



Housing
Solutions



Your
fire safety
information

Contents

What this booklet is for - fire safety advice for residents 4

Where to find fire safety information for your home 5

What's your plan? 6

What to do in the event of fire 7

If you discover a fire in your home 7

Planning an escape route 8

Fire doors 9

Please tell us if you need help evacuating the building (PEEP) 9

What we're doing to keep you safe 10

Fire action notice 11

Keeping escape routes clear 12

Properties with balconies 13

Making alterations to your home 13

What to do if you notice damaged fire safety equipment 13

Fire safety in your home 14

Kitchen and cooking safety 15

Portable heaters 16

Electrical appliances 16

Rechargeable items containing lithium-ion batteries 17

Cigarettes, candles & matches 18

Using an electric blanket 19

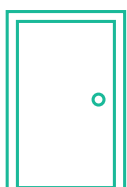
Looking after your smoke alarm 20

Safety in the holidays 21

Hoarding 22

Contact us 23

Information in another language or format 23



What this booklet is for - fire safety advice for residents

Your well-being is our priority. We take the safety of our residents seriously, but fire safety is everyone's responsibility.

This booklet provides information Housing Solutions must provide to you as your landlord. It also includes safe practices you can follow to keep everyone in your home and building safe. Please read and share this with members of your household as well as visitors to your home and keep this booklet to hand in case you need it in an emergency.



Where to find fire safety information for your home

The law requires a designated 'Responsible Person' for your building. Your **Responsible Person** is 'Housing Solutions.' Our address is Crown House, Waldeck Road, Maidenhead SL6 8BY. We must provide you with fire safety information.

Housing Solutions use Savills UK as our **Competent Person** who provide us with professional advice on fire safety.

You can find fire safety information for your home, including the fire evacuation strategy through an online platform called 'RiskHub'. You can also view information regarding the property's current fire risk assessment and any open actions following this assessment. To access RiskHub:

Scan the QR code on the noticeboard in your block

When you've accessed RiskHub enter:

- 'Housing Solutions' as your property management company
- Your Unique Property Reference Number (UPRN) - you can find this on the noticeboard in your block



If you cannot access the information online, you can also call our Contact Centre on 01628 543101 - you will need to provide your UPRN.

What's your plan?

Each building is different so it's important to know what advice applies to your home. If you discover or suspect a fire in your home or building, you **MUST** follow the evacuation plan for the building.

You can find this on the fire action notices displayed in the building or on the building's fire risk assessment (FRA) which we've sent to you. You can also check the FRA on our 'RiskHub' platform – see the noticeboard in your block for information on how to access RiskHub or call our Contact Centre on **01628 543101** if you need help.

Even with care, fire can break out. It can spread quickly, so you need to plan how you would get out of your home and make sure that everyone who lives there, as well as any visitors, are aware of the plan.



What to do in the event of fire

If you discover a fire in your home

Keep this booklet safe for quick reference!

- 1**  **GET OUT...**
..alert everyone in your home to evacuate
- 2**  **STAY OUT...**
..close doors behind you as you leave to contain the fire
- 3**  **CALL THE FIRE SERVICE...**
..on **999** or **112**
- 4**  **GIVE THE ADDRESS...**
..of the property where the fire is
- 5**  **STAY ON THE PHONE...**
..until the Fire Service has confirmed the address

REMEMBER!

DO NOT RE-ENTER THE PROPERTY FOR ANY REASON

DO NOT ATTEMPT TO FIGHT THE FIRE YOURSELF

Planning an escape route

Planning for evacuation can make escaping much quicker and safer should a fire occur.

- Make sure you know where the fire exits are in your block
- Plan an escape route and make sure everyone knows how to escape. It could save your life
- Count how many doors you might need to go through to escape. It can be hard to see in smoke and you might become confused about where you are
- Experts also suggest keeping essential documents in a grab bag that you can easily pick up if you need to get out quickly
- Keep all exits clear; don't store items in communal areas, including balconies and hallways



Fire doors

Fire doors and their frames are designed to withstand heat. They help slow down the spread of fire and give you extra time to get out.

