D, Havering & Walth Forest
Station Ground: F42 - Ilford
Risk Score: 5.5
Number of Floors: Total: 10 Basement: 0
No. of Beds: 300
Special Features:
Additional Detail:
Environmental Risks:
Site Reinspection Date: 2020-11-21
Heritage Building:
Petroleum Redevelopment:
Fire Fighter Risk:

Inspected property summary

Occupier Contact:
CARLTON HOUSE
Address: 501-535 HIGH ROAD
ILFORD
IG1 1TZ
Responsible Team: FSR Redbr, B&D, Havering & Walth Forest
Occupancy Type: Sole Occupier
Use: D - Purpose Built Flats >=4 floors
Valuation Office: R3 - Flats/Mais 4 Flrs and over PB
Risk Score: 5.5
Total Capacity: 0
Maximum Number of people: 100 - 999

Property Size for Use:	Very Large In M²: 10301 to 12600
Environmental Risks:	
Building features that may assist fire spread:	
Flammable Materials	
Stored:	
Type:	

Contacts

Contact Type	Managing Agent
Sole Supplier Risk Name	Carlton Properties Management Limited
Responsible Person	[REDACTED]
Position	Director
Address	501 High Road Ilford Essex IG1 1TZ
Telephone	0208 478 5333
Fax	
Email	[REDACTED]@carltongroup.org.uk
URL	
Contact Type	Occupier
Sole Supplier Risk Name	Default Property
Responsible Person	
Position	
Address	CARLTON HOUSE 501-535 HIGH ROAD ILFORD IG1 1TZ
Telephone	
Fax	
Email	
URL	

Enforcement History

Articles

Article 9 - Risk Assessment

SAFETY CRITICAL

Has a suitable and sufficient Fire Safety Risk Assessment been carried out for the premises?

"The responsible person shall make a suitable and sufficient assessment of the risks to which relevant persons are exposed to identify the preventive & protective measures"

Compliance Level: Broadly Compliant

Observations: The Fire Risk Assessment was carried out by [REDACTED] GIFireE of Assured Fire Safety Limited. At the time of the assessment there was limited access to the riser cupboards. This has now been rectified & addressed within the document. It is suitable & sufficient.

Article 9(1) No evidence of FRA

At the time of the audit you did not provide evidence that a fire risk assessment had been undertaken.

Remedy:

Carry out a fire risk assessment. (See guidance note No.66)

Article 10 - Principles of prevention to be applied

SAFETY CRITICAL

Have any preventative and protecting measures been implemented?

"Where the responsible person implements any preventative and protective measures he must do so on the basis of the principles specified in Part 3 of schedule 1"

Compliance Level: Broadly Compliant

Observations: 21/11/2018 08:44: Suitable Principles of Prevention in place

Article 11 - Fire Safety Arrangements

SAFETY CRITICAL

Is there effective Fire Safety Management?

"The responsible person shall make appropriate arrangements for the effective planning, organisation control, monitoring & review of preventive and protective measures"

Compliance Level: Broadly Compliant

Observations: The Fire Safety Arrangements are now suitable & sufficient. Suitable arrangements are now in place. There are management systems in place to manage fire safety. The Duty Holder have a proactive attitude to fire safety. There is a suitable and sufficient fire risk assessment and emergency plan, this is recorded where required & reviewed regularly & action been taken to address the significant findings of the risk There are arrangements for: The maintenance and testing of fire safety systems by a competent person. Fire safety checks e.g.: fire doors, means of escape, final exits. There is effective cooperation and coordination between Responsible Persons and Responsible Person/employees. There are clear lines of responsibility for Fire Safety related matters. There is a system in place to report fire safety issues/deficiencies, implement fire safety related remedial works & checks to ensure works are completed. 21/11/2018 07:51: At the time of the Audit there were no fire action notices or emergency plan available.

Article 11 FS arrangements not maintained

At the time of the audit your preventative and protective measures had not been planned, organised, controlled monitored or reviewed where required. It was found that the emergency plan in relation to residents (new and existing) ability to implement the emergency plan is not subject to effective monitoring or review. No evidence was provided of review as and when residents or their personal circumstances change.

Remedy:

Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed.

Article 17 - Maintenance

SAFETY CRITICAL **Are fire safety** **provisions being** **adequately** **maintained?**

"Where necessary in order to safeguard the safety of relevant persons, the responsible person must ensure that the premises and facilities, equipment & devices provided, are subject to a suitable system of maintenance, in an efficient state, in efficient working order and in good repair"

Observations: Suitable maintenance & testing schedules are now in place.

