

Freedom of Information request: Reference number FOI2026/00656

Date of request: 21st May

Request:

Subject: Request for Fire Safety Audit Reports – Cygnet House, SE10 9UF
Dear , I am writing in my capacity as a Director of the Right to Manage company for Cygnet House (CHARM RTM Company). I would be grateful if you could provide copies of the two fire safety audit reports relating to Cygnet House, Woodland Crescent, Greenwich, London SE10 9UF.

The audits I am seeking are: • The audit which resulted in a Notice of Deficiencies dated 29 August 2021. • The subsequent audit dated 17 December 2021.
The relevant file reference is 94/253154. I would appreciate it if copies of both reports could be shared with me at your convenience.

Response:

The London Fire Brigade (LFB) holds records relating to fire safety audits undertaken at Cygnet House, Woodland Crescent, Greenwich, SE10 9UF (file reference 94/253154).

It should be noted that LFB records indicate the Notice of Deficiencies (NOD) was issued and sent to the Responsible Person on 5 July 2021, rather than on 29 August 2021 as referenced in your correspondence.

Following the audit that resulted in the NOD, a duplicate fire safety audit was completed on 29 August 2021 due to a system error. This later audit identified the same deficiencies as those recorded during the original inspection and confirmed that the NOD had already been correctly issued in July 2021. The duplicate audit did not result in any additional enforcement action being taken.

LFB records also show that a further fire safety audit was carried out at the premises on 17 December 2021. The outcome of this audit confirmed that no significant failures to comply with the Regulatory Reform (Fire Safety) Order 2005 were identified. In such circumstances, premises are considered to be broadly compliant, and no enforcement action is required. Consequently, no formal or informal enforcement notices were issued as a result of this audit.

Please find attached the fire safety audit report relating to the audit conducted on 17 December 2021. Along with a copy of the Notice of Deficiencies letter is attached to this response, with personal data removed under [Section 40 of the FOIA — Personal Information](#).

The audit reports themselves including both the original audit and the duplicate audit of 29th August 2021 are exempt from release under the provisions of [Section 31 of the FOIA — law enforcement \(Section 31\(1\)\(g\) combined with Section 31\(2\)\(a\) and Section 31\(2\)\(c\)\)](#). This exemption applies because disclosure could prejudice the Brigade's ability to carry out its regulatory and enforcement functions effectively.

We are of the view that the correct balance between the public interest in building safety and our ongoing regulatory involvement lies in making information about enforcement action available to those that

request it, whilst withholding the supporting information and evidence gathered during regulation activities. When fire safety concerns are identified, the London Fire Brigade makes relevant enforcement information publicly available by providing copies of informal Notifications of Deficiencies and through access to the public register of formal enforcement action.

While there is a strong public interest in building safety, this must be balanced against the Brigade's need to conduct open and effective regulatory discussions with responsible persons. It is important that responsible persons and witnesses cooperate voluntarily with investigations, and that investigators are able to make contemporaneous notes and engage in frank discussions to determine the appropriate course of action. For this reason, supporting materials such as email correspondence, detailed notes, and documents provided by responsible persons are also exempt from disclosure under [Section 31 of the FOIA — law enforcement](#).

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/>

The Company Secretary
Pinehurst Homes Limited
13 Kingsand Road
Lee
London SE12 0LE

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

Date 5 July 2021
Our Ref 94/254154

Dear Sir/Madam

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

Premises: Cygnet House, Woodland Crescent, Greenwich SE10 9UF

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 .

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,

[REDACTED]

for Assistant Commissioner (Fire Safety)

Directorate of Operations

[REDACTED]@london-fire.gov.uk

Reply to Inspecting Officer [REDACTED]

Direct T 020 8555 1200 [REDACTED]

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

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: Cygnet House, Woodland Crescent, Greenwich SE10 9UF

FILE NUMBER: 94/254154

This schedule should be read in conjunction with the Commissioner's letter dated **5 July 2021**.

