

# Building Safety Information Pack

## Mermaid Tower

Childers Street, London, SE8 5ST

**HRB Number:** HRB03214B3Y4



**Lewisham Council**

[lewisham.gov.uk](http://lewisham.gov.uk)



**This document is specific to Mermaid Tower. The languages below have been used based on a Building Safety survey surrounding the languages that you would like to have this document translated into.**

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 [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

#### **Kurdish**

ئەم بەلگەنامەيە زانیاری لەخۆ گرتوووە دەربارەی سەلامەتی بێنا و ئێمە چۆن هاوکاری ئێوە دەکەین بۆ پاراستنی بێناکەتان بە سەلامەتی. ئەگەر ئێمەت بە زمانێکی تر دەوێت، تکایە پەیوەندی بە تیمی سەلامەتی بێناوە بکە بە [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

#### **Arabic**

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 [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

#### **Spanish**

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 [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

#### **Portuguese**

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 [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

#### **Zulu**

Lo mbhalo uqukethe ulwazi mayelana nokuphepha kwebhilidi nokuthi sizosebenzisana kanjani nawe ukuze sigcine isakhiwo sakho siphephile. Uma uthanda ngolunye ulimi, sicela uxhumane nethimba lezokuphepha zebhilidi ku [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

#### **Vietnamese**

Tài liệu này chứa thông tin về an toàn xây dựng và cách chúng tôi sẽ hợp tác với bạn để đảm bảo an toàn cho tòa nhà của bạn. Nếu bạn muốn có ngôn ngữ khác, vui lòng liên hệ với nhóm an toàn tòa nhà theo số [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

## **Polish**

Ten dokument zawiera informacje o bezpieczeństwie budynku i o tym, jak będziemy z Tobą współpracować, aby zapewnić bezpieczeństwo Twojego budynku. Jeśli chcesz, aby był w innym języku, skontaktuj się z zespołem ds. bezpieczeństwa budynku pod adresem [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

## **Latvian**

Šajā dokumentā ir ietverta informācija par ēkas drošību un to, kā mēs sadarbosimies ar jums, lai nodrošinātu jūsu ēkas drošību. Ja vēlaties to citā valodā, lūdzu, sazinieties ar ēku drošības komandu pa tālruni [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

## **Turkish**

Bu belge bina güvenliği ve binanızı güvenli tutmak için sizinle nasıl çalışacağımız hakkında bilgi içerir. Başka bir dilde istiyorsanız lütfen bina güvenliği ekibiyle iletişime geçin. [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

## **Albanian**

Ky dokument përmban informacion në lidhje me sigurinë e ndërtesave dhe se si do të punojmë me ju për ta mbajtur ndërtesën tuaj të sigurt. Nëse dëshironi në një gjuhë tjetër, ju lutemi kontaktoni ekipin e sigurisë së ndërtesës në [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

## 1. About this Building Safety Pack

### Aim

The aim of this Building Safety Information Pack is to inform and involve you, the residents of **Mermaid Tower** in building safety matters, such as fire prevention, evacuation procedures, safety measures, and improvement projects. We will regularly review this pack to ensure it is effective and meets the needs of everyone living in this building to ensure that it remains fit for purpose.

## 2. Key Contacts 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:** London Borough of Lewisham

**Email:** Buildingsafety@lewisham.gov.uk

**Telephone number:** 0800 028 2028

**Postal Address:** London Borough of Lewisham, Laurence House, 1 Catford Road, London, SE6 4RU

### Building Safety Manager

Responsible for overseeing and implementing measures to ensure the safety and well-being of occupants within a residential building. Please scan the QR Code below. You will be taken to the Building Safety website page. You will find your Building Safety Manager's contact details here.



### 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:** Miss Jennifer Daothong

**Email Address:** Jennifer.Daothong@lewisham.gov.uk

**Telephone Number:** 0800 028 2028

**Postal Address:** London Borough of Lewisham, Laurence House, 1 Catford Road, London, SE6 4RU

## Resident Engagement & Complaints Lead

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

**Name:** Mr. Charles Richards

**Email Address:** Buildingsafety@lewisham.gov.uk

**Telephone number:** 0800 028 2028

**Postal Address:** London Borough of Lewisham, Laurence House, 1 Catford Road, London, SE6 4RU

## 3. Key Stakeholders

### Fire and Rescue Service

**Online:** <https://www.london-fire.gov.uk/contact-us/>

**Telephone:** 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:** [www.gov.uk/guidance/contact-the-building-safety-regulator](http://www.gov.uk/guidance/contact-the-building-safety-regulator)

Telephone number: 0300 790 6787 (Monday to Friday, 08:30 a.m. to 5 p.m., except on Wednesdays when they are open from 10:00 a.m. to 5 p.m.)

