



General Fire Safety Guidance to Residents



Please read this document.

It has to do with your safety and the safety of your friends and relations. If you and all the other people in the main building follow these guidelines, you will all be much safer.

Do not wait until fire happens; be prepared:

- 1) find the best way for you and your family to get out of your home if there is a fire. You may also need to do this if a fire started nearby affects your home with heat or smoke. Remember, there may be more than one way out and any visitors to your home are your responsibility
- 2) make sure you know how to raise the alarm if you discover a fire. If you live in a flat there may be a break glass call point or you may have to shout 'Fire! Fire!'
- 3) make sure you know how to call the Fire and Rescue Service, please see below. Having access to more than one telephone would be an advantage
- 4) only use your rooms for their proper purpose. Don't use them as a workshop or a store
- 5) make sure there is nothing in passageways that can burn or get in the way of your escape - remember that the disposal of your unwanted furniture etc is your responsibility
- 6) if you live in a flat or have your own fire extinguishers, make sure you know where they are. You can use a fire extinguisher to help yourself or someone else escape
- 7) make sure you know which fire extinguishers to use. You can use a foam fire extinguisher on paper, wood or fabrics. You must use a CO₂ (carbon dioxide) fire extinguisher if something electrical is on fire
- 8) if you live in a flat, know where your Assembly Point is if one is specified. Please refer to your Fire Instruction Notice which is located in the communal area of the building.

Calling the Fire and Rescue Service

The fire service should always be called to a fire, even if it only seems a small fire.

This should be done straight away. The way to call the fire service is by telephone as follows:

- dial 999 from a land line or 112 from a mobile phone
- when the operator answers give the telephone number you are ringing from and ask for the fire service
- when they reply, tell them clearly the address where the fire is
- do not replace the receiver until the fire service have repeated the address to you and you are sure they have got it right. They cannot help if they do not have the full address.

Fire safety instructions for residents living in a flat

The main building in which your flat is located, has been built to protect the people in it if a fire breaks out. It is important to remember that if a fire starts in your flat it is up to you to make sure that you can get out safely.

At all times:

- make sure that the smoke alarms in your flat are working
- do not store anything in your hall or corridor, especially anything that will burn easily
- use the fixed heating system in your flat. If this is not possible, only use a convector heater in your hall or corridor. Do not use any form of radiant heater there, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire)
- do not store things in cupboards where your gas and electricity meters are fitted
- do not block access roads to the building.

If a fire breaks out in your flat:

- if you are in the room where the fire is, leave straight away, together with anyone else, then close the door
- do not stay behind to try to put out the fire
- tell everybody else in your flat about the fire and get everybody to leave. Close the front door and leave the main building
- do not use the lift
- do not use a balcony unless it is part of the escape route from the main building
- call the fire service.

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

- it will usually be safe for you to stay in your own flat
- you must leave your flat if smoke or heat affects it
- close all doors and windows.

This information is also available in large print, audio and other languages. Should you require the information in any of these formats, please contact us on 0300 3038030.