

# Building Safety Information Pack



## Glastonbury House

Warwick Way, Pimlico, London SW1V 4NP

This document contains information about building safety and how we will work with you to keep your building safe. If you would like it in another language, please contact the building safety team at [buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk)

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ئەم بەلگەنامەيە زانیاری لەخۆ گرتوووە دەربارەي سەلامەتی بێنا و ئێمە چۆن هاوکاری ئێو دەکەین بۆ پاراستنی بێناکەتان بە سەلامەتی. ئەگەر ئێمەت بە زمانێکی تر دەوێت، تکایە پەیوەندی بە تیمی سەلامەتی بێناوە بکە بە

[buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk)

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تحتوي هذه الوثيقة على المعلومات المتعلقة بسلامة البناء وكيفية عملنا معك للمحافظة على سلامة المبنى الذي تسكن فيه. وإذا رغبت الحصول على هذه الوثيقة مترجمة إلى لغة أخرى، فيرجى منك التواصل مع فريق سلامة البناء عن طريق إرسال رسالة إلكترونية إلى [buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk)

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কোন নির্মাণের কাজ নিরাপদে করার সম্বন্ধে এবং আপনার নির্মাণ করা ঘরবাড়ি নিরাপদে রাখার জন্য আমরা কি ভাবে আপনার সাথে কাজ করব সেই তথ্য এই নথিতে রয়েছে। আপনি যদি এই তথ্য অন্য কোন ভাষায় চান, তাহলে [buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk) ঠিকানায় দয়া করে বিন্দিং সেইফটি টিমের সাথে যোগাযোগ করবেন।

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Este documento contiene información sobre la seguridad en la construcción, y la forma en la que nosotros trabajaremos con usted para mantener segura su construcción. Si usted desea recibirla en otro idioma, por favor, póngase en contacto con el equipo de seguridad en la construcción en [buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk)

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Este documento contém informações sobre segurança predial e como trabalharemos com você para manter seu edifício seguro. Caso deseje obter o documento em outro idioma, entre em contato com a equipe de segurança predial pelo e-mail [buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk)

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## About this Building Safety Information Pack

### Aim

The aim of this Building Safety Information Pack is to inform and involve the residents of Glastonbury House in building safety matters, such as fire prevention, evacuation procedures, safety measures, and improvement projects.

This pack will provide you with information which was developed following our city-wide survey and the block consultation meeting that took place with residents of Glastonbury House on 16<sup>th</sup> April 2024.

We will regularly review this pack to ensure it is effective and meets the needs of everyone living in this building.

## Key contact details for your building

### Principal Accountable Person

*The (PAP) ensures compliance with building safety regulations and makes critical decisions regarding fire safety and structural management in occupied buildings. They oversee safety measures, take steps to prevent and mitigate building safety risks, and coordinate responses to incidents within the building*

Name:	<b>Westminster City Council (WCC)</b>
Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	64 Victoria Street, London, SW1E 6QP

### Building Safety Manager

*Is responsible with overseeing and implementing measures to ensure the safety and well-being of occupants within a building*

Name:	Deepshika Luchoomun
Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

## Responsible Person

*A key role designated under the Regulatory Reform (Fire Safety) Order 2005. Their primary responsibility is to ensure the safety of occupants within a building concerning fire safety measures.*

Name:	Junaid Iqbal
Email address:	housingsafetyteam@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

## Resident Engagement Officer

*Facilitates positive resident-building management relations, ensuring resident voices are heard, and addresses their needs.*

Name:	Halima Islam
Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

## Key stakeholders

### Tenant Management Organisation (TMO) If Applicable

Name:	N/A
Email address:	
Telephone Number:	
Postal Address:	

### Fire and Rescue Service

Online:	<a href="https://www.london-fire.gov.uk/contact-us/">https://www.london-fire.gov.uk/contact-us/</a>
Telephone Number:	020 8555 1200 (Monday to Friday 8.30am -5pm)
Postal Address:	London Fire Brigade Head Office 169 Union Street, London, SE1 0LL

### The Building Safety Regulator

Online:	<a href="http://www.gov.uk/guidance/contact-the-building-safety-regulator">www.gov.uk/guidance/contact-the-building-safety-regulator</a>
Telephone Number:	0300 790 6787 (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

## Key building information

### Building summary

Building Registration Reference	HRB05943P2V9
Total Number of Floors	23
Total Height of Building	59.57m
Originally Built	1969
Type of Use	Retirement / Supported Housing
Number of Residential Units	162

### Structure type and materials

Structure Type	Concrete
External Walls	Concrete / Glass / Masonry / Metal Panels
Roof	Flat Roof – Bitumen Felt
Internal Features	Central Staircase
External Features	Plant Room – Roof / Basement, Phone Masts, Solar Panels, Underground Car Park

