



# Building and Fire Safety

## Charter Report

2023-2024



As part of our commitment to be transparent, we report on our progress against our Building Safety Charter commitments every year. This 2023/24 report tells you how we're improving and what we need you to do to keep safe. Visit [camden.gov.uk/buildingsafetyworks](https://camden.gov.uk/buildingsafetyworks) to see if works are planned at your building.


**Your safety is always our priority.**

## Commitment 1

### We will work with you to keep your homes and buildings safe

#### In 2023/24, we carried out...

- Gas safety checks in **99.2%** of our 13,231 council homes.
- Checks to **157** communal gas boilers serving over 9000 homes.
- Electrical inspections to all our tenanted homes. At the end of 23/24, **87%** of homes were granted a compliant Electrical Installation Condition Report (EICR), up from 67% in April 2023.
- Electrical safety checks in communal areas of our buildings: We tested communal electrical supplies in buildings as part of a 5-yearly testing programme, In April 2024, **98.5%** were compliant and **97.8%** of blocks had a valid communal wiring certificate.
- Asbestos surveys to the communal areas of **100%** of buildings, and we updated surveys on over **90%** of blocks with communal areas.
- Water hygiene risk assessments at a rate of **98.5%** overall compliance. In the last 6 months we carried out servicing on **86.7%** of our 841 communal tanks: an increase from last year of 20%.

 *We were unable to complete checks where we could not access homes. Your tenancy conditions say you must give access to your home for inspections and repairs when requested to do so. Anyone representing the council will show their identification card if you ask them.*

## Commitment 2

### We will be transparent

If you have questions about fire safety, what you can keep outside your home, or about fire risk assessments, contact Camden's Fire Safety Advisors at:

@ [fireadvisors@camden.gov.uk](mailto:fireadvisors@camden.gov.uk)  
or leave a message with your name and concern at 📞 **0207 974 1964**.

#### What is a Fire Risk Assessment (FRA)?



An FRA is a visual inspection to identify any fire risks and works needed to improve the safety of a building, carried out by our independent fire safety experts.

## Commitment 3

### We will make sure you know how to stay safe at home

We continued our programme of advice and information on fire safety in Housing News and Homeowners' News.



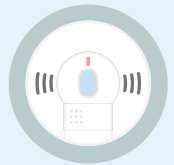
## In 2023/24, we...

- carried out Fire Risk Actions to **3,229** buildings within their review dates. The Council has completed over **50,000** FRA actions since 2020, and over **10,000** in the year 23/24. In 2023/24 our team of Capital Works Project Managers, dedicated to fire safety works, carried out **1,871** FRA actions.

If you live in a purpose-built block, you can read the FRA for your building at [camden.gov.uk/fire-risk-assessment](https://camden.gov.uk/fire-risk-assessment). If you live in a street property, contact us for a copy of the FRA for your building by emailing [@firesafety.admin@camden.gov.uk](mailto:firesafety.admin@camden.gov.uk) or calling **020 7974 4444**.



- contacted Tenant and Resident Associations and Tenant Management Organisations about the fire risk assessments for **188** blocks. For blocks without a TRA we notified Neighbourhood Housing Officers.
- published the results of Tenant Satisfaction Surveys (TSM) in line with the new Social Housing (Regulation) Act. We found that **71.2%** of tenants said that they are satisfied that their home is safe. Find the full report for figures on the number of homes with a compliant asset and a compliance certificate at [camden.gov.uk/TSMs23-24](https://camden.gov.uk/TSMs23-24)
- carried out a large programme of work to ensure that all homes have the appropriate Carbon Monoxide (CO) and Smoke Detection. We've contacted all residents who require alarms, and by 1 April 2024, **99.9%** of homes requiring a CO alarm had one, and **93%** had smoke detectors. We continue to contact residents to ensure these essential alarms are fitted.



## In 2023/24, we...

- delivered leaflets to **33,000** homes on what residents can keep in shared areas.
- shared our Building safety charter report for 2021/22 delivered to **33,000** council homes
- featured information on key fire safety issues over the year in Housing News Magazine including messages on safely charging and storing e-bikes and e-scooters, communal electricity meter cupboards safety, Personal Emergency Evacuation Plans (PEEPS), Building Safety Managers for high-rise buildings.
- registered all the council's 188 residential buildings at 18+ metres or 7+ floors in height with the Building Safety Regulator. Find the full list and information about Building Safety Managers at [camden.gov.uk/highrisebuildings](https://camden.gov.uk/highrisebuildings)



For more fire safety advice visit [camden.gov.uk/fire-safety](https://camden.gov.uk/fire-safety)

## Commitment 4

### Fire safety is up to all of us – we need you to play your part



There is nothing is more important to us than your safety, to help play your part:

- Check your shared area policy at [🔗 camden.gov.uk/shared-areas](https://camden.gov.uk/shared-areas)
- Make sure to take note of at the Fire Action Notice in your building. Fire Action Notices provide instruction on what to do in the event of a fire and what procedures to follow.
- Follow the advice on our website at [🔗 camden.gov.uk/fire-safety](https://camden.gov.uk/fire-safety)
- Read the Government's safety message on e-bikes and e-scooters at [🔗 gov.uk/guidance/government-safety-message-on-e-bikes-and-e-scooters](https://gov.uk/guidance/government-safety-message-on-e-bikes-and-e-scooters)
- Check your Housing News and Homeowners News for fire safety messages

## Commitment 5

### We will always listen to you about fire safety.

#### In 2023/24, we...



- asked residents in our high-rise homes about their communication preferences and about what information they want to receive on our work and investment in high-rise buildings. We carried out a consultation on our draft high-rise resident engagement strategy and will be sharing it with high-rise residents soon. Find out more about the strategy and consultation at [🔗 camdensafertogether.commonplace.is](https://camdensafertogether.commonplace.is)
- reported regularly to the Housing and Fire Safety Advisory Panel (HFSAP) and District Management Committees about building safety legislation and the Council's on-going resident safety programme. The HFSAP discussed 34 reports between 2022 and March 2024. We have recruited 12 residents to the HFSAP panel to make sure your voices are heard. You can read the reports discussed at these meetings at [🔗 camden.gov.uk/fsap](https://camden.gov.uk/fsap). These meetings are open to the public and anyone can attend. Visit [🔗 camden.gov.uk/democracy](https://camden.gov.uk/democracy) and click on 'Calendar' to see when the next one will be held.

## WE ARE SAFER TOGETHER

Fire safety is up to everyone. Play your part.