Article 17(1) Flat doors-Common parts exit routes

The corridors, lobbies and stairs used for access to and from flats in the premises (the access route(s)) are intended for use by relevant persons as a PROTECTED ROUTE. This route should provide a safe means of escape in event of fire and must be maintained in an efficient state, in efficient working order and good repair.

During audit it was found that the responsible person for management of the access route has not prevented or addressed deficiencies in the fire resistance of the PROTECTED ROUTE

The PROTECTED ROUTE has been compromised by the fitting of doors that do not provide 30 minutes fire protection to the access route.

Remedy:

Compliance
Level: Broadly
Compliant

Ensure the access corridor is returned to its intended state as a PROTECTED ROUTE to afford protection from fire in a flat to relevant persons who may require use of that corridor for safe escape from the premises in case of fire. Remedial work that may be necessary for this purpose, must be assessed and completed by a competent person who is practised in application of the relevant standards for means of escape. Your attention is drawn to the provisions of subsections (2) (3) and (4) of Article 17 of the Regulatory Reform (Fire Safety) Order 2005 in the attached extracts of legislation. You are advised that walls in PROTECTED ROUTES should have a minimum of 60 minutes fire resistance. Openings in the walls leading to accommodation off a PROTECTED ROUTE (including doors in entrance ways, service openings, borrowed light glazing, holes around cables trunking and pipework) should be of a minimum 30 minutes fire resistance. Available means the responsible person could use to comply with Article 17 (1) may include enforcing terms of lease and Landlord and Tenant / Property legislation as lessor/owner.

Article 38 - Maintenance of Measures Provided for Protection of Fire-Fighters Safety Critical

SAFETY CRITICAL

Are suitable arrangements in place to ensure that facilities, equipment and devices for use by or the protection of fire fighters are maintained in an efficient state, in efficient working order and in good repair?

"Where necessary.to safeguard the safety of fire-fighters in the event of fire, the responsible person must ensure.facilities, equipment and devices provided.use by or protection of fire-fighters.suitable system of maintenance.maintained.working order and in good repair"

Compliance Level:Broadly Compliant

Observations: 21/11/2018 08:47: At the time of the Audit the Maintenance of measures provided for protection of fire fighters appeared to be suitable maintained

Article 19 - Provision of information to employees

Is adequate provision made to provide information to employees?

"The responsible person must provide his employees with comprehensible and relevant information"

Compliance Level:Not Applicable

Observations:

Article 20 - Provision of information to employers and the self-employed from outside undertakings

Is adequate information provided to employers and employees from outside undertakings?

"The responsible person must ensure that comprehensible and relevant information is provided to employees from outside undertakings and to ensure such employees from outside undertakings are provided with appropriate instructions and comprehensible and relevant information regarding any risks to that person"

Compliance Level:Broadly Compliant

Observations: 21/11/2018 08:44: Suitable persons appointed

Article 22 - Co-operation and co-ordination

Is there adequate co-operation and co-ordination between responsible persons where there are two or more sharing responsibilities or have duties in respect of premises?

"Where two or more responsible persons share, or have duties in respect of, premises (Whether on a temporary or a permanent basis) each such person must, co-operate, Take all reasonable steps to co-ordinate necessary measures, and provide information"

Compliance Level:Not Applicable

Observations:

Article 21 - Training

SAFETY CRITICAL

Are employees being effectively trained?

"The responsible person must ensure that his employees are provided with adequate safety training"

Compliance Level:Not Applicable

Observations:

Article 18 - Safety assistance

Are there adequate number of competent persons and arrangements in place to assist the responsible person in undertaking the preventative and protective measures?

"The responsible person must.appoint.competent persons to assist him in undertaking preventive and protective measures"

Compliance Level: Broadly Compliant

Observations: 21/11/2018 08:44:

Suitable persons appointed

Article 14 - Emergency routes and exits

SAFETY CRITICAL

Is effective means of escape provided and maintained?

"Where necessary to safeguard the safety of relevant persons in case of fire the responsible person must ensure that routes to emergency exits, and exits, are kept clear at all times and where required, to be adequately illuminated by emergency lighting"

Compliance

Level: Broadly Compliant

Observations: The Emergency routes & exits are now suitably maintained. Suitable persons have now been appointed to assist with the maintenance of the fire doors.

