Building Safety Information Guide

Flats 1-31 Queens House, 6 Holly Road. Twickenham. TW1 4EG

High-rise registration number:
HRB09122H9G0

Date: June 2025

Introduction

Ensuring the safety of residents and the buildings you live in is our top priority.

Your apartment building is over 18 metres in height, or at least 7 storeys, and is considered a Higher-Risk Residential Building under the guidance in The Building Safety Act 2022.

It is important we provide you with safety information about your home and let you know how to report any safety incident. We have therefore created this building safety information document.

This document provides you with important safety information and includes:

- A summary of the most recent Fire Risk Assessment (FRA), carried out in August 2024.
- Advice on the steps you can take to reduce the risk of a safety incident taking place
- Who to contact if you need to report a safety incident
- The responsibilities of MTVH and residents to keep your home and building safe
- What to do in the unlikely event of a fire
- Details of the equipment in the building to keep you safe, its location, and how frequently we carry out our routine checks
- Who to contact if you wish to make a complaint
- Who to contact if you feel you need support to leave your home in the event of a fire and require a Personal Emergency Evacuation Plan (PEEP)
- Who to contact if you have a question about building safety
- How we will communicate safety information and involve you in building safety decisions about your building

Your building

- Converted in 2018, Queens House is nine storey purpose-built block of flats.
- The structure of the building is a reinforced concrete frame, supported on reinforced concrete columns and walls.
- The end walls have an external brickwork leaf with a reinforced concrete wall inner leaf and the original external brickwork cavity walls have been replaced by a curtain walling system.
- There is also a small basement under the core area which extends slightly into the adjacent three storey block.
- There are solar panels on the roof.
- A new Fire Risk Assessment will be carried out in August 2025

Summary of the Fire Risk Assessment (FRA)

All FRA recommendations will be completed based on a risk prioritisation. The below outlines a summary of the current open recommendations.

1. Install a Fire Service drop key to override the door lock at the front entrance door of the property.
2. Residents must be reminded of fire safety and should not store combustible items on walkways.
3. Ensure all servicing certificates are up to date.
4. Ensure all fire action notices are displayed throughout the building, with appropriate instructions for the evacuation strategy.
5. A full fire door survey is to be undertaken of all fire doors within the building, all remedial works are to be carried out by a 3rd party accredited contractor.
6. Remove all residents' personal items from the communal areas and electrical and riser cupboard.
7. Ensure all appropriate warning signage is in place on the communal cupboards.

Evacuation procedure

In the unlikely event of a fire, it is important you understand the evacuation procedure. The strategy for your building is to **stay put.**

This means that the building has been designed in such a way that if a fire were to start, it would be contained and not spread to other apartments. Therefore, it should be safe for you to stay in your own flat.

However, if a fire starts in your home, or if you hear an alarm, you should:

- Make sure everyone inside your home is aware and immediately leaves the flat
- If there's smoke, keep low to the floor where the air is clearer
- Close all doors inside your flat if it's safe to do so
- When everybody has evacuated your flat, make sure the front door is closed behind you.
- When you get outside the building, call 999 ask for the Fire Brigade, giving the building address. When the Fire Brigade arrive, tell them where the fire is
- Do not go back inside the building until the Fire Brigade have put the fire out and they tell you it is safe to return home
- Do not use the lift

If your escape route is blocked by fire or smoke, stay inside the safest room with a window that opens and call the Fire and Rescue Service on 999, letting them know you're unable to get out. Keep the door closed and use towels or bedding at the bottom of the door to block the smoke, then open the window and call for help.

