

Freedom of Information request: Reference number FOI2026/00780

Date of request: 6th July

Request:

Bellvue Court I was informed on Friday 3rd July that because of fire risks at this building the fire brigade had imposed a waking watch as opposed to evacuation.

This is of great concern. There is a long history of fire defects in the building and many of the fire doors are not working properly and the freeholder has all but ignored cladding issues.

They have not addressed the fire risk from balcony identified in 2019. Can you please inform me why the waking watch has been imposed.

What risks have been identified?

What is the intention of LFB in regard to the ongoing failure to address fire risks. I would formally request under freedom of information all documents issued by the fire brigade in relation to the management of this building.

Response:

The waking watches in unsafe buildings are not imposed by the London Fire Brigade (LFB). They are implemented by the person responsible for fire safety within the building, such as the building owner or manager, based on the findings and recommendations of a competent fire safety professional. The need for a waking watch should be identified and recorded within the building's Fire Risk Assessment.

While the Brigade has a role in enforcing fire safety legislation, it does not determine which interim fire safety measures should be introduced in a building. However, where serious fire safety concerns are identified, the Brigade's fire safety inspectors would not leave an unsafe building without appropriate safety measures being in place due to the significant risks posed to residents. In some circumstances, the Brigade accepts that a waking watch may be the only viable interim measure available until a common fire alarm system can be installed, short of evacuating the building entirely.

Further information is available on the LFB website: <https://www.london-fire.gov.uk/news/2022-news/january/brigade-clarifies-implementation-of-waking-watches-and-other-interim-fire-safety-measures/>

A Fire Safety Audit was carried out at the premises on 11 March 2024. The audit identified failures to comply with the Regulatory Reform (Fire Safety) Order 2005 (RRO) and, as a result, enforcement action was taken. Copies of the relevant Enforcement Notice are attached to this response. Personal data has been removed in accordance with [Section 40 of the Freedom of Information Act 2000 \(FOIA\) - Personal Information](#).

The audit report itself is exempt from disclosure under the FOIA. We consider this information exempt under [Section 31 \(Law Enforcement\)](#), specifically [Sections 31\(1\)\(g\), 31\(2\)\(a\), and 31\(2\)\(c\)](#). Disclosure of the report could prejudice the Brigade's ability to carry out its regulatory and enforcement functions effectively.

Any additional correspondence held by the London Fire Brigade relating to this property is also exempt from disclosure under [Section 31 of the FOIA \(Law Enforcement\)](#).

We consider that the appropriate balance between the public interest in building safety and our ongoing regulatory responsibilities is achieved by disclosing information relating to enforcement action while withholding supporting information and evidence gathered during regulatory activities. It is important that responsible persons and witnesses continue to cooperate voluntarily with investigations, and that investigators are able to make contemporaneous notes and engage in frank discussions when determining appropriate courses of action.

Our Fire Safety Regulatory team have confirmed that an audit was recently carried out on this property. As the audit is still a live investigation, and is not yet complete, no decisions have been made that can be shared with you at the present time. The inspecting officer has three months to complete their audit findings from the date of inspection.

As the audit is still a live investigation, all correspondence relating to Bellvue Court, 141-149 Staines Road, Hounslow TW3 3JB is withheld under [Section 31 of the FOIA - law enforcement \(Section 31\(1\)\(g\) combined with 31\(2\) \(a\) and 31\(2\) \(c\)\)](#). Once the audit record has been completed LFB will be able to share the outcome with you. We would welcome a further request from you to obtain this information once the audit is complete. However, please be aware, anything that would fall under [Section 31 of the FOIA - law enforcement \(Section 31\(1\)\(g\) combined with 31\(2\) \(a\) and 31\(2\) \(c\)\)](#) would still be withheld.