### Fire and smoke controls

Fire Action Policy	Stay Put / Defend in Place – Dwelling, Simultaneous Evacuation – Common Area
Smoke Controls – Residential	Heat Detector, Smoke Detector, Sprinklers
Smoke Controls – Communal	Smoke Detector, Sprinklers, Automatic Smoke Control, Dry Riser, Smoke Detector with Sounders
Total Number of Lifts	2
Type of Lift	Firemen Lift & Fire Fighting Lift
Secure Information Box	Yes
Emergency Exits	1 x Main Entrance/Exit 2 x Final Exit from North End on Ground Floor 1 x Final Exit via Mobility Scooter Room 1 x Exit from Community Lounge at Rear of Reception Office – West Side 1 x Exit from UL Office (Non-Resident Access) 1 x External Access to Basement via Non-Communal Stairs

## Energy supply / utilities

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Other Utilities / Features

Mains Electricity Supply  
District Heating - PDHU

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## What to do in the event of a fire

If the fire is inside your flat – leave and make sure your flat door closes behind you. Keep calm and don't panic.

1. **Escape Route:** Take the normal way out, if possible, but do not use the lift
2. **Quick Exit:** Move quickly but safely. Don't stop to investigate or pick up valuables
3. **Emergency Exit:** Leave the building using the emergency exit routes and stairs provided (again, avoid using the lift)
4. **Call 999:** Get out, stay out, and call emergency services.

If the fire is elsewhere in the building – (Stay Put Policy) stay inside your flat and close all windows and doors and call 999. This policy, known as the "Stay Put" strategy, is used in high-rise buildings like yours to keep residents safe during a fire. If your apartment is not affected by the fire, the strategy advises you to stay inside with doors and windows closed. This helps contain the fire until the fire service arrives to manage the situation.

 City of Westminster

### FIRE ACTION NOTICE

 **Fire exit**

**If you discover a fire in the communal areas:**

1. Immediately operate the nearest manual alarm.
2. Leave the building via the nearest available exit shutting all doors behind you.
3. **DO NOT** use the lift(s).
4. Go to the designated assembly point.
5. Do not re-enter the building unless advised to do so.

 Fire alarm call point

 In the event of the fire and fire alarm

 **On hearing the alarm**

**If you are in the communal area:**

1. Leave the building via the nearest available exit shutting all doors behind you.
2. Go to the designated assembly point.
3. Await further instructions.

**If you are in a flat:**

The building is designed to prevent a fire from spreading from one flat to another, this means it is safe for you to stay in your own flat, if there is a fire elsewhere.

If you see smoke or feel heat or are told to do so by a member of staff or the Fire Service **LEAVE IMMEDIATELY** and follow the instructions given.

## How you can report a building safety concern

We are committed to actively listening, learning, and promptly addressing any concerns raised by residents living in our high-rise residential buildings.

### Contacting us with your concern

Email address:	buildingsafetymanagers@westminster.gov.uk
Telephone Number:	0800 358 3783
Postal Address:	Westminster City Council, 12th Floor, City Hall, 64 Victoria Street, London, SW1E 6QP

## Residents' responsibilities to prevent or lessen risks

### Ensuring safety in high-rise residential buildings

As residents residing in high-rise residential buildings, you play a critical role in upholding safety standards for yourselves, your neighbours, and any visitors.

As a resident this means you and your visitors must:

- Not damage, remove or interfere with relevant safety items, such as fire doors, signage, sprinklers, or smoke alarms.
- Not do anything that could increase or create a risk of spread of fire or structural failure, for example carrying out refurbishment or building work that increases or creates a building safety risk.

#### Test Smoke/Heat Alarms:

Test your smoke & heat alarms regularly, at least once a month, and replace batteries as needed.

#### Close Doors at Night:

Close all internal doors at night to help prevent the spread of fire and smoke throughout your dwelling.

Keep communal doors always closed.

#### Cooking Safety:

Never leave cooking unattended, especially when using hot oil or cooking at high temperatures.

Keep flammable items, such as tea towels and paper towels, clear from the stove.



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**Electrical Safety:**

Not overload electrical sockets or use damaged electrical cords.  
Regularly inspect electrical appliances for signs of damage or wear and replace them if necessary.

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**In Case of Fire:**

If you discover a fire, raise the alarm immediately by shouting "Fire!" and alerting others.  
Close the flat entrance door behind you when you leave your dwelling.  
Leave the building as quickly and safely as possible, using the nearest available exit.  
Call the emergency services (999) once you are safely outside.

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**Do Not Re-enter the Building:**

Never re-enter a burning building for any reason. Wait for the fire brigade to arrive and assess the situation.

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**No Smoking in Communal Areas:**

Smoking in communal parts poses a fire hazard and affects the health and comfort of fellow residents. Please refrain from smoking in these areas.

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**Keep Landings and Hallways Clear:**

Clutter in common areas can obstruct escape routes during emergencies and increase the risk of accidents. Let's work together to always keep these spaces clear and accessible.

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**Report Concerns Promptly:**

If you notice any potential hazards or safety concerns, such as faulty electrical outlets, tripping hazards, or suspicious activity, please report them immediately to our repairs team or your housing officer.