## 4. Key Building Information

**Building Registration number:** HRB03214B3Y4

**Total Number of floors:** 17

**Total Height of Building:** 42.7 metres

**Originally built:** 1971

**Type of use:** Residential

**Number of Residential Units:** 64

Safety Features	Description
<b>Fire doors</b>	Communal fire doors are located within the Lift lobby area including bin chute locations on all residential floors to provide protection to residents should they need to exit in an emergency from smoke / fire in the event of an incident. There are also Communal fire doors located in residential corridors. These are periodically inspected and maintained. Flat entrance doors should provide 30 minutes Fire and smoke resistance and should be fitted with a self-closing device. This is monitored by the Building Safety team to ensure compliance with Fire / Building Safety legislation. There is a monitoring and maintenance programme in place.
<b>Fire and smoke control equipment</b>	Ventilation is provided and operated via a linked smoke detection system to each floor lobby via AOV vent windows, the stairway has a POV to the head of the stair. A domestic sprinkler system is installed in all flats, common areas and plant rooms
<b>Evacuation information</b>	You have a STAY PUT policy building. Evacuation Alert Control and Indicating Equipment (EACIE) has been installed to assist the London Fire Brigade in the evacuation of the building in the event of an incident if required.
<b>Emergency lighting</b>	Emergency lighting is provided in all communal areas and on escape routes within the building. This is periodically inspected and maintained.
<b>Smoke detection</b>	You should have smoke/heat detection within your flat. If you do not please contact your Building Safety Manager.
<b>Fire Escape Route</b>	Your High-Rise residential building has one protected staircase with Fire Doors fitted onto the staircase.

Taking into account the fire prevention measures observed at the time of the latest fire risk assessment, it is considered that the hazard from fire (likelihood of fire) at these premises is:  
Medium  
In this context, a definition of the above terms is as follows:  
Medium = Normal fire hazards (e.g. potential ignition sources) for this type of occupancy, with fire hazards generally subject to appropriate controls (other than minor shortcomings)

Structure type and materials

**Structure type:** Concrete large panel system

**External Walls:** Masonry Substrate

**Roof:** Flat roof

## 5. 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.

**Important to 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.

**Mermaid Tower** has a **Stay Put** strategy in place.



The poster is titled "Fire action" and features the Lewisham Council logo (a crown) and a QR code. It provides instructions for what to do if a fire breaks out in your home and what to do if you see or hear of a fire in another part of the building. The instructions are accompanied by icons: a person running, a speech bubble, a fire alarm, a telephone, and a person waiting outside. The poster also includes a QR code in the top right corner and a contact number at the bottom.

**Lewisham** **Fire action**

**If Fire Breaks Out In Your Home**

-  Leave the room where the fire is straight away, then close the door.
-  Tell everyone in your home and get them to leave. Close the front door of your flat behind you.
-  **Do not stay behind to put the fire out.**
-  Call the fire service. Dial 999 or 112.
-  Wait outside, away from the building.

**If you see or hear of a fire in another part of the building**

-  The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
-  You must leave immediately if smoke or heat affects your home, or if you are told to by the fire service.
-  **If you are in any doubt, get out.**

Would you or someone in your household have difficulty responding to a smoke alarm or escaping a fire in your flat without some assistance?  
If yes, please contact us at: 0800 028 2028, option 5, then option 1

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## 6. How to report a building safety concern

### Raising Building Safety Enquiries / Concerns

We are here to listen, learn and, where needed, act on concerns raised by residents who live in our high-rise buildings. We will communicate the number of concerns raised in your building as we encourage residents to raise any building safety concerns so we can investigate and resolve them. You can raise your concerns by contacting our Resident Engagement and Complaints Lead.

So that we can ensure that lessons learned are captured and communicated, as part of the process for you raising concerns, we will capture all concerns raised and record the outcome. We will also communicate and pass information on to other stakeholders to try to improve performance and services.

To contact the Resident Engagement and Complaints Lead Send a letter to the team: Building Safety Team, 5th floor Laurence House 1 Catford road SE6 4RU

Call: Charles Richards: 07596891261 Building Safety concerns can be raised by emailing: [Buildingsafety@lewisham.gov.uk](mailto:Buildingsafety@lewisham.gov.uk)

## 7. Resident duties

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 act in a way that creates a significant risk of a building safety risk materialising; (Spread of fire or structural safety)
- Not interfere with a relevant safety item
- Comply with a request, made by us, for information reasonably required for the purposes of our duty to assess or manage a building safety risk

A person “interferes” with a relevant safety item if they, without reasonable excuse –

- Damage it
- Remove it
- Do anything to, or in relation to, it that interferes with its intended function

### 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.

**Electrical Safety:**

Do not overload electrical sockets or use damaged electrical cords.

Regularly inspect electrical appliances for signs of damage or wear and replace them if necessary.