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
Citicorp Limited
Vistastar House
54-56 Uxbridge Road
Hanwell
London W7 3SU

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

Date 6 November 2024
Our Ref 25/210401 [REDACTED]

Dear Sir/Madam

REGULATORY REFORM (FIRE SAFETY) ORDER 2005 (AS AMENDED)

Premises: Bellvue Court, 141-149 Staines Road, Hounslow TW3 3JB

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) (The Order) in London.

Further to the recent inspection by an authorised officer I confirm that the works specified in the Enforcement Notice dated **10 April 2024**, issued by the Commissioner in respect of the above mentioned premises have been satisfactorily completed within the specified time limit. The Enforcement Notice has been complied with and at the time of the inspection the premises were deemed to comply with the above Order.

Should the circumstances change in the future affecting the risk to persons in case of fire, a further risk assessment of the premises should be carried out and the findings addressed. The law requires that if you have:

- 5 or more employees,
- a licence under an enactment in force in respect of the premises, or
- an alterations notice in force requiring such,

your risk assessment should be recorded and made available for future inspection in order to ensure continued compliance with the Order.

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,

[Redacted Signature]

for Assistant Commissioner (Fire Safety)
Directorate of Operations

[Redacted Address Line]

Reply to Inspecting Officer [Redacted]
Direct T [Redacted] Ext [Redacted]

Cc: [Redacted]
[Redacted]

The Company Secretary
Citicorp Limited
Vistastar House
54-56 Uxbridge Road
Hanwell
London W7 3SU

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

Date 10 April 2024
Our Ref 25/21040 [REDACTED]

ENFORCEMENT NOTICE

**Notice requiring steps to be taken under Article 30 of the
Regulatory Reform (Fire Safety) Order 2005 (as amended)**

TO :

Name: **Citicorp Limited**

Address: **Vistastar House, 54-56 Uxbridge Road, Hanwell, London W7 3SU**

Concerning Premises at: **Bellvue Court, 141-149 Staines Road, Hounslow TW3 3JB**

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 referenced as ('The Order') in London.

I [REDACTED], Assistant Commissioner (Fire Safety) on behalf of the Commissioner hereby give you notice that the Commissioner is of the opinion that you, as a person being under an obligation to do so, have failed to comply with the duties placed upon you by the Regulatory Reform (Fire Safety) Order 2005 (as amended) (The Order) in respect of the above named premises, the relevant persons who may be on the premises or who may be affected by a fire on the premises.

The matters which, in the opinion of the Commissioner, constitute the failure(s) to comply with The Order are specified in the Schedule of Fire Safety Observations attached to this notice. The Commissioner is further of the opinion that the steps identified in the schedule to this notice must be taken to remedy the specified failure(s) and comply with The Order.

The relevant extracts of the legislation are attached.

There may be suitable alternative safety measures, to those detailed in this notice that would meet the requirements of The Order. If you wish to propose or discuss any alternative measures you should contact the person named below, before you take any action, to ensure that your proposed measures will be deemed satisfactory by the Commissioner.

The steps must be taken by **25 September 2024** (or such extension if granted by the Commissioner).

Unless the steps identified in the schedule attached to this notice have been complied with, or such other steps are taken to remedy the failures in consultation with the Commissioner, you will be deemed not to have complied with this notice.

If you fail to comply with the requirements of this notice, you may have committed an offence. The Commissioner may consider a prosecution against you. If you are found guilty, you will be liable to a fine or imprisonment (or both).

You have the right to appeal against this notice, by way of complaint for an order, to the Clerk to the Court of the Magistrates' Court acting for the petty sessions area in which your premises is located. If you wish to bring an appeal, you must do so within 21 days of the date this notice is served on you. The Magistrates' Court Act 1980 will apply to the proceedings. The bringing of an appeal will suspend the operation of this enforcement notice. An appeal against an enforcement notice served under Article 30 of the Regulatory Reform (Fire Safety) Order 2005 (as amended), may be brought on any grounds. These may include that you are aggrieved:

- a) by anything mentioned in the notice with respect to the premises concerned, or the relevant persons as defined by The Order, being a step which must be taken in order to comply with The Order; or
- b) by the period allowed by such a notice for the taking of any steps mentioned in it.