Article 8 - General Fire Precautions

SAFETY CRITICAL

Are employers carrying out their general fire precaution responsibilities?

"The responsible person must - Take such general precautions as will ensure, so far as is reasonably practicable, the safety of any of his employees or relevant persons"
(see Article 4, meaning of general fire precautions)

Observations: The compartmentation issue within the riser cupboards has been addressed using cement to the floor. The fire doors have now been adjusted & maintained.

Article 8 FR Separation

At the time of the audit the FIRE RESISTING separation in your premises was inadequate. It was found that the riser cupboards on all floors were not suitably protected. There were excessive gaps & there was evidence of excessive use of pink foam to fill gaps.

Compliance Level: Broadly Compliant

Remedy:

Provide suitable FIRE RESISTING separation by repairing any holes in the ceiling and walls of the riser cupboards on all floors to provide 60 minute fire separation.

Article 13 - Fire Warning Arrangements

SAFETY CRITICAL

Are effective fire warning arrangements provided?

"Where necessary the responsible person must ensure that the premises are equipped with appropriate fire detection equipment, alarms, and fire-fighting equipment"

Compliance Level: Broadly Compliant

Observations: 21/11/2018 08:56: Non monitored. 21/11/2018 07:52: At the time of the audit there appeared to be a suitable Fire Detection & Warning system in place.

Article 15 - Procedures for serious and imminent danger and for danger areas

SAFETY CRITICAL

Are there adequate procedures for serious

"The responsible person must establish & where necessary give effect to, procedures, to be followed in the event of serious & imminent danger to relevant persons, nominate

and imminent danger and for danger areas?

Compliance Level: Broadly Compliant

competent persons to implement procedures, inform & instruct relevant persons concerned"

Observations: 21/11/2018 08:00: Suitable procedures in place.

Article 37 - Fire-Fighters Switches for Luminous Discharge Tubes

Has suitable notice been given to the fire authority regarding the installation of fire-fighters switches? "Prescribed voltage"

means:

1000v AC or 1500v DC between two conductors. 600 v AC or 900 v Dc between conductor and earth

Compliance Level: Not Applicable

"This article applies to apparatus" "designed to work at a voltage exceeding the prescribed voltage" "The cut off switch must be" "placed, coloured or marked as to satisfy" "the fire authority" The responsible person must give suitable notice to the fire authority showing where the cut off switch is to be sited, coloured or marked"

Note This article does not apply to licensed premises authorised to for the exhibition of a film

Observations:

Article 23 - General duties of employees at work

Are employees carrying out their general duties while at work?

Compliance Level: Not Applicable

"Every employee must, while at work take reasonable care for the safety of himself and others, co-operate with their employer, inform their employer or any other employee with specific responsibility for the safety of his fellow employees of any hazard"

Observations:

The following articles do not attract a score and are for information only (primarily to inform Government IRMP returns); however these issues should be considered when applying the EMM.

Article 27 - Powers of inspectors

Has the Responsible Person prevented an inspector from exercising their powers under this Article where a prosecution has **not** been taken
No (Compliant)

Article 29 - Current alterations notices

Has the Responsible Person failed to comply with any alterations notice served on the premises where a prosecution has **not** been taken
No (Compliant)

Article 30 - Current enforcement notices

Has the Responsible Person failed to comply with any enforcement notice served on the premises where a prosecution has **not** been taken
No (Compliant)

Article 31 - Current prohibition notices

Has the Responsible Person failed to comply with any prohibition notice served on the premises where a prosecution has **not** been taken
No (Compliant)

Article 32 - Offences

Has the Responsible Person failed to comply with any other Article, not mentioned elsewhere on this form, where a prosecution has **not** been taken

No (Compliant)

Article 24 - Power to make Regulations

Article 24 Secretary of State's Power to make additional regulations about fire precautions

No (Compliant)

Overall Safety Standard

Broadly Compliant

Observations:

Management Compliance Level

Management Compliance Level: 1 - Well above average

Initial Expectation: Verbal Action

Considered EMM

Confirmed Action: Verbal Action

Audit Conclusion: 11/04/2019 17:06

██████████ has demonstrated a positive attitude towards fire safety. Having previously informed him of his responsibilities he is now very proactive with the management of the fire safety within the premises & has actioned the identified deficiencies during the previous audit to bring the premises up to an acceptable level of compliance.