We would encourage our tenants and leaseholders to visit the below links provided by the London Fire Brigade regarding the safe use of electrical items and the safe use of batteries and chargers.

<https://www.london-fire.gov.uk/safety/the-home/electrical-items/>

<https://www.london-fire.gov.uk/safety/the-home/electrical-items/batteries-and-chargers/>

**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.

**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.

**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.

**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.

**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.

## 8. What to do if you feel you would require assistance leaving your home in the event of a fire

We recognise that some residents may find it harder than others to respond quickly to an alarm or to leave the building safely in an emergency. Under the Residential PEEPs requirements, we have a duty to identify residents who may need support and—where the legal criteria are met—to prepare, maintain and review a Residential Personal Emergency Evacuation Plan (RPEEP).

This section explains:

- how you can tell us if you or someone in your household might need assistance,
- how we assess what support is appropriate (through a Person-Centred Fire Risk Assessment – PCFRA), and
- how we use that information to put practical, proportionate measures in place, including an RPEEP where required.

Who this applies to

You may want to contact us if you or anyone in your household:

- has a disability, impairment or health condition that could affect safe evacuation,
- has difficulties with mobility, balance or stamina (including temporary conditions),
- is hearing or visually impaired,
- is neurodivergent or has a condition that could affect recognising or responding to a smoke alarm,
- may need support due to dementia or cognitive impairment,
- is affected by hoarding/clutter that could slow escape or hinder firefighters,
- has other factors that could increase risk (for example, smoking combined with reduced mobility or cognition).

If you are unsure, please still contact us—there are many reasons people might answer “yes” to needing support, and we can help you work through it.

How we will identify residents who may need support

We will make it easy for residents to self-identify and to update us if circumstances change. We will actively promote this:

- at sign-up when a new resident moves in,
- following a fire or incident in a resident’s flat,
- in letters, newsletters and on our website,
- through survey returns and other engagement activity.

We will also offer information and signposting to other services that can reduce risk, including support with clutter/hoarding and advice on safer behaviours in the home.

What happens when you contact us: PCFRA first, then RPEEP if needed

When you contact us, we will arrange a conversation (and where helpful, a visit) to carry out a Person-Centred Fire Risk Assessment (PCFRA).

The PCFRA helps us understand:

- what you can do independently in an emergency,
- what might prevent you from evacuating quickly and safely,
- what support, equipment or adjustments could reduce risk, and
- how this fits with the fire safety strategy for your building.

If the assessment shows you may not be able to evacuate safely without support, we will work with you (and, where appropriate, anyone who supports you) to develop a Residential PEEP (RPEEP).

Your RPEEP will be practical and proportionate and may include one or more of the following, depending on need and building context:

- clear instructions tailored to you (in accessible format),
- agreed support arrangements (where feasible and appropriate),
- assistive technology or equipment (where suitable),
- communication aids (for example, visual/vibration alerting),
- information for responding crews to support operational decision-making.

We will explain what we recommend and why, and we will keep the focus on measures that are reasonable, workable and effective.

### Information sharing and your privacy

We take your privacy seriously. We will only record and share information that is necessary to protect life and to meet our legal duties.

- If an RPEEP is in place, relevant information may need to be shared with the Fire and Rescue Service so that firefighters have vital information at the earliest stage of an incident and can make informed decisions.
- We will always aim to share the minimum information necessary, and we will explain what will be shared, why it is needed, and how it will be used and only share it with your consent.

We will not share other residents' personal PCFRAs/RPEEPs/evacuation plans with you.

### Keeping information accessible and inclusive

We will make reasonable efforts to ensure information and support is accessible and clear. This may include:

- providing information in different formats (for example large print or simplified wording),
- translation of key information when requested,
- liaising (where appropriate) with people who support you, such as carers or professionals, in line with data protection.

### Review: keeping your plan up to date

Needs can change. We will review PCFRA/RPEEP information:

- at appropriate intervals, and
- whenever you tell us something has changed (for example your mobility, health, medication, support arrangements, or equipment).

### Home Fire Safety Visits (London Fire Brigade)

We encourage residents to book a Home Fire Safety Visit with the London Fire Brigade, which can provide additional advice about staying safe at home.

Link: <https://www.london-fire.gov.uk/safety/the-home/book-a-home-firesafety-visit/>

In some cases we may recommend a Home Fire Safety visit is required to the London Fire Brigade but again only with your consent.

### What to do in the event of a fire or other building emergency

We will provide information and (where appropriate) training to help residents understand what to do in an emergency, including:

- resident fire safety training delivered by Building Safety Managers and supported by the Fire Safety Team and Fire and Rescue Service, with refresher training at agreed intervals,
- clear guidance on what to do in an emergency, aligned to the fire safety strategy for your building and the fire protection measures in place,
- written advice and/or short instructional videos to improve understanding.

