

Freedom of Information request: Reference number FOI2026/00755

Date of request: 29th June 2026

Request:

Please find attached my formal request for information under the Freedom of Information Act 2000 in relation to complaint reference C/19079.. Inspection Records - 30 March 2026 - Safaa Motors. 2 Fire Risk Assessments 3. Decision-Making - "No Immediate Enforcement Action" 4. LC Energy - Consideration and Reasons for Absence of Audit 5. Internal Correspondence - Decision of 30 March 2026 6. Complaint Handling - Prioritisation and Allocation 7. Evacuation Assessment 8 Previous Inspection Records. 9 Enforcement History see full details on the documents

Response:

Further to your request, a Fire Safety Audit report was completed on the 24th June 2026. The outcome of the audit was Low Risk. As a result, a Notification of Deficiencies (NOD) was issued on the 22nd July 2026. The result of the audit confirmed that some fire safety matters require attention to reduce the risk of fire and/or reasonably ensure the safety of people using the premises and these matters need to be addressed in order to comply with Regulatory Reform (Fire Safety) Order 2005 (the Fire Safety Order). As a result, an informal notification of (fire safety) deficiencies (NOD) was issued for the premises.

When issuing a NOD the expectation is that the issues are minor enough that they can be rectified without needing any formal intervention from the LFB (which is different to an [Enforcement Notice](#)). As such, it would be for the Responsible Person(s) of the premises to be satisfied the deficiencies noted are addressed appropriately and within the recommend time frame.

A copy of the NOD can be found below. Personal data has been redacted in accordance with [section 40 of the FOIA - Personal Information](#).

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>



Fire Safety Regulation, North West 3 Team
169 Union Street London SE1 0LL
T 020 8555 1200

Minicom 020 7960 5629
london-fire.gov.uk

The Company Secretary
A Safaa Ltd
16 Churchfields Avenue
Feltham
TW13 5PB

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

Date: 22 July 2026
Our Ref: 25/009745/SH

Dear Sir/Madam

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

Premises: Safaa Motors, Bedfont Road, Feltham TW13 4NA

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) hereafter the Fire Safety Order (as amended) 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 the Fire Safety Order (as amended).

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 **14 October 2026**.

If you are in any doubt about what you need to do to comply with the Fire Safety Order (as amended); 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 website 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 (as amended) 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 (as amended).

Yours faithfully,

[Redacted Signature]

for Assistant Commissioner (Fire Safety)
Directorate of Operations

Reply to Inspecting Officer: [Redacted]
Direct T 0208 555 1200 ext [Redacted]
E [Redacted]@london-fire.gov.uk

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

Cc: [Redacted] Safaa Motors, Bedford Road, Feltham TW13 4NA

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: Safaa Motors, Bedfont Road, Feltham TW13 4NA

FILE NUMBER: 25/009745

This schedule should be read in conjunction with the Commissioner's letter dated 22 July 2026.

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: 1) A recorded fire risk assessment had not been planned or organised. 2) Relevant fire safety training and instruction to employees, had not been reviewed, monitored, planned or organised. 3) Fire action notice instructions had not been reviewed, planned or organised. 4) 60 minutes FIRE RESISTANT construction had not been planned or organised to separate sleeping risks from the commercial premises.	Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed.
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 the extinguishers provided had not been tested and filled or replaced as necessary. One of the extinguishers was found to be empty and the last maintenance date displayed was 2012.	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 maintaining the fire extinguishers.
Article 21	At the time of the audit your employees had not been provided with adequate safety training. It was found that staff had not been trained to use the fire extinguishers on site.	Provide your staff with adequate safety training. In particular staff should be given training on fire extinguishers and how to use them.

Article 8	At the time of the audit the FIRE RESISTING separation in your premises was inadequate. It was found that there was no evidence that the partition wall separating the commercial property and the sleeping/resting area had the required 60 minutes FIRE RESISTING separation.	Provide suitable FIRE RESISTING separation by ensuring the partition wall and door have suitable FIRE RESISTANT material, skimmed and sealed to achieve 60 minutes fire separation between the commercial and residential accommodation.
Article 9	At the time of the audit the fire risk assessment for your premises was not suitable and sufficient. It was found that: 1) The fire risk assessment has not considered the suitability of the compartmentation between the sleeping/resting area and the commercial offices within the portacabin. 2) The servicing/replacement of the fire extinguishers had not been considered within the fire risk assessment.	The fire risk assessment should be reviewed, with specific consideration given to: 1) The 60 minutes FIRE RESISTANT compartmentation required between the sleeping and commercial parts of the premises. 2) Ensuring all portable fire extinguishers are serviced or replaced.

*****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.