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 staff training and significant findings from previous fire risk assessments has not been planned, organised or controlled.	Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed.
Article 13	At the time of the audit the provisions of manual firefighting equipment was not appropriate. It was found that firefighting equipment was not maintained or reviewed.	Ensure the firefighting equipment is appropriate to risk, easily identifiable and available at all times. This can be achieved by having extinguishers maintained by a competent person.
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 not all fire doors were fitted with strips or seals and self closers or these were damaged.	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 reviewing and surveying all fire doors on the premises, repairing or replacing doors where required, putting these on suitable self closing mechanisms and have appropriate strips and seals.
Article 19	At the time of my audit you had not provided your employees with clear and relevant information. It was found that staff have not had regular updated fire safety training.	Provide your employees with information. This can be achieved by ensuring all staff are provided with detailed information which will ensure that staff are keep up to date on current legislation and this help them monitor and maintain the premises better in terms of fire safety and complete more robust checks.

Article 21	At the time of the audit your employees had not been provided with adequate safety training. It was found that new or existing employees had not been given appropriate training on the precautions to be taken in the result of a fire.	Provide your staff with adequate safety training. In particular provide regular updated fire safety training to your staff. New employees should be given appropriate fire safety training.
Article 8	At the time of the audit the FIRE RESISTING separation in your premises was inadequate. It was found that there were visible holes, gaps and breeches within the basement car park, the lift motor room and electrical cupboard.	Provide suitable FIRE RESISTING separation by repairing any holes, gaps and breeches to provide 60 minutes fire separation.
Article 9	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 fire risk assessment has not been reviewed within its annual time frame and is currently out of date.	The fire risk assessment should be reviewed.

*****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.



Fire Safety Audit Report

Audit Information

Audited By	[REDACTED]
Audit Completed	17 December 2021

Location summary

File No	94/254154
UPRN	10010229103
Building Name	CYGNET HOUSE
Address	CYGNET HOUSE WOODLAND CRESCENT GREENWICH SE10 9UF
Borough	Greenwich
Use	D - Purpose Built Flats >=4 floors
Responsible Team	FSR Greenwich & Bexley
Station Ground	E23 - East Greenwich
Site Risk Score	4.50
Total Floors	4 Basement floors 1
Estimated number of sleeping	0
Special Features	

Additional detail

Cement board cladding on the premises.
Basement car park and storage area.

Premises Description

The property is a purpose built, new development of Brick build and concrete floors. The premises is 3 storeys in height from firefighter access and four storeys in total as the premises has a basement car park. This block has a single communal protected stairwell and a separate stairwell access to basement car park. The premises has one lifts. The basement car park area holds electrical supply units serving the premises. The premises also has the lift motor room and electrical cupboard to the side of the property in the bin store and storage areas.
The site has adequate access for fire service vehicles and hydrants are provided outside of the premises in the road.

Environmental Risks	NONE
Features assisting fire spread	NONE
Site Reinspection date	
Heritage Building	No
Petroleum redevelopment?	No
Known firesetting in area?	No
Site lone worker risk	0

Property Detail (DEFAULT PROPERTY)

Occupier Contact	Default Property
Address	CYGNET HOUSE WOODLAND CRESCENT GREENWICH SE10 9UF
Responsible team	FSR Greenwich & Bexley
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	<u>4.50</u>
Reinspection Date	N/A (SAMPLE)
Last Inspection	29 November 2021
Total Capacity	0
Maximum number of people	<u>20-100</u>
Property Size for use	Very Small 1400m ² to 3000m ²
Environmental Risks	NONE
Occupant Mobility	Average
Fire Loading	Average

Additional detail

Specific lone worker risk	0
Primary Authority Partnership	N/A

Protection Data (SHARED)

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

Contacts

Occupier

Name	Default Property
Address	CYGNET HOUSE WOODLAND CRESCENT GREENWICH SE10 9UF

Managing Agent

Name	PINEHURST HOMES LIMITED
Responsible Person	[REDACTED]
Position	[REDACTED]
Address	13 Kingsand Road Lee London SE12 0LE
Telephone	[REDACTED]
Email	[REDACTED]@pinehursthomes.co.uk

