

Freedom of Information request: Reference number FOI2026/00789

Date of request: 7th July 2026

Request:

I am writing as a resident at the above-named building to raise a concern/enquiry regarding the fire safety compliance of the empty commercial units within the premises. This development was constructed in approx 2016 and to date the commercial units have remained empty.

Butleigh House, Healum Avenue Southall Middlesex UB2 4WL

I have been informed that these units are not currently fire compliant, specifically due to the absence of an installed fire sprinkler system used as a fire suppression. I understand this may be one of the reasons the units have remained unlet.

Response:

Further to your request, a Fire Safety Audit report was completed on the 8th January 2025 for Butleigh House, Southall, UB2 4WL. The outcome of the audit was Low Risk. As a result, a Notification of Deficiencies (NOD) was issued on the 14th January 2025. A copy of the NOD can be found below. Personal data has been redacted in accordance with [section 40 of the FOIA - Personal Information](#).

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. The LFB will then check these issues when the property is visited at the next routine inspection (according to the level of risk).

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
Redrow Homes Limited
Redrow House
St Davids Park
Flintshire
CH5 3RX

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

Date 14 January 2025
Our Ref 27/245143/SH

Dear Sir/Madam

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

Premises: Butleigh House, Healum Avenue, Southall UB2 4WL

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 **the dates specified in the schedule to this notice.**

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

[Redacted Email]@london-fire.gov.uk

Reply to Fire Safety Advisor [Redacted]

Direct T 0208 555 1200 ext [Redacted]

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

Cc: [Redacted]@firstport.co.uk

[Redacted]@firstport.co.uk

[Redacted]@hantsfire.co.uk

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: Butleigh House, Healum Avenue, Southall UB2 4WL

FILE NUMBER: 27/245143

This schedule should be read in conjunction with the Commissioner's letter dated 14 January 2025.

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) The installation of a suitable access system for the use of the Fire and Rescue Service, has not been reviewed, planned or organised. 2) The sharing of building information electronically via the LFB High Rise Portal, has not been planned or organised. 3) The maintenance of the smoke ventilation system has not been planned or organised in relation to BS EN1201 and BS 9999. It was found that there were no weekly tests. 4) Implementation of the significant findings/action plan of the latest fire risk assessment, dated 22 August 2023 has not been planned or organised. 5) The displaying of sprinkler 'Stop Valve' signage on riser cupboards, has not been planned or organised. 6) The completion of a fire risk appraisal of external walls has not been planned or organised.	Arrangements identified as not suitably addressed must be effectively planned, organised, controlled, monitored or reviewed. Steps 1, 5 and 6 should be taken by 14 April 2025. Step 2 should be taken by 14 February 2025. Steps 3, 4 and 7 should be taken by 13 January 2026.

Article 11 continued	7) Implementation of the required remedial works following the quarterly communal fire door checks and fire risk assessment actions, had not been planned and organised.	
Article 13	At the time of the audit you had not made the necessary arrangements with external emergency services. It was found that there was no access provision installed for use of the Fire and Rescue Service.	Arrange necessary contact with the appropriate external emergency services by installing suitable arrangements for access of the Fire and Rescue Service. Step should be taken by 13 January 2026.
Article 14	At the time of the audit the emergency routes or exits were inadequate. It was found that: 1) At the time of the audit the emergency routes or exits were inadequate. It was found that the protected corridor had inadequate FIRE RESISTANCE, owing to threshold gaps to rising shaft doors on the protected escape route. This would allow smoke to spread and prevent persons from escaping quickly and safely in the event of fire. 2) The double door to the riser cupboard on the 7th floor has been damaged. This will allow fire and smoke to travel around the protected route. 3) The self closer to the fire door from the staircase on the 3rd floor was broken. This will allow fire and smoke to travel around the protected route. 4) There were no cold smoke seals on the riser cupboard on the 5th floor. This will allow smoke to travel around the protected route. 5) The protected corridor had inadequate FIRE RESISTANCE. Large gaps were seen and not limited to the fire doors to the protected staircase, on the 3rd, 4th and 5th floors.	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: 1) Reinstating the integrity of the FIRE RESISTING elements to the as built requirement or equivalent. 2) Reinstating the protected route by ensuring all riser doors have suitable and sufficient FIRE RESISTANCE. 3) Reinstating the protected route by ensuring all fire doors are operating correctly and close fully into their frame, without excessive gaps. 4) Reinstating the protected route by ensuring all fire doors have intumescent strips and cold smoke seals where required. 5) Ensuring that all doors leading onto the protected corridor have a minimum 30 minutes FIRE RESISTANCE. Steps should be taken by 13 January 2026.

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: 1) Point 1.5 states that there were numerous communal fire doors with large gaps around the frames. This was classed as ACTION IMMEDIATELY. During the audit, numerous communal fire doors had large gaps around the frames. 2) Point 1.24 requires a fire risk appraisal of external walls to be completed for the premises. This was given 3 months to action. During the audit, it was confirmed that this has not been completed.	Implement the significant findings of your fire risk assessment, in particular point 1.24 and 1.5. Steps should be taken by 13 January 2026.
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 set review date for the fire risk assessment dated 22 August 2023 was 'August 2024'. During the fire safety inspection on 23 October 2024, it had not been reviewed.	The fire risk assessment should be reviewed. Steps should be taken by 13 January 2026.

*****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.