

# Fire Safety – Advice for Residents

## 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 all to leave. Close the door of your flat behind you.**
- Do not stay behind to put the fire out.
- Raise the alarm by using a 'break glass' call point, if fitted and accessible.
- Do not use a lift or collect personal belongings.
- Call the Fire Service by dialling 999 or 112 from a mobile phone.
- Wait outside, away from the building.

## Calling the Fire Service

- **Dial 999 or 112 from a mobile phone.**
- When the operator answers, give the telephone number you are calling from and ask for FIRE.
- When the Fire Service replies, tell them clearly the address where the fire is and provide helpful instructions if your address is difficult to find or access.
- Do not end the call until the Fire Service has repeated the address to you correctly.

## Fire safety in communal areas

- Do not prop open fire doors in communal areas. Keep fire doors closed at all times. This prevents the spread of smoke and fire and helps ensure the fire systems operate correctly.
- Ensure communal hallways are kept clear of items at all times. Items may be combustible and can block your escape in an emergency.
- Do not store any items in communal cupboards.
- Do not dispose of cigarettes over balconies or throw butts out a window.
- BBQs on balconies are prohibited.

## Your front door

The front door to your flat is a fire door that should prevent fire and smoke spreading to communal areas. Front doors are therefore:

- Required to be fire resistant.
- Required to be fitted with a working self-closing mechanism.
- Not to be replaced/altered without consent from the Management Company/Agent/Freeholder.

## Most fires start in the home. Take steps to prevent them from happening

- **Alarms:** Have a smoke alarm in any room where a fire could start. Test it monthly. Don't disconnect it or take the batteries out.
- **Smoking:** Extinguish your cigarette fully and dispose of it properly. Do not discard butts near the building, out a window or over a balcony.
- **Candles:** Ensure they are in a proper holder, away from flammable materials and not left to burn.
- **Heaters:** Keep away from flammable materials and don't overload electrical sockets.
- **Cooking:** Fit a heat alarm that will detect a change in temperature but not be set off by cooking fumes. Don't leave pans unattended.

## If you see or hear fire in another part of the building

- **It will usually be safer for you to stay in your own home if the fire is elsewhere.**
- You must leave immediately if smoke or heat affects your home, or you are told to leave by the Fire Service. Close all doors and windows before you leave.
- If you are in doubt, get out.
- Do not use a lift or collect personal belongings.

## Plan your escape

- If you feel you are vulnerable and may need assistance in an emergency, the emergency services will need to know. Please complete the [Vulnerable Person](#) form on our website.
- Make an escape plan and practice it regularly to ensure everyone knows how to get out safely.
- The best route is the normal way in and out of your home. Plan a second route in case the first one is blocked.
- Always keep door and window keys where everyone you live with can find them.

## E-Bikes, E-Scooters & lithium-ion batteries

Catastrophic fires have been caused by the rechargeable lithium-ion batteries in these devices.

- Storing or charging e-bikes and e-scooters (or other lithium-ion devices) is prohibited in communal areas, hallways, car parks, escape routes, lobbies or in any other communal area.
- It is recommended you charge your device away from your home and the building.
- Only purchase devices from a reputable vendor.
- Follow the manufacturer's instructions when charging and unplug your charger when finished.

## Balcony fire safety

A fire on a balcony can spread rapidly from balcony to balcony, causing great risk. For that reason:

- BBQs are prohibited.
- Take extra care if smoking. Do not throw butts.
- Do not store gas cylinders or combustible items that will provide 'fuel' to a fire.
- You must adhere to any restrictive covenants in your lease regarding balcony usage.