

# Building Safety Information Pack

## 1 – 42 Clairville Point

Dacres Road, London, SE23 2PA

**HRB Number: HRB03261G9G8**



**Lewisham Council**

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



**How we will communicate with you in terms of language preferences. This document is specific to 1 – 42 Clairville Point. 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 لەمخۆ گرتوووە دەربارەی سەلامەتی بێنا و ئێمە چۆن هاوکاری ئێوە دەکەین بۆ پاراستنی بێناکەتان بە سەلامەتی. ئەگەر ئێمە 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 [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk) إرسالك رسالة إلكترونية إلى

#### **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 güvenliğini 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 **1 - 42 Clairville Point** 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](mailto: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.



**Name:** Cassandra Reason

**Email Address:** [cassandra.reason@lewisham.gov.uk](mailto:cassandra.reason@lewisham.gov.uk) or [buildingsafety@lewisham.gov.uk](mailto:buildingsafety@lewisham.gov.uk)

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

### 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](mailto: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:** HRB03261G9G8

**Total Number of floors:** 11

**Total Height of Building:** 26.85 metres

**Originally built:** 1962

**Type of use:** Residential

**Number of Residential Units:** 42

| Safety Features                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Fire doors</b>                       | <p>Communal fire doors are provided to the lift lobby area, emergency escape staircase and separate the bin chute balcony areas on all residential floors. These are provided to protect residents should they need to exit the building in an emergency from smoke / fire or any other incident. The doors are periodically inspected and maintained. These are monitored by the Building Safety Team to ensure compliance with Fire / Building Safety legislation.</p> <p>Flat entrance doors should provide 30 minutes fire and smoke resistance and should be fitted with a self-closing device. There is a monitoring and maintenance programme in place</p> |
| <b>Fire and smoke control equipment</b> | There are permanently open vents (POV) located at the top of the emergency escape staircase and in lift lobbies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Evacuation information</b>           | You have a STAY PUT policy building                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <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 a smoke detection unit 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 which is fitted with fire doors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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

**External Walls:** The structure is a 11-Storey, 'H' shaped residential tower block. The block has exposed concrete columns and slab edges plus a roof level ring beam and recessed private and communal balconies. There is a combination of full height brickwork panels between the slab edges and under window panels. The south elevation has rendered External Wall Insulation panels.

**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.

**1 – 42 Claireville Point** has a **Stay Put** strategy in place.



The poster is titled 'Fire action' and features the Lewisham Council logo 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 megaphone, a fire alarm, a telephone, and a person waiting outside.

**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 2026, option 5, then option 1



## 6. 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

Email: [Charles.richards@lewisham.gov.uk](mailto:Charles.richards@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

### **How we will identify customers who may be at greater risk from a fire or who would need assistance escaping from a fire in the event of an emergency**

We recognise that some residents may be at greater risk than others of having a fire start in their property or being able to safely exit in an emergency. Residents are encouraged to contact us to discuss arrangements or advice where the following apply for member/s of their household:

- A disability, impairment, or health condition, that could adversely affect a safe exit from the building if required in an emergency.
- Advice and assistance for dealing with clutter and hoarding.
- Other reasons or combination of reasons that could increase a risk from fire (for example smoking and living with dementia).
- We would encourage our tenants and leaseholders to book a Home Fire Safety Visit with the London Fire Brigade: [www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/](http://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/)
- We will also offer fire safety advice where requested.

We will promote the opportunity for residents to self-identify to inform us that they would need assistance in escaping from a fire in the event of an emergency:

- At the sign-up process when a new resident moves in.
- Following a fire or incident in a residents flat.
- On all communications such as letters and newsletters and on our website.
- On survey returns.

There are many reasons for answering "yes" when we ask whether you would need assistance escaping a fire in your flat. For example, you may be hearing or visually impaired or a wheelchair user or have other concerns about your mobility in an emergency. You may have a neuro-diverse condition which affects your ability to respond to a smoke alarm. If you are in any doubt, please contact us and we can help you make an assessment.