- Keep fire doors closed - don't prop or wedge them open, they're there to stop the spread of a fire
 - Don't drill into, damage, or alter the doors or their self-closing devices
 - Do not change or tamper with fire doors. This is a breach of your tenancy
- You may notice a small tag/label on fire doors that features a QR Code - this contains important information so we can track and inspect the fire door. Please don't remove this.

You must report any fire door that's not working or looks damaged to us straight away by:

- logging a repair online via our online Portal
- emailing contact@housingsolutions.co.uk
- getting in touch via webchat on our website- www.housingsolutions.co.uk or
- calling our Contact Centre on **01628 543101**

Please tell us if you need help evacuating the building (PEEP)

If you or someone in your home needs help evacuating the building in an emergency - due to a mobility issue, vision/hearing impairment or any other reason that might mean you or they need extra support - please let us know by:

- emailing contact@housingsolutions.co.uk
- getting in touch via webchat on our website - www.housingsolutions.co.uk
- calling our Contact Centre on **01628 543101**

We can then update our '**Personal Emergency Evacuation Plan**' (PEEP) records.

Keeping PEEP records up to date is extremely important because we share them with the local Fire Service. They will use the information in an evacuation.

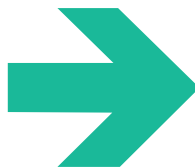
What we're doing to keep you safe



We inspect your building and its doors regularly and fully service all fire safety equipment. We also routinely test additional fire safety equipment, such as emergency lighting and automatic smoke vents, and engage specialists to undertake fire risk assessments (FRAs).

Fire escape routes and fire action signage are displayed in all communal areas and on notice boards. Read and understand this information so you are ready in the unlikely event of an emergency. Remember you also have an important role in keeping yourself, your household and your neighbours safe.

Here is an example of a Fire Safety notice that will be displayed in your building.



Fire Action

If a fire breaks out in your flat:

- Leave the room where the fire is straight away, then close the door
- Tell everyone in your flat and get them to leave.
Close the flat entrance door behind you
- Do not stay behind to put the fire out
- If there's a lift - do not use
- Raise the alarm by using a 'break glass' call point
- Wait outside, away from the building
- Call the fire service - dial 999 or 112

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

- The building is designed to contain a fire in the flat where it starts
This means it will usually be safe for you to stay in your own flat if the fire is elsewhere
- You must also leave immediately if smoke or heat affects your home, or if you are told to leave by the fire service
- If there is a lift - do not use
- If you are in doubt - get out

To call the fire service:

- Dial 999 or 112
- When the operator answers, give your telephone number and ask for fire
- When the fire service reply, give the address where the fire is
- Do not end the call until the fire service has repeated the address correctly

Keeping escape routes clear

In an emergency, everyone needs to escape quickly and safely. You must not leave anything in a communal area which could obstruct an escape route or cause a fire.

Communal areas are defined as “shared areas in and around properties such as, but not restricted to, corridors entrance halls and doorways, landings, staircases, lifts, shared balconies, bin stores, bin chutes, cycle stores, car parks, meter/electrical cupboards and play areas.” Failure to comply with these instructions could cost lives, so we uphold a zero-tolerance policy.

A zero-tolerance policy means you cannot leave anything in the communal areas that could obstruct an escape route or cause a fire. That includes:

- Doormats, rugs, runners or carpet tiles
- Footwear
- Furniture of any kind
- Pushchairs & prams
- Bikes & push scooters (except in designated areas)
- E-bikes & E-scooters
- Shopping trolleys
- Mobility scooters
- Plants/plant pots
- Paddling pools/swimming pools & sandpits
- Fixed construction children’s toys, e.g. climbing frames/swings
- BBQs/patio heaters/fire pits
- Sheds/Lean-tos/greenhouses/ cold frames

For your safety, our staff carry out regular estate inspections, to keep all passages and corridors clear. Our housing officers and caretaking teams will enforce our zero-tolerance policy by removing items that could cause an obstruction. If anyone leaves anything in the communal areas, please report it to your housing officer so we can remove it for everyone’s safety.