### Contact us — if you might need assistance to evacuate

If you or someone in your household would have difficulty responding to a smoke alarm or evacuating safely without assistance, please contact us:

Phone: 020 8314 8560

Email: [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

## 9. 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.

### Inspection and servicing regime for all systems/assets.

Evidence of testing /maintenance certification is available on request.	Visual Inspection/ Monitor	Maintenance/ Service	Comments
<b>COMMUNAL</b>			
<b>Building Safety Manager Inspection</b>	Monthly		
Automatic Fire Detection/ Automatic Opening Ventilation	Monthly	Quarterly	Monthly visual inspection by BSM. Quarterly test by contractor
Domestic sprinkler system	Monthly	Annual	Monthly visual inspection by BSM. Annual major service via contractor
Evacuation Alert Control and Indicating Equipment (EACIE)	Monthly	6 months	Monthly visual inspection by BSM with 6/12 monthly inspections via contractor
CCTV	Monthly	6 months	Monthly visual inspection by BSM.
Cold water storage tanks	Monthly	6 months	Monthly visual inspection by BSM.
Emergency lights	Monthly	Annual	Monthly visual inspection by BSM annual service by contractor
Entry door system	Monthly	Quarterly	Monthly visual inspection by BSM with quarterly inspections via contractor
Fire Doors (communal)	Monthly/Quarterly		Monthly visual inspection by BSM with quarterly inspections via external consultancy
Ventilation/Extract system	Monthly	Quarterly	Monthly visual inspection by BSM with quarterly inspections via contractor
Landlord electrics	Monthly	5-year cycle	Monthly visual inspection by BSM/5-year cycle via electrical contractor
Lightning conductor	Monthly	Annual	Monthly visual inspection by BSM annual service by contractor
Passenger lifts	Monthly	Monthly	Monthly inspection by BSM 6 monthly inspections via insurance company
TV aerial equipment	See comments		No fixed service / inspection regime. If funds are available condition checks are carried out.
Water booster pumps	Monthly	6 months	Monthly inspection by BSM annual service by contractor

Water Risk Assessment		4 years	
Dry Rising Main (DRM)	Monthly /6 months	Annual	Monthly inspection by BSM. Annual major service by contractor

**WITHIN INDIVIDUAL PROPERTIES (LBL residents only)**

Electrics (EICR)	5-year cycle		Via electrical contractor
Fire door	Annual		Monthly inspection by BSM. Annual inspection completed via external consultancy following best endeavours process for access.
Smoke/Heat detection	Monthly		Advisory only as resident responsibility to test

## Building Safety Works to your building – 2025 – 2030

### Planned works

All dates provided are current at the time of writing taken from LBL's Capital programme but may be subject to change.

Further Note: The below works only include Building Safety works and not any cyclical maintenance and repairs or asset management upgrade works

PLANNED WORKS /ACTION	SOURCE	EXPECTED START DATE	CURRENT STATUS / UPDATE	IS THIS A BUILDING SAFETY RISK?
Durability Concrete tests	Intrusive structural survey	April 26	Not Started	No, these are part of the Structural on going assurance

## 10. Accessing your Home

### Access and Alterations to your flat

To make sure your building remains safe, please check what work is allowed in your lease or tenancy agreement and inform the building safety manager of any work before starting. 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.

## 11. Communication

### How we will communicate with you

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. Based on a survey undertaken surrounding how residents of Mermaid Tower would like to be communicated with, please see results below.

During the building safety consultation, you advised us that you would like to be communicated with in the following ways.

The vast majority requested that Building Safety information is communicated to them via email, closely followed by information being shared in a printed format. When asked about language preferences, the overwhelming majority of respondents requested for information to be communicated in English.

Please make sure the London Borough of Lewisham has 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

We will 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
- Building Safety drop-in sessions

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.

- Building safety resident's panel

If you would like to join the panel, please contact your Resident Engagement and Complaints Lead.

## Building Safety Resident Engagement Strategy

Our Building Safety Resident Engagement Strategy is designed to prioritize 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.



### Scan me

Please share this 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 on our website using this link:

[Lewisham Council - Resident engagement](#)

## 12. Relevant Complaints in relation to Building Safety

A 'relevant' Building Safety complaint relates to the spread of fire or a structural safety risk. 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

**Stage One** – In the first instance contact your Resident Engagement and Complaints Lead as detailed within the Key contact details or email: [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

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

#### Complaints procedure:

[Lewisham Council - Building safety complaints](#)

You can make a complaint in the following ways:

Housing contact centre by phone: **0800 028 2028**

The Building Safety Regulator

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>

<b>Version</b>	<b>Review and amendment details</b>	<b>Date</b>	<b>Revised By</b>
1	Contents reviewed by Resident Engagement and Complaints Lead prior to sharing with Hd of Building Safety	07-07-2025	Resident Engagement and Complaints Lead