11/04/2019 17:03

Initial Expectation: Verbal action

Specific instructions for Admin to action

Hello Admin, please update file as the premises is compliant. PC

Audit Calculation & Signature

Management Compliance Level:

1 - Well above average

Property Risk Group:

B - Sleeping familiar or Licensed Premises

Life Risk:

1

Relative Risk:

5.03

Signature of Occupier:

Date Completed



Fire Safety Audit Report

Audit Information

Audited By [REDACTED]
Audit Completed 4 October 2021

Location summary

File No 14/216895
UPRN 10090506546
Building Name CARLTON HOUSE
Address CARLTON HOUSE
 501-535 HIGH ROAD
 ILFORD
 IG1 1TZ
Borough Redbridge
Use D - Purpose Built Flats >=4 floors
Responsible Team FSR Redbr, B&D, Havering & Walth Forest
Station Ground F42 - Ilford
Site Risk Score 5.00
Total Floors 10 **Basement floors** 0
Estimated number of sleeping 300
Special Features
Additional detail **NONE**
Premises Description A newly constructed ten story block of flats containing 105 individual dwellings. Ground & First floor are car parking spaces. Floors Two to Nine are residential. Dry Rising Mains, AOV's, Firefighting Lift Detection & warning within dwellings.
Environmental Risks NONE
Features assisting fire spread NONE
Site Reinspection date 21 November 2020
Heritage Building No
Petroleum redevelopment? No
Known firesetting in area? No
Site lone worker risk Low

Property Detail (DEFAULT PROPERTY)

Occupier Contact Default Property
Address CARLTON HOUSE
 501-535 HIGH ROAD
 ILFORD
 IG1 1TZ
Responsible team FSR Redbr, B&D, Havering & Walth Forest
Occupancy Type Sole Occupier

Property Use	D - Purpose Built Flats ≥ 4 floors
Valuation Office	R3 - Flats/Mais 4 Flrs and over PB
Original Risk Score	5.00
Reinspection Date	21 November 2020
Last Inspection	7 September 2021
Total Capacity	0
Maximum number of people	<u>>100</u>
Property Size for use	Very Large 10301m ² to 12600m ²
Environmental Risks	NONE
Occupant Mobility	Average
Fire Loading	Average
Additional detail	

Specific lone worker risk

Primary Authority Partnership N/A

Protection Data (SHARED)

Fire Protection & Warning	Adequate
Unwanted fire signals count	0
AFD remote monitoring	No
Smoke ventilation	Impulse Fan
Covers MOE/Common areas?	Yes
Sprinklers Installed?	No
Access for fire-fighting	Average
Water supplies	Average
Special Features	
# Fire fighting shafts	1
Engineered solution?	No
Trade off measures?	No
Evacuation type	Defend in place -Stay Put
History of fires?	No

Contacts

Occupier

Name Default Property
Address CARLTON HOUSE
501-535 HIGH ROAD
ILFORD
IG1 1TZ

Managing Agent

Name	Carlton Properties Management Limited
Responsible Person	[REDACTED]
Position	Director
Address	501 High Road Ilford Essex IG1 1TZ
Telephone	0208 478 5333
Email	[REDACTED]@carltongroup.org.uk

Enforcement history**Articles****Article 9 - Risk assessment****SAFETY CRITICAL****Safety Evaluation**

Low Risk

Verbal Advice Given

Observations

The Fire Risk Assessment (FRA) was sent through to myself via email.

The FRA was carried out by 'Assured Fire Safety Limited' - Date of Assessment: 05 November 2018.

The Assessor [REDACTED]

The FRA has a suggested review date: 05 November 2019 - This review date as not been met, the FRA should be reviewed by a competent person. I have put this as a low risk as the Responsible person, [REDACTED] has informed me there has been no changes to the building.

FAILURE**Article 9(3) Failure to Review**

At the time of the audit the fire risk assessment for your premises has not been subject to a suitable system of review. It was found that the FRA was meant to be reviewed in November 2019.

REMEDY

The fire risk assessment should be reviewed.

Article 11 - Fire Safety Arrangements

SAFETY CRITICAL
Safety Evaluation
Low Risk

Observations

At the time of the audit, there was evidence that the fire risk assessment had not been reviewed at the review date provided to them.