Please help us to keep your areas clear and safe



Properties with balconies

If you have a private balcony, you must not store any items that could quickly ignite and burn on them. Our communal areas policy states that, while private balconies are not communal areas, items stored within them can be of danger to neighbouring properties. Private balconies, including ground-level enclosures, must not be used by residents to store:

- Mobility scooters, E-scooters or E-bikes
- Gas bottles, oil-based paint tins or any other flammable items
- Barbecues or patio heaters
- Plastic or wooden furniture/plant pots which can be fuel in a fire
- Any electrical appliances (including washing machines, tumble dryers etc.)

Making alterations to your home

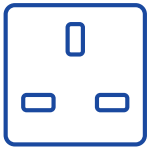
- Do not damage walls. They are designed to contain fire and this ability could be compromised if you damage or drill through them
- Never alter fire doors by adding a dog/cat flap etc
- You must seek permission to make alterations to your home by completing a form on our website. Go to www.housingsolutions.co.uk and search ‘permission to alter your home’
- Please do not interfere with, damage or cover fire safety equipment such as fire alarms; doing so puts you and others at risk

What to do if you notice damaged fire safety equipment

If you notice damage to any fire safety equipment, contact us via webchat on our website www.housingsolutions.co.uk or call our Contact Centre on **01628 543101** so that we can fix it as soon as possible.

Fire safety in your home

To minimise the chances of a fire occurring, please follow the guidance below – you can help yourself and others stay safe from fire risk.



Electrical

Do not overload electrical sockets and switch them off when not in use



Doors

Do not leave a fire door open and never disconnect an automatic closer



Flammable

Do not store anything flammable such as petrol in your home



Smoking

Do not smoke in bed and always put out cigarettes fully



Smoke alarms

Test your smoke alarm weekly and do not cover or remove



BBQ

If you have a balcony, do not have a BBQ on it



Cooking

Do not leave cooking unattended



Belongings

A tidy home with fewer belongings can reduce the risk of a fire spreading



Candles

Do not leave candles unattended and always put out fully

The major causes of fires in homes are cooking, lit candles, smoking and use of electrical gadgets. Fire can start suddenly and spread quickly, damaging your home and belongings and putting lives in danger. There are simple steps you can take to prevent a fire from starting:

Kitchen and cooking safety

- Never leave anything you are cooking unattended
- Keep flammable items like tea towels and loose clothing away from your cooker
- Never use metal or non-microwave certified containers in a microwave
- Do not cook if you have been drinking alcohol or have taken medication that makes you tired



Portable heaters

- If you use portable heaters, make sure you do so safely
- Do not cover heaters or dry clothes on them
- Always position them away from flammable clothing, fabrics, and furniture
- Don't leave your heater unattended and switch it off when not in use
- Always plug electric heaters into a wall socket and not an extension lead
- Do not use gas bottle heaters
- Always use heaters with a safety cut-off feature that automatically switches off should they fall over or overheat



Electrical appliances

- Switch off electrical appliances when not in use
- Check plugs and cables are in good condition
- Use chargers for devices (e.g. mobile phones, laptops, etc) supplied by the manufacturer. Cheap replacements have an increased risk of catching fire. Always unplug chargers overnight
- Don't overload power points. The general rule is one socket, one plug
- Use the correct type and wattage of bulb in light fittings



Rechargeable items containing lithium-ion batteries

Most rechargeable items including E-scooters, E-bikes, power tools, mobile phones, tablets and even electric toothbrushes are powered by lithium-ion batteries. These can present a significant fire risk if the battery fails, is faulty, or is charged incorrectly. You should:

- Charge batteries according to the manufacturer's instructions
- Don't leave batteries on charge while asleep or away from the home
- Use the manufacturer's approved charger and buy an official replacement if needed
- Monitor the condition of the battery or device. Check for damage including bulging, dents or signs of overheating. If you notice any damage stop using the device immediately and replace the battery
- Do not charge batteries or store your E-bike or E-scooter near combustible or flammable materials
- Do not charge or store mobility scooters in communal areas of flats
- Store your E-bike or E-scooter in your home and charge it so it will not impede your escape in the event of a fire
- Contact us if you need further advice on where to store and charge your E-scooter or E-bike



Cigarettes, candles & matches

These are amongst the biggest causes of accidental fire deaths and injuries in the UK. You must make sure that you:

- Don't leave lit candles or cigarettes unattended
- Fully extinguish all matches
- Keep matches and cigarette lighters away from children
- Keep an eye on lit candles - they should be on a stable surface, away from flammable items, e.g. curtains, and kept out of reach of children
- Extinguish candles, matches and cigarettes before leaving a room or sleeping
- Never smoke in bed

Using an electric blanket

- Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring
- Unplug blankets before you get into bed unless it has a thermostat control for safe all-night use
- Check regularly for wear and tear
- Always follow the manufacturer's instructions



Looking after your smoke alarm

- Test your smoke alarm every week to make sure it's working
- If your alarm beeps intermittently, this indicates a low battery or alarm fault which needs attention (contact us if you need help with this). A continuous beeping is an activation that requires immediate attention
- Never disconnect the alarm if it goes off by mistake
- We test your smoke alarm regularly and will replace the batteries if necessary
- You should vacuum the grill area of the smoke alarm at least every 12 months
- Never cover your smoke alarm
- Report any issues to us straight away

If you're a leaseholder remember it's your responsibility to test your smoke alarm regularly, change the batteries and repair or replace it if stops working properly.



Safety in the holidays

During festivities, we all want to enjoy ourselves safely, and we may be cooking more than usual. We may put up decorations and lights, and use candles more frequently.

- Make sure your visitors and family know how to escape in an emergency
- Use candles safely, following the guidelines on page 18
- Decorations can burn quickly so do not attach them to lights or heaters
- Check the wiring on festive lights for damage. Dispose of any damaged lights and switch off lights before going to bed
- Consider purchasing low-voltage LED lights - they generate less heat than older types of lighting and cost less to run too
- Make sure you don't overload plug sockets
- Supervise pets and children around decorations, temporary lighting and candles

Hoarding

The NHS describes hoarding as:- “where someone has many items and stores them in a chaotic manner.” The number of possessions can lead to exit routes becoming blocked, making safe evacuation more difficult. Fires spread faster, especially if doors cannot be closed and where there are flammable items such as newspapers or cardboard lying around.

Hoarding poses a severe fire risk so if you're struggling to manage your belongings, contact your housing officer.

We will arrange specialist support to ensure those who need it get the right help. We also work closely with the local Fire Service to ensure they are aware of properties where there is hoarding.



Contact us

Please report any issues that concern you promptly. You can contact us easily via webchat on our website www.housingsolutions.co.uk.

To report an emergency repair (24-hour service) call our Contact Centre on **01628 543101**.

Login to the Portal and take control of your account
www.housingsolutions.co.uk/portal-home

Book a repair, change an appointment plus much more!

Here to help

We want to make sure our information is available to everyone.

If you need any of our information in a different language or other format like braille, large print, or audio CD, just fill in the form on the homepage of our website www.housingsolutions.co.uk

Chcemy mieć pewność, że nasze informacje są dostępne dla wszystkich.

Jeśli potrzebujesz którejkolwiek z naszych informacji w innym języku lub innym formacie, takim jak alfabet Braille'a, duży druk lub płyta audio CD, po prostu wypełnij formularz na stronie głównej naszej strony internetowej www.housingsolutions.co.uk

ਅਸੀਂ ਇਹ ਯਕੀਨੀ ਬਣਾਉਣਾ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਸਾਡੀ ਜਾਣਕਾਰੀ ਹਰ ਕਸਿ ਲਈ ਉਪਲਬਧ ਹੋਵੇ।

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عیم جلد ءحاتم انتامول عم ن ان نم لكأتلأ دیرن

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