Once you contact us, we will then be able to meet with you and have a discussion where we can ask some questions. This process is called a Person-Centred Fire Risk Assessment. Once we have met, we can ensure that, where required, we will recommend additional fire safety provisions. We would also, with your permission, share your location with the London Fire Brigade.

Rest assured only minimal information would be shared with the Fire Brigade and this is to give them vital information at the earliest stage of an incident so they can make informed decisions allowing them to prioritise and plan your evacuation or rescue should a fire occur.

We will ensure that relevant information is communicated to residents in an accessible and clear way keeping in mind the principle aim of keeping people safe.

You can also request a Home Fire Safety Visit from the London Fire Brigade by following this link [www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/](http://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/)

### **Action to take in the event of a fire or other building emergency**

We will provide you with information and training for fire and building safety awareness to ensure you know what to do in the event of a fire or other building emergency. Examples of this include:

- Training to residents delivered by Building Safety Managers and supported by Fire Safety Team and the Fire and Rescue Service, with refresher training at agreed intervals.
- Clear information for what to do in the event of an emergency. This will include Fire information for their building, and the cause and effect of various active and passive fire protection systems that are in place.
- Written advice and/or instructional videos to improve understanding of what to do in the event of a fire.

Our Fire Safety video [LBL Fire Safety video](#) what we are doing to keep you safe from fire – and what steps you can take in an emergency.

## 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.**

### Building Safety Manager Inspection Monthly

|                          | Visual Inspection/<br>Monitor | Maintenance/<br>Service | Comments                                                                                       |
|--------------------------|-------------------------------|-------------------------|------------------------------------------------------------------------------------------------|
| <b>COMMUNAL</b>          |                               |                         |                                                                                                |
| Cold water storage tanks | Monthly                       | 6 months                | Monthly visual inspection by BSM.                                                              |
| Emergency lights         | Monthly                       | Monthly                 | Monthly visual inspection by BSM.                                                              |
| Entry door system        | Monthly                       | Quarterly               | Monthly visual inspection by BSM.                                                              |
| Fire Doors (communal)    | Monthly                       |                         | Monthly inspection by BSM with quarterly inspections via external consultancy.                 |
| Landlord electrics       | Monthly                       | 5-year cycle            | Monthly visual inspection by BSM. 5-year cycle via electrical contractor.                      |
| Lightning conductor      | Monthly                       | Annual                  | Monthly inspection by BSM Annual contractor test.                                              |
| Passenger lifts          | Monthly                       | Monthly                 | Monthly inspection by BSM & contractor. 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 contractor service.                                          |
| Water Risk Assessment    |                               | 4 years                 |                                                                                                |
| Dry Rising Main (DRM)    | Monthly                       | 6 months & Annual       | Monthly inspection by BSM. Annual fully charged test.                                          |

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

|                      |              |                                                                                 |
|----------------------|--------------|---------------------------------------------------------------------------------|
| Electrics (EICR)     | 5-year cycle | Via electrical contractor                                                       |
| Fire Door            | Annual       | Completed via external consultancy following best endeavours process for access |
| Gas                  | Annual       | LGSR via gas contractor                                                         |
| 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? |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------|---------------------------------|
| Stair doors and screens               | Retrospective Fire Strategy                                                                                      | TBC                 | Not yet started         | No                              |
| Evacuation Alert system               | N/A this is a proactive choice as part of LBL's response to the findings of the Grenfell enquiry recommendations | TBC                 | Not yet started         | No                              |
| Installation of a roof Cavity Barrier | Building Safety team inspections following major works                                                           | TBC                 | Not yet started         | No                              |

## 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 **1 – 42 Clairville Point** 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.

Building Safety information is communicated to via email and via printed documentation. When asked about language preferences, all responses was 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:

<https://lewisham.gov.uk/myservices/housing/council-homes/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>

| Version | Review and amendment details                                                                               | Date       | Revised By                              |
|---------|------------------------------------------------------------------------------------------------------------|------------|-----------------------------------------|
| 1       | Contents reviewed by Resident Engagement and Complaints Lead prior to sharing with Head of Building Safety | 07-07-2025 | Resident Engagement and Complaints Lead |
|         |                                                                                                            |            |                                         |
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