There was a proactive attitude to fire safety by the Manager, [REDACTED]

FAILURE

Article 11 FS arrangements not maintained

At the time of the audit your preventative and protective measures had not been planned, organised, controlled monitored or reviewed where required. It was found that the FRA was not being reviewed where required.

REMEDY

Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed.

Article 13 - Detection and warning

SAFETY CRITICAL
Safety Evaluation
Broadly Compliant

Observations

There was a smoke alarm system throughout the building.

The smoke alarm system was all linked and there is fire doors working on a maglock system throughout some of the corridors.

There is Manual call points at the final exits throughout the building and the car park exit.

Fire alarm panel in the reception area.

Article 14 - Emergency routes and exits

SAFETY CRITICAL
Safety Evaluation
Broadly Compliant

Observations

All Fire doors were in good condition and shut fully into their frames.

All corridors were kept clean and clear throughout the building.

All electrical cupboards and storage cupboards were kept locked shut behind sufficient fire doors throughout the means of escape.

Emergency lighting was provided throughout all corridors and stairwells.

There is maintained directional signage in the car park and corridors.

Emergency door releases are provided at doors with press to exits.

Article 15 - Procedures for serious and imminent danger and for danger areas

SAFETY CRITICAL
Safety Evaluation
Broadly Compliant

Observations

There has been a detailed emergency action plan provided in the lobby area. It details that when the alarm is raised there is a stay-put policy for anyone in their flats but a simultaneous evacuation procedure for anyone on the roof terrace or in the communal areas throughout the building (including car park).

Article 17 - Maintenance

SAFETY CRITICAL
Safety Evaluation
Broadly Compliant

Observations

The maintenance records for the fire alarms and emergency lighting have been seen.

Ian Greene from 'WFP - Fire & security' reviewed both on 24/08/21.

No Fire extinguishers were on site.

Article 21 - Training

SAFETY CRITICAL
Safety Evaluation
Broadly Compliant

Observations

No training is required here as it is a block of flats.

The residents are told what to do in the event of a fire.

There was also no fire extinguishers on site.

Article 8 - General fire precautions

Safety Evaluation
Broadly Compliant

Observations

There was no issues with compartmentation on the day of my audit.

Article 10 - Principles of prevention to be applied

Safety Evaluation

Broadly Compliant

Observations

The RP told me that there is a fine system in place to any residents who leave rubbish or belongings in the corridors / outside their flat front doors. This reduces the chance of combustible materials in the means of escape.

There was a strict no smoking policy throughout the premises.

There was both gates and security doors to stop the public entering the premises. Both of these had firefighter access keys.

Article 12 - Elimination or reduction of risks from dangerous substances

Safety Evaluation

Broadly Compliant

Observations

There was no dangerous substances kept at this premises.

Article 13 - Fire Fighting Equipment

Safety Evaluation

Broadly Compliant

Observations

There was no extinguishers on site.

A dry riser has been provided for his site.

A Fire fighting shaft and fire fighting lift has been provided on site.

Article 16 - Measures for dealing with dangerous substances affecting general fire precautions

Safety Evaluation

Broadly Compliant

Observations

There is no dangerous substances kept at this premises.

Article 18 - Safety assistance

Safety Evaluation

Broadly Compliant

Observations

At the time of the audit there was evidence that a competent person had been appointed:-

- To carry out the fire risk assessment for the premises.
- Is employed and available for maintenance of the fire safety equipment.
- Dry Riser installation
- Fire fighting lift installation

Article 19 - Provision of information to employees

Safety Evaluation

Broadly Compliant

Observations

As a block of flats there are no employees on site.

Article 20 - Provision of information to employers and the self employed from outside undertakings

Safety Evaluation

Broadly Compliant

Observations

There is information provided for the evacuation plan, this is provided in the lobby area and available to both residents and contractors on site so they know what to do in the event of a fire.

Article 22 - Co-operation and co-ordination

Safety Evaluation

Broadly Compliant

Observations

This block of flats does not share escape routes with anyone else, there is only one Responsible person for this premises.

Article 23 - General duties of employees at work

Safety Evaluation

Not Applicable

Observations

There are no employees working on the premises.

Article 37 - Fire fighters switches for luminous tube signs

Safety Evaluation

Not Applicable

Observations

Not available for this site

Article 38 - Maintenance of measures provided for protection of fire fighters

Safety Evaluation

Broadly Compliant

Observations

The building has a gated car park with access available from standard Fire Brigade Keys.

