

LONDON BOROUGH OF CAMDEN	WARDS: ALL
REPORT TITLE: Fire & Building Safety Charter Annual Report	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Fire and Building Safety Panel	DATE: 23 October 2025
SUMMARY OF REPORT This report is about the Council's Fire & Building Safety Charter commitments to working with residents to keep them safe in their Council homes, and performance against the commitments in 2024/25. The report explains how we have been doing and where we need help from residents to make improvements. Local Government Act 1972 – Access to Information No documents were used in the preparation of this report which required to be listed. Contact Officer: Melissa Dillon, Resident Safety Engagement & Governance Lead Tel: 0207 974 3100 Email: melissa.dillon@camden.gov.uk	
WHAT DECISIONS ARE BEING ASKED FOR? Panel members are asked to comment on the Council's performance against the charter commitments and also on the text of the Charter and any improvements we might make.	

Signed: 

Gavin Haynes
 Director Property Management
 Date: 14th October 2025

1.0 INTRODUCTION

- 1.1 This report is about the Council's Fire & Building Safety Charter commitments to keep residents safe in their Council homes, and performance in the last financial year 2024/25 against the commitments.

2.0 THE FIRE AND BUILDING SAFETY CHARTER

- 2.1 In July 2021 the Council made a series of commitments to residents (the Fire and Building Safety Charter) about making Council homes safer with the objective that by 2025 everyone who lives in a Camden council home does so in safe, well-maintained building.
- 2.2 The Charter covers not just physical improvement to Camden Council homes but also working with residents and communities to make sure that everyone knows how to keep themselves and the people around them safe at home. Camden. The Charter sets out what the Council does to make sure that residents have a voice in decisions made about safety in their homes and access to information about the safety of the building they live in. Camden is asking residents to play their part in ensuring the safety of their buildings – safer homes are up to everyone.

Camden's Charter Commitments

- 2.3 There are five charter commitments, four setting out what the Council will do and a fifth asking residents to play their part in making sure their homes are safe. The five commitments are listed here, and section 3 of the report provides detail of practical measures, targets for measuring our performance and information about how we performed against those targets in 2024/25
- We will work with you to keep your homes and buildings safe
 - We will make sure you know how to stay safe at home
 - We will be transparent
 - We will always listen to you about safety
 - Fire and building safety is up to everyone – play your part

3. HOW ARE WE DOING – CHARTER ANNUAL REPORT FOR 2024/25

Commitment	Action	Performance in 2022/23
will work with you to keep your homes and buildings safe	We will carry out Fire Risk Assessments every 1, 2 or 3 years depending what type of building you live in. All Camden buildings will have a fire risk assessment at least every 3 years. Every year – FRAs to purpose-built blocks 10+ floors, hostels, and sheltered housing Every 2 years – FRAs to purpose-built blocks less than 10 floors Every 3 years – FRAs to street properties and TRA Halls (each street property also receiving a check of its communal areas each quarter)	Camden has 3,290 residential blocks and related assets (such as TRA halls) where fire risk assessments (FRAs) must be carried out every 1, 2 or 3 years. On the 1 April 2025 we had carried out FRAs to 98.4% of all council homes within their review dates. During the year 2024/25 there were 66 buildings where we had not been able to get in to carry out the FRA. We are in the final phase of the programme to install universal keys in street properties and TRA halls to ensure we can gain access to blocks and buildings, where there has been no response to our requests for access. We will always try to gain access to communal areas by ringing residents' doorbells and knocking, but if there is no reply, we will open the communal door with a universal key or a locksmith's tool. On 1 April 2023 we had 9,000 overdue FRA actions and 400 of these were higher risk actions, for this reason we were issued a Notice by the Regulator of Social Housing in July 2023, we are working to a Voluntary Undertaking Action Plan to discharge the regulatory notice. In 2024/25 the Council closed 9,711 FRA actions by March 26th April 2025 we had no outstanding high risk actions, 1,161 actions within target and 3,286 medium and low risk actions outside of their target. All actions are assigned to a team or in a programme of work. We were seeing small numbers of high-risk actions fall overdue each month, mainly alarm panel faults in street properties where we need access to resolve the problem. Panel faults are immediately notified to our contractor who clears them subject to access.

Gas Safety Checks – We will carry out annual CP12 Landlord Gas Safety checks to 13,306 individual properties each year.

Electrical testing – We will carry out Domestic Electrical Inspections to all our tenanted housing stock every 5 years (c23,000 homes).

Water Safety – We will service 841 Water Tanks every 6 months as part of our water safety management process.

Asbestos Surveys – In line with Camden’s asbestos Management Plan we will be carrying out new consolidated surveys to ensure that all communal areas have been re-inspected within a 5-year period.