On Site Representative

Name	Pinehurst Homes limited
Responsible Person	[REDACTED]
Position	[REDACTED]
Address	359 Sutherland Avenue Welling Kent DA16 2NQ
Telephone	[REDACTED]

Enforcement history**Articles****Article 9 - Risk assessment**

SAFETY CRITICAL
Safety Evaluation
Broadly Compliant

Observations

At the time of the audit there was evidence that the fire risk assessment was suitable and sufficient for the premises. The fire risk assessment was clear and in date from 10/11/21 and is subject to a new fire risk assessment being completed every year, therefore a new fire risk assessment is not due until 10/11/22. A clear and suitable emergency plan is in place and evidenced by fire safety notice and adopts the stay put procedure.

Article 11 - Fire Safety Arrangements

**SAFETY CRITICAL
Safety Evaluation**
Broadly Compliant

Observations

There is a proactive attitude to fire safety which is evident in the correct maintenance works carried out and use of signs to residents in how to protect themselves and be safe in the event of a fire.

There is a system in place to report fire safety issues and deficiencies and ensure remedial works are implemented in a timely manner by a competent person.

Some of the significant findings of the fire risk assessment have been either addressed or are in the process of being addressed.

Article 13 - Detection and warning

**SAFETY CRITICAL
Safety Evaluation**
Broadly Compliant

Observations

At the time of my audit there are smoke detectors located in the premises and in the lobby area outside of flats that will activate the automatic opening vent at the top of the stairs to remove smoke from these areas. The system is suitable and sufficient for the type of premises and the risks associated with it. This system is linked to a fire alarm panel in the ground floor main lobby. There are only sounders in flats and only in the ground floor lobby and basement car park areas connected to this fire alarm panel as the current evacuation strategy in place for the residents is stay put.

Article 14 - Emergency routes and exits

**SAFETY CRITICAL
Safety Evaluation**
Broadly Compliant

Observations

At the time of the audit, all fire exits and emergency escape routes and lobby areas were clear. This will allow all Relevant Persons the ability to escape quickly and safely in event of a fire. There is one final exit door located in the premises and two stairwells (one which serves the flats and one down to the basement), the fire exit doors and escape routes are of sufficient and adequate widths for the number of people who may be required to use them. The fire exit doors on escape route opens in the correct direction for the number of people using the premises. The designated emergency escape route leads to an ultimate place of safety and all relevant persons are aware of the route.

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

**SAFETY CRITICAL
Safety Evaluation**
Broadly Compliant

Observations

At the time of the audit, there are appropriate procedures in place for evacuation in case of fire. The system in place is designed so that any incident is managed and to ensure the safe evacuation of all relevant persons. It is evidenced within the Fire risk assessment that records are available to reflect the application of the emergency plan in place for the premises which is stay put. I confirmed with [REDACTED] that the fire alarm panel in place in the building is only in conjunction with the AOV system in the building. However, there are sounders in the ground floor lobby and basement car park common areas. For residents I did confirm that the current strategy in place for the premises is stay put.

Article 17 - Maintenance

**SAFETY CRITICAL
Safety Evaluation**
Broadly Compliant

Observations

At the time of the audit the final exit doors, Fire doors and maintenance of such was in place in the premises. It was found that these were in good working order throughout the property. The provisions for fire safety and evacuation procedure has already been implemented for the premises. It is mentioned in the FRA that signs on all fire doors need to be in place and that electrical conditioning reports need to be in place and up to date. Also the electrical cage in the basement needs to be kept free and clear at all times.

Article 21 - Training

**SAFETY CRITICAL
Safety Evaluation**
Broadly Compliant

Observations

At the time of the audit there is evidence that suitable and sufficient training and instruction has been provided for all employees on the appropriate precautions and actions to be taken in order to safeguard themselves and other Relevant Persons.

Article 8 - General fire precautions

Safety Evaluation

Broadly Compliant

Observations

At the time of the audit there was no evidence to suggest any compartmentation issues. There were no cracks, holes or breaches identified in the compartments that I checked during the audit.