The building has a 2 Security doors with access available from standard Fire Brigade Keys.

There is a dry riser in this premises.

There are smoke ventilation break points throughout the premises. 'Firemans switch' - Vent engineering.

There is a fire fighters lift provided within the premises.

Article 24 - Power to make regulations

Safety Evaluation

Not Applicable

Observations

None

Article 27 - Powers of inspectors

Safety Evaluation	Observations
Not Applicable	None

Article 29 - Current alterations notices

Safety Evaluation	Observations
Not Applicable	None

Article 30 - Current enforcement notices

Safety Evaluation	Observations
Not Applicable	None

Article 31 - Current prohibition notices

Safety Evaluation	Observations
Not Applicable	None

Article 32 - Offences

Safety Evaluation	Observations
Not Applicable	None

Overall safety standard

Low Risk

Management compliance level

Management Compliance Level	1 - Well above average
Initial Expectation	Verbal action
Considered EMM?	Yes
Confirmed Action	Verbal action

Audit Conclusion

04/10/2021 09:52

The audit took place on 06/09/2021 as part of a development learning programme for FSAs.

Pre Audit research involved was:

Farynor

Imapping

IMS

BOSS

Companies House

Fire safety Portal

The extent of the audit was agreed with fire safety inspector [REDACTED]

This is a licensed premises. The audit included the Fire Alarm systems, Emergency lighting, Exits/Escape routes and Firefighting equipment.

I concluded the audit with the general manager on site, [REDACTED] On the day of the audit there wasn't any outstanding issues to raise other than the fire risk assessment needing to be reviewed. The RP explained to me he wanted to remove the Fire alarm system throughout the communal areas and will review this once his fire risk assessment has been reviewed.

04/10/2021 09:44

Initial Expectation: Verbal action

Verbal Advice Given

None recorded

Other Authorities to notify

None

Weeks to Complete Work

N/A

Specific instructions for Admin to Action

None

Compliance calculation & signature

Compliance Level	1 - Well above average
Property Risk Group	B - Sleeping familiar or Licensed Premises
Life Risk	1
Actual Risk Score	5.03
Risk Score	5.00

Audit Timings

Audit Duration
120

Travel Time
60

Post Audit Processing Duration
120

Housing Standards Private Sector Housing
London Borough of Redbridge
Lynton House, 2nd Floor Front
255-259 High Road
Ilford
Essex, IG1 2NY

The London Fire Commissioner is the
fire and rescue authority for London

Date 15 September 2025
Our Ref 14/216895/[REDACTED]

Dear Sir/Madam

FIRE SAFETY INSPECTION

Premises: 501-535 Carlton House, High Road, Ilford IG1 1TZ

The London Fire Commissioner (the Commissioner) is the fire and rescue authority for London. The Commissioner is responsible for enforcing the Regulatory Reform (Fire Safety) Order 2005 (as amended) in London.

An authorised officer has recently carried out an inspection of the above-mentioned premises.

During the inspection, deficiencies relating to public safety were noted.

We are not taking action ourselves as you are the lead authority for these premises. I include details of my findings in the schedule attached to this letter.

If there are specific fire safety matters about which you are concerned or you have any queries regarding this letter, please contact the person named below. If you are dissatisfied in any way with the response given, please ask to speak to the Team Leader quoting our reference.

Yours faithfully,

[REDACTED]

for Assistant Commissioner (Fire Safety)
Directorate of Operations

[REDACTED]
[REDACTED]
[REDACTED]@london-fire.gov.uk

SCHEDULE

Premises: 501-535 Carlton House, High Road, Ilford IG1 1TZ

Article	Area of Concern	Steps Considered necessary to remedy the contravention.
Article 11	At the time of the audit your preventative and protective measures had not been planned, organised, controlled: 1) Compartmentation within the riser cupboards was not being reviewed. 2) Maintenance of the fire doors had not been planned or organised. 3) Maintenance of the automatic opening vents and mechanical smoke vents not been planned or organised. 4) Removal of personal belongings within the escape routes had not been suitably monitored. 5) Delivery of the fire safety information to residents had not been monitored or reviewed. 6) Information to residents on fire doors and evacuation strategy, in line with NFCC guidance, had not been organised. 7) A suitable support system for the emergency plan had not been planned or organised. 8) Fire safety signage such as dry riser outlets and escape signage had not been reviewed. 9) Wayfinding signage in line with NFCC guidance had not been planned or organised. 10) Information of the premises uploaded to the High Rise Building Portal had not been suitably reviewed	Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed.