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**Window Restrictors:**

To prevent accidents do not place any furniture near the windows. Make sure children do not know how to open windows or use window restrictors. If you need window restrictors, if yours are not working, or if your windows are damaged, please contact our repairs team 0800 358 3783. You can also visit the Child Accident Prevention Trust website: [www.capt.org.uk/falls-from-open-window](http://www.capt.org.uk/falls-from-open-window) for more tips.

## What to do if you feel that you are not able to leave your property safely in the event of a fire

Please reach out to the building safety team if you consider yourself to be at a higher risk, in the event of a fire in your building. We're here to provide extra support, especially for older adults, individuals with disabilities, and those with visual or hearing impairments.

## Building safety

### Inspections in your building

Our mission is to ensure that our buildings are safe by regularly inspecting and maintaining them in accordance with industry standards and regulations. The table below details our maintenance, its frequency, and the responsible team.

The details below to be confirmed by BSM if applicable to the building in the same way shown

Estate/Block inspections	Monthly	Estate Team
Fire alarm testing and permanent open vents	Every 6 Months	M&E Team
Smoke/heat detectors inside your flat	Yearly	
Dry Riser	Every 6 Months	M&E Team
Fire risk assessments	Yearly	Health & Safety Team
Asbestos inspections	Yearly	Health & Safety Team
Legionella (water) testing	Every 2 years	Health & Safety Team
Lift inspections	Monthly	Health & Safety Team
Communal Fire Door inspections	Quarterly	Health & Safety Team
Flat Entrance Doors	Yearly	Health & Safety Team
Sprinkler Test	Every 6 Months	M&E Team

### Works to your building 2024 - 2028

AD108(S) Community Supportive Housing externals (2025)

## Communication

### How we will communicate with you

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During the consultation, you advised us that you would like to be communicated with only when there is a change in building safety information, and that you prefer to receive this information by post. We are committed to meeting our residents' communication preferences, but we may also use various other methods to regularly communicate about building safety. Whenever possible, we will tailor our communication to your preferences.

Please make sure Westminster City Council have your up-to-date contact details, to ensure you successfully receive all communications from us and get in contact if you would like this pack in a different format.

### How we will engage with you

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We'll use various methods to engage with residents to gather feedback.

These include:

- Conducting Surveys
- Arranging Block meetings – in person and virtual
- Building Safety Residents Panel
- Email and written communication

### How to get involved

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You can get involved with the management of your building and be the voice of residents living in high rise buildings in the following ways.

1. Block meetings
2. Building safety resident's panel

If you would like to join the panel, please contact your resident engagement officer.

## Access and Alterations to your flat

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Your safety is of utmost importance. We may need to access your home during reasonable hours to manage building safety risks. This includes maintenance of fire safety systems, inspections of fire doors, and electrical safety checks. If your actions are deemed a risk to the building, access may also be requested.

You will receive a written request detailing the reason for access with at least 48 hours' notice. If access is not granted, we will attempt to revisit twice more. Refusal may lead to a court order for access.

For any alterations to your residence, consult your lease or tenancy agreement for provisions on permissible work. Inform the building safety manager of any planned works before starting.

## Building Safety Resident Engagement Strategy

Our new Building Safety Resident Engagement Strategy is designed to prioritise your safety and well-being while empowering you to actively contribute to the safety of your building. It outlines clear pathways for resident participation, fosters inclusive communication channels, and ensures accessibility to safety information. By engaging residents in safety discussions and decision-making processes, we aim to create safer and more secure living environments for everyone.

Access the full strategy document



Please share this pack and the QR code with anyone age 16 and over who is living at this property. If you would like to be sent a copy of this strategy, please let us know.

You can also access the Building safety resident engagement strategy and this pack on our website using this link <https://www.westminster.gov.uk/housing/building-safety-buildings-we-manage>

## Complaints in relation to building safety

The Building Safety Act 2022 states a “relevant complaint” about building safety may relate to:

- A building safety risk to a specific building
- The performance of an Accountable Person in fulfilling their duties under the Building Safety Act: <https://www.gov.uk/guidance/the-building-safety-act>.

## How to make a building safety complaint

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**Stage One** - In the first instance contact your building safety manager as detailed within the Key contact details (section 3.0), or email: [buildingsafetymanagers@westminster.gov.uk](mailto:buildingsafetymanagers@westminster.gov.uk)

**Stage Two**- If you are not satisfied with the response received, please follow the formal complaints procedure.

Complaints procedure:

<https://www.westminster.gov.uk/about-act/complaints#complaints-procedure>

You can make a complaint in the following ways:

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Housing contact centre by phone: 0800 358 3783

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In person visiting housing service centre: [Link - Housing service centres](#)

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Online:

<https://westminsterportal.icasework.com/form?Type=Complaint&Embed=False&Login=False>

## The Building Safety Regulator

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If as a resident you remain unsatisfied after Stage Two, you can escalate the complaint to the Building Safety Regulator by following this link.

<https://www.gov.uk/guidance/contact-the-building-safety-regulator#complaints-you-can-make-to-bsr>

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## Version history

<b>Version</b>	<b>Review and amendment details</b>	<b>Date</b>	<b>Revised By</b>
1.0	First version issue	June 2024	Halima Islam