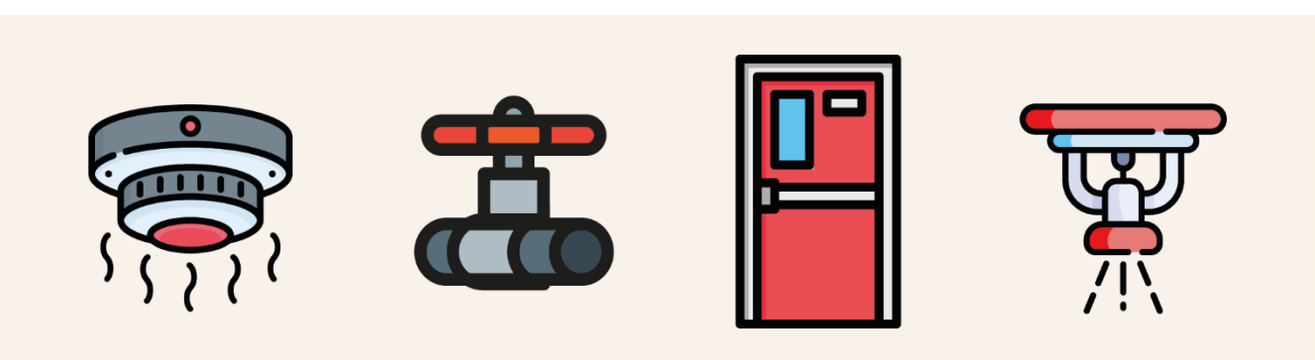
Personal Emergency Evacuation Plan (PEEP)

If you or members of your household require extra support in the event of an evacuation, please contact your Local Housing Manager, Sophie Gill on 0203 535 3535 who will carry out a Personal Emergency Evacuation Plan (PEEP).

Measures in your building & home to limit fire spread

There are lots of different measures and equipment in place in your building to keep you safe, including:

- The building has been constructed to achieve a minimum 60-minute fire resistance. This means the walls and floors, should hold back flames and smoke for a minimum of 60 minutes
- Each flat has smoke and heat detectors
- To make sure that escape routes are kept clear of smoke, there are automatic opening vents (AOVs) located in the communal corridor(s) and at the head of the stairs
- Dry risers (empty pipes which firefighters connect to a pressurised water source) serve every floor.
- Emergency lighting is installed throughout all communal walkways, landings and lobbies
- There is a sprinkler system provided within the flats
- All flat entrance doors are designed to control the spread of fire and smoke for at least 30 minutes (FD30)



What MTVH is doing to keep you and your home safe

- Complying with all relevant guidance and regulations relating to fire and building safety
- Carrying out a fire risk assessment (FRA) in your building once a year
- Completing any actions raised during the FRA within the given timeframe
- Maintaining all fire safety equipment in good working order
- Completing a building safety inspection every quarter
- Providing you and your neighbours with essential fire safety Information so that you know what to do in the unlikely event of a fire

Providing information & how to get involved

We will involve you in the decisions we make about safety in your building and keep you updated regularly on building safety matters.

Further details about how we stay in touch with you, and how to request further safety information about your building can be found on our website under **Safety in high-rise buildings**.

You can also telephone our Building Safety Team on 0208 607 0691.

If you require a translation service or interpreter to communicate with us, or would like us to provide safety information in an alternative format, please let us know.

Inspection and maintenance programme

Although most of the checks relate to communal areas, we need to come into your home to carry out your annual gas safety check and programmed electrical checks. Please allow us access when we arrange this appointment with you.

Functionality inspections carried out by MTVH				
Fire safety asset	**Servicing frequency**	**British standard**	**Note**	**In-house testing functionality**
Fire alarm system Grade A	6-monthly	BS-5839-6:2019	Full service	Weekly
Fire alarm system Grade D	Annually	BS 5839- 6:2019	Full service	Monthly
Automatic smoke vents	Annually	BS7346- 8:2013	Full service	Weekly
Emergency lighting	Annually	BS 5266- 1:2016	Full duration (3 hours)	Monthly
Dry rising mains	6/12 months	BS9990/BS999	6m service/12m	Monthly
Communal fire doors **Flat entrance doors**	Annually	BS9999 BS8214	Fire door function test and visual	Quarterly Annually
EICR	5 years	BS7671	100%	
Lightning protection	Annually	BS EN 62305	Inspected and tested	
Gas safety checks	Annually	Reg 36 1998	Full inspection	
Lifts		Will depend on when the lift was installed		Monthly

How to play your part in maintaining building safety

Read all safety information we send to you and share it with the people you live with.

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Make sure everyone in your household knows what to do in the unlikely event of a fire.