Article 13	At the time of the audit you had not provided an appropriate method of fire detection and warning within your premises. It was found that the fire detection system did not provide early warning to the residents	Provide an appropriate means of fire detection and giving warning in the common parts of the premises. Although not a requirement of this notice it is strongly recommended that hard wired smoke detectors are installed in all flats. This can be achieved by installing a fire alarm system in line with NFCC simultaneous evacuation strategy guidance.
Article 14	At the time of the audit the emergency routes or exits were inadequate. It was found that personal belongings were being stored at the end of the 6th floor corridor.	Ensure adequate emergency routes and exits, for use by relevant persons in the premises, are available and can be safely and effectively used at all relevant times. This can be achieved by ensuring there is a clear and sterile escape routes so that persons can safely use them when required.
Article 15	At the time of the audit your procedures to be followed in the event of serious and imminent danger were inadequate. It was found that suitable interim measures were not appointed whilst awaiting suitable fire detection and warning system to be commissioned	Adequate procedures for serious and imminent danger and for danger areas should be established and followed. This can be achieved by appointing suitable interim measures to support your simultaneous evacuation strategy.
Article 17	At the time of the audit you had not ensured that a suitable system of maintenance was in place in your premises. It was found that: 1) 60% of fire doors had excessive gaps on the stops. 2) Manual override buttons within the flat lobbies did not activate the smoke vents.	Arrange initial and ongoing maintenance to ensure fire safety measures are kept in an efficient state, working order and good repair. This can be achieved by: 1) Ensuring all fire doors are in an efficient state of repair by carrying out a fire door survey and actioning its remedial works. 2) Ensuring the manual override systems for smoke ventilation system are live and working.
Article 21	At the time of the audit your employees had not been provided with adequate safety training. It was found that no evidence was provided to confirm suitable and sufficient training has been provided to security, in order to carry out duties of a waking watch	Provide your staff with adequate waking watch training. In particular, provide suitable training for in line with NFCC guidance for: 1) Early identification of fire within a building. 2) How to alert other residents. 3) Management of the evacuation. 4) Liaising with fire and rescue services upon arrival. 5) General duties outlined within Appendix D of the NFCC's Simultaneous Evacuation Guidance v4

Article 22	At the time of the audit you had not cooperated and coordinated with other responsible persons. It was found that you had not informed other responsible persons (e.g. leaseholders) of risks associated with your premises.	You must take all reasonable steps to cooperate and coordinate with other responsible persons. In particular provide necessary information to responsible persons to allow for proper assessment of risk and establishment of emergency action plans.
Article 38	At the time of the audit a suitable system of maintenance of the firefighting measures was not in place. It was found that: 1) Mechanical smoke ventilation within flat lobbies had been poorly maintained and not activating upon activation of the override buttons. 2) Automatic opening vents at the head of the protected staircase adjoining the firefighting lobby did not activate using the manual override box.	Arrange initial and ongoing maintenance to ensure firefighting measures are kept in an efficient state, working order and good repair. This can be achieved by maintaining the smoke ventilation and the automatic opening vents within the premises.
Article 8	At the time of the audit the FIRE RESISTING separation in your premises was inadequate. It was found that At the time of the audit the FIRE RESISTING separation in your premises was inadequate. It was found that: 1) The structure forming separation between riser cupboards and protected shafts did not provide suitable 60 minutes fire separation 2) Excessive foam use was evident around cabling passing vertically through the riser cupboards.	Provide suitable FIRE RESISTING separation by: 1) Carrying out a compartmentation review of the riser cupboards to ensure there is suitable FIRE RESISTANCE to protected shafts and protected lobbies. 2) Replacing excessive foam with suitable FIRE RESISTANT material.
Article 8	At the time of the audit the general fire precautions as identified in the significant findings of your fire risk assessment had not been implemented. It was found that interim measures recommended as part of the fire risk assessment and fire risk appraisal of external walls had not been applied.	Implement the significant findings of your fire risk assessment, in particular, implementing suitable interim measures for a simultaneous evacuation strategy as recommended on NFCC guidance by your fire risk assessors.

The Commissioner promotes the installation of sprinkler suppression systems, as there is clear evidence that they are effective in suppressing and extinguishing fires; they can help reduce the numbers of deaths and injuries from fire, and the risk to firefighters.