Lift Safety – We will carry out 554 six-monthly LOLER lift insurance inspections.

Gas Safety: At the end of March 2025, we had carried out gas safety checks at **99.1% of rented council homes where they are required**. Where we have been unable to make access arrangements with residents to carry out safety checks we follow a flexible access process giving residents three opportunities to undertake the check. We continue to explain that these checks are an important part of our work to keep Council homes safe. As a last resort we have taken legal action to enforce access.

Electrical Safety checks. During 2024/25 we carried out communal electrical checks at 445 of our blocks and will complete another 476 this year. **On 1st April 2025, 99.82% of blocks had a valid communal wiring certificate.**

Getting access for domestic / internal electrical checks continues to be our challenge particularly as we need to carry out checks to 4,642 homes every year to meet our commitment to check all tenanted homes every five years. **By April 2025, 93.49% of tenanted homes had an up-to-date certificate for their internal wiring.**

Water safety (legionella) testing to Council homes has progressed well within residential properties. In April 2025 we had completed legionella risk assessments to 99.9% of all our homes.

Asbestos surveys, in line with the regulations Camden has surveys for all non-domestic area (communal areas). We have an on-going programme of cyclical inspections to keep our building records up to date In April 2025 we had completed inspections to 99.9% of the communal areas.

Lift safety checks, by the end of March 2025 our insurance company had inspected 99.6% of our 554 residential lifts (all lifts had been serviced by our contractors during that time).

	The Council is forecast to spend a total of £328m on fire & building safety through capital expenditure in the 10 years from 2018 to 2028, in addition to expenditure on the Chalcots Estate. To the end of 2024/25 the Council is expected to receive £92m in government grant for the fire safety works on the Chalcots, Cromer and Birkenhead Street Estates with the remaining £235m capital expenditure and an annual revenue budget of £4.9m being funded entirely from the HRA's resources – the rent and service charges paid by tenants and leaseholders.	The Council's spend for the year 2024/25 was £18.5m on fire and building safety capital works (this is in addition to the Chalcots major works project). During 2024/25 Camden completed 74 capital works projects consisting of dedicated fire and building safety works packages and Better Homes projects which include elements of fire and building safety works. In the same period Camden mobilised a further 71 projects which are still in progress.
Commitment	Action	
We will make sure you know how to stay safe at home	We will communicate fire safety issues through: • Quarterly Housing News (tenants and leaseholders), the Homeowners News (leaseholders only) and rent statement inserts (tenants only) as required • Posters, signage and other physical communications on estates • E-mails to residents and TRAs • Information on the Council's website and social media channels about: • ○ General fire, kitchen and balcony safety ○ Understanding smoke alarms ○ London Fire Brigade home safety visits	We continued our programme of advice and information articles in our newsletters with articles on: - Keeping your home safe from fire – Spring Housing News 2024 - Communal Areas Advice leaflet – April 2024 - Meet One of our Building Safety Manager - Camden Magazine Summer 2024 - Keeping safe at home, window safety, fire doors - Autumn Housing News 2024 - Keeping Warm & Safe this Winter – Camden Magazine Winter 2024 Invitations continue to TRAs to attend fire risk assessments sending out posters and emails to TRA In July 2024 we wrote to residents of all council homes setting out the importance of fire doors and knowing what to do in the event of a fire. The Fire & Building Safety pages on our website - https://www.camden.gov.uk/fire-and-building-safety - provide advice and information about a range of topics including Safety checks in communal areas

	• Fire door checks in council buildings • Fire risk assessments for Camden housing • Building safety for high rise buildings • Building and fire safety information packs for high-rise buildings • Report a fire or structural safety issue in a high-rise building • Fire building safety charter • Building safety works • Building Safety Resident Engagement Strategy Seasonal safety messages and e-bike safety information have been displayed on video screens in the Councils public libraries. The Council has worked with the London Fire Brigade to produce fire safety videos which can be viewed on the Council website and on YouTube. The videos are available with over-dubbing and/or sub-titling in the main Camden languages as well as in English. Links to the videos have been shared on the DMC micro-sites and with the Councils main community partners.
We will publish an annual report on our performance against our charter commitments	This is our fourth annual report
We will: Publish our plans for compliance with Fire and Building Safety regulations as it is enacted/published • We will publish a list of all blocks where a building safety case report will be required by the Building Safety Case Regulator and timescale for their submission.	We have published the list of the Council residential buildings that are 18+ metres or 7+ floors in height which must be registered with the Building Safety Regulator. You will be able to find the list on the Council's website at Registered high-rise residential buildings in Camden - Camden Council Residents can find building safety information for high-rise building including: • address of the building