If at any time you wish to discuss the requirements of this notice, or are experiencing difficulty in carrying out the work, please contact **Inspecting Officer** [REDACTED].

Signed:

[REDACTED]

Dated: 10 April 2024

Assistant Commissioner
(The Officer appointed for the purpose)

The contents of this notice are without prejudice to any requirements or recommendations that may be made by the Commissioner under the Petroleum (Consolidation) Regulations 2014, or either the local authority or the Health and Safety Executive under any other Act of Parliament or Regulation for which they are the enforcing authority. Approval will normally be required under the Building Regulations for any building works for which you are obliged to notify the local Building Control Officer under the Building Regulations 2010 or an Approved Inspector under the Building (Approved Inspectors etc) Regulations, 2010.

Reply to Inspecting Officer [REDACTED]

Direct T [REDACTED] ext [REDACTED]

Encl: FS03_01a, FS03_01b, FS03_06

Cc:



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 (as amended), (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).

Notes relating to Schedule of Fire Safety Audit Observations attached to this notice.

Important information to consider before taking remedial steps:

1. Words 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 during the course of the notice, to ensure the dates within this plan are being followed.
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 the attached 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 ■■■ or ■■■ 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.

SCHEDULE

PREMISES: Bellvue Court, 141-149 Staines Road, Hounslow TW3 3JB

FILE NUMBER: 25/210401

This schedule should be read in conjunction with the Commissioner's Notice dated **10 April 2024**.

The condition(s) specified in the Regulatory Reform (Fire Safety) Order 2005 (as amended), 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 suitable fire action notices, has not been planned or organised. 2) A suitable and sufficient testing and maintenance regime for all communal fire doors, has not been planned or organised. 3) The fitting of a secure information box had not been planned and organised. This is required as per the Fire Safety (England) Regulations 2022 and requires enclosed within: (i) The responsible person UK contact details/and or another person who has the facilities to and is permitted to access the building as the responsible person considers appropriate. (ii) Copies of the building's floor plans – which identify specified key firefighting equipment. (iii) a single page block plan - which identifies specified key firefighting equipment. (iv) External wall information for FRS. 4) The sharing of building information electronically via the LFB High Rise Portal had not been planned or organised. 5) A suitable review of the fire risk assessment has not been planned or organised.	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 30 minutes FIRE RESISTING construction protecting the corridor had been breached by the communal fire doors failing to close fully into their frame, on the ground floor next to flat 1E and next to flat 34 on the 3rd floor.	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 suitable and sufficient 30 minutes FIRE RESISTANCE.
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 fire action notices on the ground floor communal areas mention Actions to take if 'communal alarm is heard'. Manual call points are still located in the ground floor communal area. This can lead to confusion for residents when a 'Stay Put' policy is in place.	Adequate procedures for serious and imminent danger and for danger areas should be established and followed. This can be achieved by ensuring fire action notices clearly state the correct evacuation policy for the premises.
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 self closers to communal fire doors on the ground floor next to flat 1E, and on the 3rd floor next to flat 34, were not closing the doors fully into their frames.	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 repairing or replacing the self closers to the communal fire doors on the ground and third floor.
Article 9	At the time of the audit the fire risk assessment for your premises was not suitable and sufficient. It was found that a suitable emergency action plan has not been adequately considered. On page 11, of the fire risk assessment recommends a simultaneous evacuation strategy. On page 40, the fire risk assessment states that the fire risk appraisal of external walls has been actioned accordingly, which recommends that the current evacuation plan of 'Stay Put' is adequate.	The fire risk assessment should be reviewed, with specific consideration given to ensuring that the type of emergency action plan required is clearly stated.

*****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.