- Follow all the advice to reduce the risk of fire
- Put candles, incense sticks and oil burners out and never leave them burning when you are asleep
- Avoid purchasing second-hand cookers. When ignited, your gas cooker should have a steady blue flame; a yellow or red flame can indicate incomplete ignition, and the production of carbon monoxide. Always use Gas Safe gas engineers to install gas appliances.
- When cooking, make sure pans are never left on the heat unattended
- Avoid overloading plug sockets and don't leave electrical items charging overnight
- If you have a tumble dryer, make sure you empty the filters regularly
- Do not tamper with your flat entrance door (FED)
- Check to ensure your smoke alarms are working
- Check your electrical appliance regularly for any faults
- Take care when using portable heaters and keep clear of furniture and curtains
- If you smoke, take extra care with matches, lighters and finished cigarettes

Protect yourself and others from the dangers of e-bike, e-scooter or lithium-ion fires. For more information see the London Fire Brigade's 'Guidance and principles for the charging and storage for electric-powered personal vehicles'

Click to view

Keep communal areas clear so that you and your neighbours can get out if needed, and so that the Fire Service can get in quickly and do their job without tripping and putting themselves at greater risk

The Fire and Rescue Services (FRS) carry out home fire safety or wellbeing visits and provide information on prevention, detection and escape. Free smoke alarms and specialist alarms can also be fitted where needed.

For more information visit:

Fire safety at home | London Fire Brigade

Fire door advice for residents

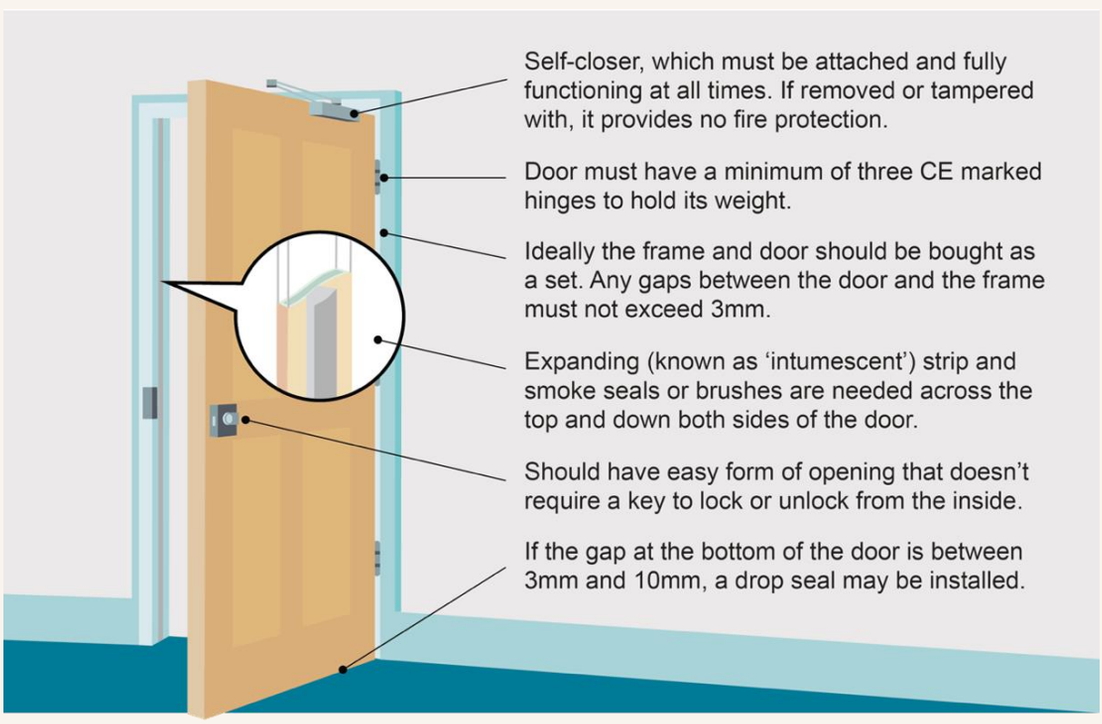
Fire doors create a barrier from fire and toxic smoke and prevent those elements from travelling around a building during a fire. This keeps the damage to a small area, allowing for evacuation, compartmentation and safe access for the emergency services. Flat entrance doors are required to be fire- and smoke-resistant; you may also have fire doors in your block in stairwells and corridors. You will also see them protecting areas where there's a risk of fire, such as the bin storage area or the mains electricity service cupboard.

