LONDON FIRE BRIGADE

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Freedom of Information request: Reference number FOI2026/00609

Date of request: 28th May

Request:

Please find attached the correspondence received from Inspecting Officer xxxx of the London Fire Brigade dated 26 May 2026, referring residents to the official Freedom of Information process.

The original London Fire Brigade correspondence confirming “Level 1 compliance” is attached for reference.

Further to correspondence received from Inspecting Officer xxxx of the London Fire Brigade dated 28 May 2026, residents were formally directed to submit this request through the Freedom of Information process.

xxxxx confirmed in writing that:

* the most recent fire safety inspection resulted in a “Level 1 compliance rating”;
* and that previously identified issues were considered to have been “satisfactorily addressed.”

Accordingly, residents now formally request disclosure of the following records relating to Burrell Tower and Rayner Tower covering the past four years.

This request is made under the Freedom of Information Act 2000 and concerns matters of significant public safety, regulatory accountability, and resident fire safety.

Residents respectfully request disclosure of:

1. All fire safety inspection dates relating to Burrell Tower and Rayner Tower.
2. All inspection reports, fire safety assessment records, compliance documentation, findings, observations, and associated technical reports connected to those inspections.
3. All records connected to the “Level 1 compliance” position, including findings, conclusions, sign-off documentation, and supporting technical assessments.
4. All identified fire safety defects, deficiencies, observations, recommendations, concerns, and recorded issues identified during inspections.
5. All records identifying which issues were considered to have been “satisfactorily addressed.”
6. All technical standards, assessment methodologies, regulatory criteria, and compliance procedures applied during inspections and assessments.
7. All follow-up inspections, reassessments, monitoring visits, reviews, or compliance checks conducted after original findings.

8. All fire compartmentation findings, smoke spread assessments, cavity barrier findings, and internal fire separation assessments connected to both buildings.
9. All ventilation pathway assessments, airflow assessments, smoke control assessments, ducting evaluations, and related fire safety evaluations concerning service voids, cavities, and airflow movement within the buildings.
10. All records relating to fire alarm systems, smoke ventilation systems, emergency systems, testing procedures, commissioning records, and compliance certifications relied upon during inspections.
11. All sign-off records, approvals, completion confirmations, certifications, compliance authorisations, and acceptance documentation connected to fire safety matters relating to the buildings.
12. The names, positions, departments, and authorising roles of all inspecting officers and authorised personnel involved in inspections, assessments, compliance decisions, and sign-off procedures.
13. All correspondence, communications, advisory notices, recommendations, or exchanges between the London Fire Brigade, London Borough of Waltham Forest, xxxxxx , contractors, consultants, or associated parties relating to fire safety concerns connected to Burrell Tower and Rayner Tower.

Residents further request clarification regarding:

1. The specific date on which the “Level 1 compliance” position was formally reached and recorded.
2. Which specific defects or concerns were identified and subsequently considered resolved.
3. What verification process was applied before concluding that issues had been satisfactorily addressed.
4. Whether any inspections, monitoring visits, reassessments, or related fire safety investigations have been conducted at either building during the past 18 months, including dates and findings connected to those visits.

This request is made due to continuing visible resident safety concerns relating to fire safety infrastructure, ventilation pathways, compartmentation concerns, emergency escape conditions, and related building safety matters currently observed within both buildings.

Given the serious public safety implications involved, residents respectfully request urgent handling of this matter and disclosure within the statutory timeframe.

Response:

Your request for information about fire safety at Burrell Tower and Rayner Tower (“the premises”)

Thank you for your request, which we have dealt with under the Freedom of Information Act 2000 (FOIA).

We understand why the fire safety at these premises matters so much to the people who live there. It matters to us too. This letter explains what we can give you, why we haven't answered each of your questions in turn, and where to go if you want to raise concerns about the building or about our work.

What we are providing

The public can hold us to account for how we regulate fire safety through the outcomes of our work. For these premises, we are providing:

- **Audit outcomes** – the date and result of each fire safety audit we have carried out at the building from 17th May 2018. (Attached)
- **Enforcement action** – any formal action we have taken under the Regulatory Reform (Fire Safety) Order 2005 ("the Fire Safety Order"), such as enforcement or prohibition notices. Formal notices are also on our public register at london-fire.gov.uk/community/public-notices.
- **Notices of deficiencies** – the schedule of fire safety matters from any notice of deficiencies we have issued, where it is more than 21 days old. (Attached)

Who should give you fire safety information about your building

The law puts responsibility for fire safety in a building on the "responsible person" – usually the owner, landlord or managing agent. In a residential building with two or more homes, article 12A of the Fire Safety Order requires the responsible person to give residents relevant fire safety information. In summary, that covers:

- the risks identified in the fire risk assessment
- the fire safety measures in place to deal with them
- the name and UK address of the responsible person
- who has been appointed to help with fire safety, such as the fire risk assessor.