		• reference number to search for the Fire Risk Assessment • registration number from the Building Safety Regulator • Building Assessment Certificate, if issued by the regulator Residents can watch a Health and Safety Executive video about building safety case reports by following this link on the Council website - Building Safety Case Reports . In 2024/25 the Building Safety Regulator called in Building Safety Case Building Safety Cases reports for 12 high-rise buildings Dalehead, Gilfoot. Oxenhome, Burnham, 9A York Way, Bacton, Mary Green, Snowman, Casterbridge, Bray, Dorney and Taplow. It takes time for the reports to be considered and the Building Assessments Certificates we have receive from the Building Safety Regulator are on display in the entrance of the relevant block and published on the Council website. Registered high-rise residential buildings in Camden - Camden Council
Commitment	Action	
We will be transparent	We invite your TRA to attend the Fire Risk assessment (FRA) for your building and will publish the results of all of our FRAs online and share them with your TRA	We continue to send invitations to TRAs to attend fire risk assessments sending out posters and emails to TRAs. In 2024/25 we invited the TRAs /Tenant Management Organisations 28 blocks to attend the fire risk assessments for their buildings. We publish information about fire risk assessments on our website at https://www.camden.gov.uk/your-fire-risk-assessments. Residents of purpose-built blocks of flats can download the fire risk assessment for their building here – https://opendata.camden.gov.uk/Housing/Camden-Fire-Risk-Assessments-Map/7zzg-jc7b Residents of Council owned street properties can request their fire risk assessment by emailing -

		firesafety.admin@camden.gov.uk
	After your fire risk assessment we will let you know about any safety work that we need to do, and how and when we will do it.	Large FRA work items are carried out by the Capital Works team dedicated to fire safety works or included in Better Homes contracts. When fire safety and better homes works contracts are due to start, we write to residents to let them know what the timescale for the work to their block is, and to set up consultation about what we will be doing. During 2024/25 project managers were in regular contact with residents where we completed 74 capital works packages that included with fire and building safety works. We also consulted and continue to contact residents of blocks where 71 projects including fire and building safety works started on site and are still in progress. The Repairs Service also carries out some of the smaller fire safety work actions identified by Fire Risk Assessments such as the installation of evacuation signs, carpentry and minor electrical works. Repairs staff also check the communal areas of street properties each quarter to test alarms and identify potential hazards. In 2024/25 we wrote to 15,707 residents about inspecting their flat front doors and following up on FRA actions affecting their homes.
	We will publish the arrangements for reporting a safety concern on our website and in our tenants' guide	The Fire & Building Safety at Home pages on our website give the arrangements for reporting safety concerns and emergencies to the Council and Fire and Emergency Services. The pages also provide advice and information about reducing the risk of fire at home, how to contact neighbourhood officers and sign up to receive fire and building safety updates. If resident have general questions about fire safety in Camden or fire risk assessments, they can contact Camden's Fire Safety Advisors at fireadvisors@camden.gov.uk. Residents can find their fire risk assessment report on the Council's website at Camden Fire Risk Assessments Map Open Data Portal

	A repairs operative should be with you between 6 and 24 hours of you reporting a repair that affects your safety. We will publish an annual safety repairs performance report against this standard	Repairs performance for 2024/25 was 85.9% of Emergency Repairs completed within target timescales and 84.5% of non-emergency repairs completed within target.
Commitment	Action	
We will always listen to you about safety	We will work with the Housing Fire & Building Safety Panel and District Management Committees (DMCs) and other stakeholders to develop safety policies, procedures and programmes, training and information for residents • take regular reports on our work and progress made to the Housing Fire Safety and Building Safety Panel and to other bodies such as the DMCs and Housing Scrutiny Committee, this in dialogue with relevant committee and DMC chairs and with their permission • co-produce resident engagement strategies for their buildings with tenants and leaseholders	We have set up a dedicated fire safety reporting inbox and phone number for residents to contact the Fire Safety Adviser Team, email fireadvisors@camden.gov.uk or leave a voice message at 0207 974 1964. We have set up a page on the Council website to that residents can check to see if safety works are scheduled at their buildings - scheduled fire and building safety works. Residents can also check if they have questions about when we will install smoke alarms, fire doors or carry out other fire safety works by e-mailing capitalworks@camden.gov.uk. We report regularly to the Housing Fire & Building Safety Panel and DMCs about building safety legislation and the Council's on-going resident safety programme. In 2024, the Panel considered 19 reports covering: • Annual review of their work, • Tracking actions they had requested • The needs of residents with hearing impairment • safety compliance performance • London Fire Brigade annual report • Building Safety Act implementation • Social Housing Regulator consumer standards • Tenant Satisfaction measures • High-rise buildings gateway controls • Audit of the Council's Fire Safety Management system In 2024/25 the Panel also received 12 monthly updates on the Council's performance against the Voluntary Undertaking Action Plan on Fire Safety, and 8 written briefings, invitations to participate

		in conferences or external panels and invitations trial and review communication materials. In 2024/25 the five District Management Committees discussed service reports at 4 quarterly meetings including information about the capital works and fire safety programmes. In 2024/25 Building Safety Managers produced individual building safety information packs for residents of high-rise buildings, these were published on the Council websites and delivered to individual residents and their TRAs. Draft Building Safety Engagement Strategies were also produced for high-rise buildings and are being revised and edited in consultation with residents if individual HRBs to reflect their needs and preferences.
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4.0 WHERE DO WE NEED TO IMPROVE