Checking your fire door

Below is a simple guide to inspecting your flat entrance door for all the right safety equipment. You can check that your door and the communal doors have all the right parts, and this will help keep everyone safe.

Flat front doors

If you live in a flat, these typical front door features are essential and need checking annually.



Never carry out any repairs or work on your fire door – this can damage and make it less likely to work properly in an emergency. Report any faults or repairs to **020 3535 3535**.

Communal fire doors must be kept shut and never be wedged open.

Balcony Safety

- Never use barbecues or a flame pit on your balcony, including disposables.
- Never store flammable or hazardous materials (i.e. gas cylinders) on balconies
- Keep balconies clutter-free – they should not be used for storage
- Do not modify your balcony or install screening or netting
- Do not smoke on your balcony. If you do smoke on a balcony, do not discard cigarettes or smoking materials on or over the balcony.
- Never store electrical goods, like fridges and tumble dryers, on your balcony They aren't suitable for outdoor use and could start a fire.
- Never store or set off fireworks or flares on your balcony.
- Never store glass vessels and mirrors on your balconies, they may amplify

Planning your escape route

The escape route from your flat is via the single staircase, which leads directly to one final exit on the ground floor. Aim to get to a stairway as quickly as you can, as it will have fire doors and will usually be enclosed and ventilated.

It's important that everyone in your household knows the escape route, and that you practise it so that you all feel confident about what to do if a fire breaks out in your home or if you hear an alarm. A torch is useful in case you need to evacuate at night.

Your best route is the way you normally go in and out of your home. However, there are likely to be several different ways you can evacuate in an emergency. Make sure you're familiar with all the alternatives in case your first option is affected or not safe to use.

Aim to get to a stairway as quickly as you can as it will have fire doors and will usually be enclosed and ventilated.

If any doors or windows that form part of your escape route are lockable, keep keys nearby (whilst keeping security in mind) and make sure everyone knows where they are. A torch is also useful in case you need to evacuate at night.

Make sure all parts of your route are always kept clear of obstructions and don't store items such as pushchairs, bikes or shoes as they are trip hazards.

Practise walking the entire escape route regularly and let us know if any part of your escape route is blocked or not accessible.

Reporting a safety incident

To ensure the safety of all residents and visitors to your building, it is important that all safety incidents are reported. MTVH is the Principal Accountable Person (PAP) and is responsible for reporting safety incidents to the Building Safety Regulator (BSR). Below are examples of the types of incidents that we must report. Failure to report an incident to the BSR may result in criminal charges against MTVH, including imprisonment or a large fine.

- Structural failure of the building
- The spread of fire in the building
- Significant system failures (e.g., fire detection systems, sprinklers)
- Near-miss incidents
- Any occurrence that could pose a significant risk to life safety

How to report a safety incident

If you or your visitors are involved in or witness a safety incident in your building, please contact us immediately.

Call us on 0203 535 3535. Lines are open 24 hours a day, 7 days a week.

Or Scan the QR code below

Building safety complaints

If you would like to raise a formal building safety-related complaint you can:

Call us on 0203 535 3535, Monday to Friday, 8am – 6pm. We'll take you through the process and raise a complaint on your behalf.

Fill in complaints form on our website, visit:

https://www.mtvh.co.uk/contact-us/complaints-service

Write to:

MTVH Customer Care Team, Waterfront House, Beeston Business Park, Technology Drive, Nottingham NG9 1LA

Contact the Building Safety Regulator directly:

Telephone 0300 790 6787 (Monday to Friday, 8:30am to 5pm, except on Wednesdays when they are open from 10am to 5pm)

Fill in the form on their website:

https://www.gov.uk/guidance/contact-the-building-safety-regulator

MTVH

mtvh.co.uk