Article 10 - Principles of prevention to be applied

Safety Evaluation

Broadly Compliant

Observations

At the time of the audit, there was evidence of appropriate instructions to relevant persons, in the preventative measures for fire safety. All relevant persons are instructed of the need for avoiding risk, the prevention of a risk and the evaluation of an existing risk in order to safeguard themselves and other relevant persons.

Article 12 - Elimination or reduction of risks from dangerous substances

Safety Evaluation

Not Applicable

Observations

This article is not applicable.

Article 13 - Fire Fighting Equipment

Safety Evaluation

Broadly Compliant

Observations

In the basement car park area there is fire extinguishers correctly sighted and signed and have been subject to maintenance and review.

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

Safety Evaluation

Not Applicable

Observations

This article is not applicable.

Article 18 - Safety assistance

Safety Evaluation

Broadly Compliant

Observations

At the time of the audit evidence was provided that a competent person had been appointed to carry out the fire risk assessment for the premises although it is now out of date.

The Fire Risk assessment details that only contractually competent persons with the sufficient training, knowledge, and experience should be hired to complete works on the premises and will be given the sufficient time and means to carry out their function in order to undertake any preventative and protective measures required for the premises.

Article 19 - Provision of information to employees

Safety Evaluation

Broadly Compliant

Observations

The fire risk assessment not only identifies the risks to them but also the preventative and protective measures in place, which are required in order to ensure the safety of themselves and other relevant persons.

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

Safety Evaluation

Broadly Compliant

Observations

All staff and contractors who will work on the premises have to undergo training and have appropriate level of qualifications before undertaking any tasks.

Article 22 - Co-operation and co-ordination

Safety Evaluation

Not Applicable

Observations

Not applicable.

Article 23 - General duties of employees at work

Safety Evaluation	Observations
Not Applicable	None

Article 37 - Fire fighters switches for luminous tube signs

Safety Evaluation	Observations
Not Applicable	Not applicable.

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

Safety Evaluation	Observations
Not Applicable	Not applicable.

Article 24 - Power to make regulations

Safety Evaluation	Observations
Not Applicable	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

Broadly Compliant

Management compliance level

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

Audit Conclusion

17/12/2021 10:06

This FSO1 audit was a return following a Notice of Deficiencies served on the premises.

Prior to the audit I was able to complete the necessary research using Farynor, imapping, IMS, Companies house and primary authority. I was able to get in touch with the director of the company [REDACTED] [REDACTED] was able to provide me all information I required once on site and after the visit.

Due to the current covid-19 situation I completed the audit under the guidelines and maintained 2m distance, and wore face a mask. [REDACTED] was able to meet me on site for the audit.

The audit was to be carried out in three parts. First was an inspection of all available records and information gathering. The second part of the audit was to carry out a full premises inspection. The third part of the audit was to carry out a conclusion.

At the time of the audit there was evidence that the fire risk assessment was suitable and sufficient for the premises. The fire risk assessment was clear and in date from 10/11/21 and is subject to a new fire risk assessment being completed every year, therefore a new fire risk assessment is not due until 10/11/22. A clear and suitable emergency plan is in place and evidenced by fire safety notice and adopts the stay put procedure.

The second part of the audit was to carry out a full premises inspection.

I was able to audit all of the common parts of the premises. I was also able to check [REDACTED] This seemed to be working fine and strips and seals in place. No other issues identified on the risk assessment concerning flat front doors.

The fire risk assessment states that the electrical conditioning report needs to be completed and that the electrical intake cage in the basement needs to be kept free and clear at all times. At the time of my audit it was clear of any items. The fire risk assessment also asks that all fire doors have correct signage on them and I reminded [REDACTED] that this needs to be completed.

Lastly, I re-affirmed the issues which were identified. I informed [REDACTED] of my findings and the enforcement process which we adhere too. I advised on remedial works that can be done to correct some of these issues identified. This has been followed up with an email confirming the areas identified and acknowledging that the building was Broadly Compliant with verbal advice given.

17/12/2021 10:06

Initial Expectation: Verbal action

Verbal Advice Given

None given

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	-5
Actual Risk Score	4.33
Risk Score	4.25

Audit Timings

Audit Duration
135

Travel Time
60

Post Audit Processing Duration
210