- 4.1 The Council has a Voluntary Undertaking with the Regulator of Social Housing to improve the rate of delivery on fire safety actions. In general, each FRA can generate around 10-12 follow up actions, All FRA actions are assigned to one of our teams and a wide range of contracts are in place to deliver the work.
- 4.2 In 2024/25 the Council closed 9,711 FRA actions and by March 26th April 2025 no outstanding high-risk actions, 1,161 actions within target and 3,286 medium and low risk actions outside of their target. All actions are assigned to a team or in a programme of work. The Council has installed a large number of alarm panels in recent years and there is now a consequent steady but small number of high-risk actions arising from minor panel faults which often need access to homes to remediate. All high-risk actions have a target date of 10 days to resolve.
- 4.3 Arranging access to communal areas in street properties and to residents' homes can be a challenge, but we have been making significant progress. The work of a dedicated liaison officer to contact residents face-to-face to explain why we need access and to make individual arrangements is helping to increase access rates. The Universal Key Installation programme for street properties and TRA halls is ongoing and will complete in 2026 and is making steady progress on achieving access for communal safety checks.
- 4.4 In 2024/25 there was some improvement on responding to non-emergency and emergency repairs within target, but the resources available to the Repairs Service remain under pressure from demand related to disrepair claims, the proactive approach to managing damp and mould, and the completion of the fire safety works programme.
- 4.5 Improvements have been made to IT systems – with a system called ROCC being implemented in December 2024 to assist with the scheduling and live tracking of repairs, and the service also commenced better IT system integration with M&E contractors (e.g. communal heating) to update data systems in real time
- 4.6 Our communication with residents is also something we need to continue to work on, finding as many opportunities as possible to explain why we need to carry out safety checks and works to keep people safe in their home, and making access as easy and convenient as possible.
- 4.7 **How Can Residents help?**
- By letting us in to carry out safety checks
 - Contacting us to rearrange an appointment if they are out when we call
 - Keeping communal areas and corridors?? safe and clear.
- 4.8 We know residents may need help to find alternative places to store their possessions and to understand why we need to keep communal areas clear, and what they can keep in communal areas. Residents can contact their

neighbourhood officers to discuss their storage issues and Camden's Fire Safety Advisers and the London Fire Brigade for advice about fire safety at home. Contact information is available at <https://www.camden.gov.uk/safety-at-home>.

5.0 NEXT STEPS

- 5.1 During the Autumn we will be writing to all Council homes to let residents know how we are doing on our charter commitments, and we will provide information, advice and support on fire and building safety in our new e-newsletter. Residents can sign up to receive the newsletter here **[camden.gov.uk/fire-and-building-safety-emails](https://www.camden.gov.uk/fire-and-building-safety-emails)**.
- 5.2 Neighbourhood Housing Officers are carrying out a programme of home visits contacting all Council homes to carry out routine tenancy checks, talk to residents about any support needs they may have and whether they would need help to evacuate their homes in the event of an emergency. They will refer on any fire safety or repair issues or help and support needs residents have to the repairs, fire safety and social care teams.
- 5.3 The Building Safety Manager (BSM) Team consists of nine BSMS, managed by three senior BSMS, each have a portfolio of high-rise buildings which they inspect on a monthly basis, and are developing building safety cases for each of the 188 high rise buildings the Council manages. BSMS contact residents and their TRAs to develop engagement strategies for their buildings and involve them in decisions and actions about the safety of their blocks. They are running a series of 'Meet and Greet' sessions at high-rise blocks to get to know residents and provide opportunities for people to talk them about fire and building safety.

6.0 ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no immediate environmental implications arising from the measures described in the report.

7.0 LEGAL COMMENTS

- 7.1 The Borough Solicitor has been consulted and has no legal comments on this report.

8.0 FINANCE COMMENTS

- 8.1 The purpose of this report is to update the Panel of the Council's performance against the Fire & Building Safety Charter commitments. There are currently no financial implications arising from this report.
- 8.2 Finance will work with the service to monitor and ensure as much as possible that costs associated with arranging and procuring services to fulfil the council's registered social housing provider obligations are funded from existing resources.

