

To All Residents

Colne & Mersea House

Housing, Environment & Communities
(HEC)
Barking Town Hall
1 Town Square Barking
IG11 7LU

Ref: Residentssafety
Date: 6th October 2025

Important Update – Change of Waking Watch Provider for Your Block

Dear Resident,

We are writing to inform you of an important change regarding the fire safety arrangements in your building.

As part of our ongoing commitment to ensuring the safety and wellbeing of all residents, we have appointed a **new Waking Watch provider** for your block. This change will take effect from **Monday 6th October 2025 and handover will take place at 4pm.**

The new provider **MPDFM**, has been selected to maintain the fire safety monitoring of your block. Their trained staff will continue to carry out regular patrols, monitor for signs of fire, and assist with evacuation procedures if necessary.

What this means for you

- **No disruption to service** – The Waking Watch will continue without interruption.
- **Improved service quality** – The new provider brings enhanced training, experience, and responsiveness.
- **Visible presence** – You will see new personnel on-site, wearing clearly identifiable uniforms and ID badges.

Personal Emergency Evacuation Plan (PEEP)

If you feel that you would require assistance to evacuate your flat in the event of a fire, for example, due to a mobility issue, disability, or health condition. It is important that you let us know. We can work with you to complete a **Personal Emergency Evacuation Plan (PEEP)**. This is a confidential, tailored plan that helps ensure your safety by identifying the specific support you may need during an emergency.

To request a PEEP assessment, please contact the Resident Safety and Engagement Team as soon as possible on **0208 2272360**. Alternatively, you can contact us via email on residentsafetyengagement@lbbd.gov.uk. A Resident Safety & Engagement officer will then be in touch to arrange a convenient time to speak with you and complete the plan.

Thank you for your continued cooperation as we work to maintain a safe living environment for everyone.

Your Sincerely,

Resident Safety & Engagement Team
Housing, Environment and Communities (HEC)