If you want this information, please ask the responsible person first. They hold it and have a legal duty to share it with you.

Our role is different. The London Fire Commissioner is the enforcing authority for the Fire Safety Order across London. We decide where to focus our audits and when to take action, across thousands of buildings. We are not a route for settling disagreements between residents and responsible persons. If you believe there is a serious fire risk in the building, you can still report it to us at [link] and we will decide whether action is needed.

How we have read your request

FOIA gives a right of access to recorded information that we hold. It doesn't require us to answer questions, give explanations or account for decisions we made about a particular building. It also isn't a way to carry out a second audit of our work.

Your request contains a number of separate questions and points. We have not answered them one by one. Instead, we have read your request at its simplest: a request for information about the fire safety of the identified premise. The information set out above is our response on that basis.

The Information Commissioner's Office (ICO) asks people to make requests that are clear, concise and focused, and to check that AI-drafted requests (where used) reflect what they actually need. If there is specific recorded information you want that isn't covered above, please send us a new, focused request describing it. Under section 1(3) of FOIA, we need that further detail before we can identify and locate any other information. To help you (section 16), a focused request might name:

- the type of record you want (for example, a particular letter or notice)
- a date or date range

- no more than a small number of specific items.

You may find the ICO's advice on making effective requests helpful.

Why we are not going further with your request as worded

To the extent your request needs a wider reading than the one above, we are refusing it under section 14(1) of FOIA. Section 14(1) means we don't have to comply with a request where the burden of dealing with it is out of proportion to its value and purpose.

To work through each part of your request, we would have to:

- interpret each question and decide what recorded information, if any, might answer it
- search the full case file and related records for the premises, including correspondence, inspection notes and internal discussion
- extract and review every passage that might be relevant, and consider exemptions for each one.

This would take a significant amount of officer time, mostly spent working out what is being asked rather than finding information. That time comes from the same team that regulates fire safety across London.

We have weighed this against the value of the request. We recognise its importance to you and to other residents. But disclosure under FOIA is a disclosure to the world, not just to you. The concerns your request raises are mainly a matter between residents and the responsible person, which article 21A of the Fire Safety Order and the routes below are designed to deal with. The wider public interest in how we regulate is met by publishing our audit outcomes and enforcement action, which you have. Taking all this into account, the burden is not justified.

Information from our case file

We hold other information about the premises on our fire safety case file, such as inspection notes and correspondence with the responsible person. We are withholding this under section 31(1)(g) of FOIA, with sections 31(2)(a) and 31(2)(c). These protect information where disclosure would be likely to prejudice our work in finding out whether someone has failed to comply with the law, or whether regulatory action is justified.

Much of our work to make buildings safer depends on responsible persons engaging with us openly and voluntarily. Our officers need to keep full notes and have frank discussions to decide what action to take. If that material were routinely published, responsible persons would be less willing to co-operate, and our ability to secure improvements – and to take formal action where needed – would suffer.

Section 31 is subject to a public interest test. In favour of disclosure, there is a strong public interest in people knowing that buildings are safe and that we are doing our job properly. Against disclosure, there is a strong public interest in protecting the space we need to regulate effectively, which the ICO recognises in its guidance on section 31. We have concluded that the balance is met by publishing audit outcomes and enforcement action, and that the public interest favours withholding the rest of the case file.

If you are concerned about how we have regulated the building

If you think we haven't done our job properly at these premises FOIA is not the right route. Instead:

1. **Complain to us.** We will look into whether our officers acted properly and tell you what we find. You can complain at Compliments and complaints | London Fire Brigade.

2. **The Local Government and Social Care Ombudsman.** If you are unhappy with our response to your complaint, you can ask the Ombudsman to look at it independently: lgo.org.uk.

Our performance as a fire and rescue service, including how we enforce fire safety law, is also inspected independently by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). HMICFRS doesn't investigate individual complaints, but its reports are published at hmicfrs.justiceinspectorates.gov.uk.

Your rights

If you are unhappy with how we have handled your request, you can ask for an internal review. Please write to informationaccess@london-fire.gov.uk within 40 working days of the date of this letter, quoting the reference above. You also have the right to raise your concerns with the Information Commissioner ico.org.uk/make-a-complaint.