



Fire safety in your home

October 2023

Introduction

We have created a brief guide aimed to assist you in feeling safe and being safe within your home and communal areas.

This guide contains some extremely valuable information about building safety measures found in both your block and your home.

We encourage you to take the time to read it all. This information could save your life.

Contents:

1. What to do in an emergency

Basic tips on what to do if there is a fire in your home or elsewhere in the building.

2. Fire protection and escape routes

This section explains the main building safety measures that can be found within your home and the block.

3. Fire prevention

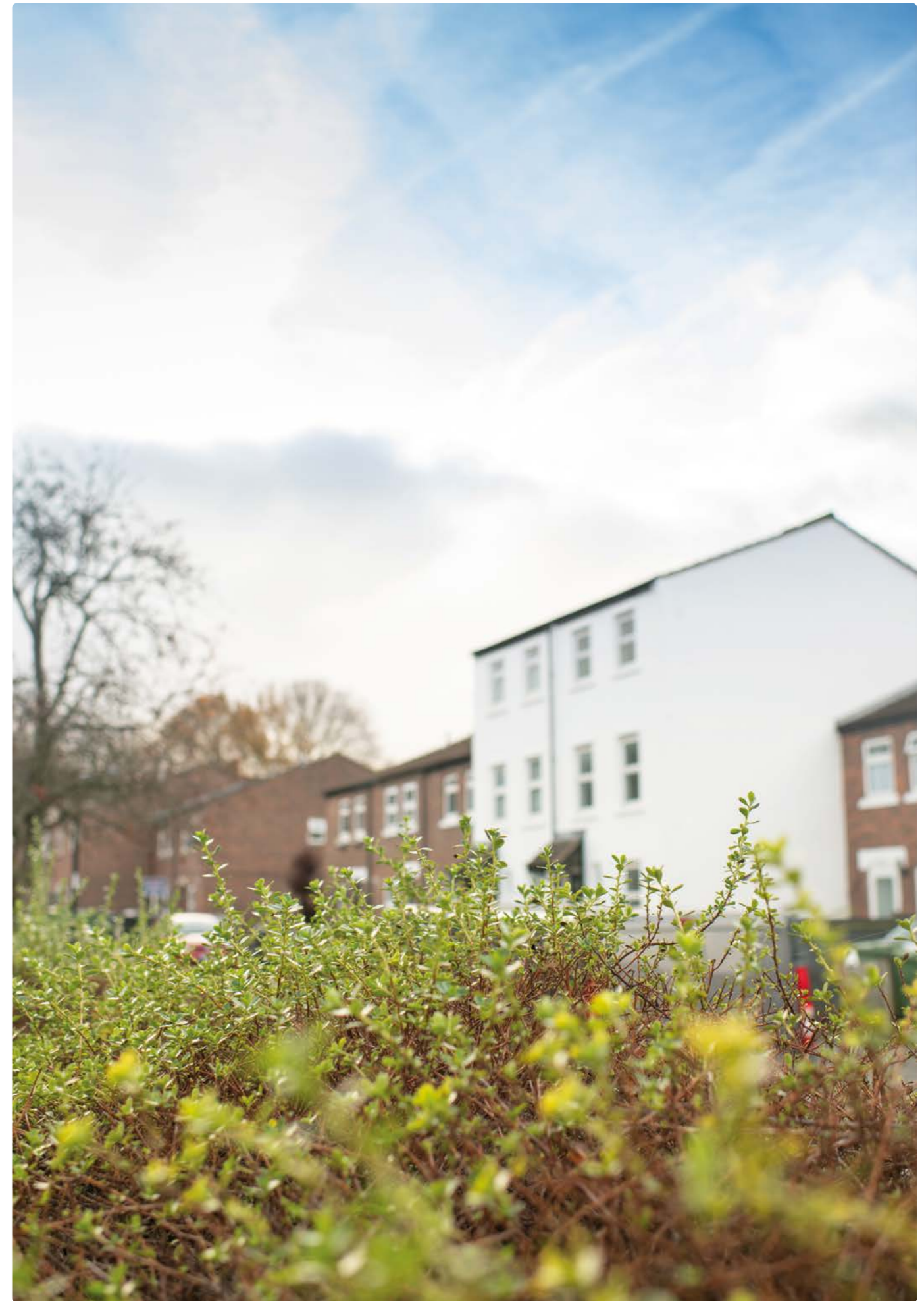
Advice on how to make your home as safe as possible to reduce the risk of a fire breaking out.

4. Person safety

Information about additional devices and plans designed to keep you safe if you would struggle to evacuate your home in the event of a fire.

5. Key contacts

How to contact us and report any concerns.



1. What to do in an emergency

If there is a fire in your home

- Do not stay to fight the fire.
- Alert and evacuate everyone in your home immediately.
- Close all doors behind you if it is safe to do so.
- Leave the building by the most direct route.
- Do not use the lift.
- Once in a safe place away from the building, call the fire brigade by dialling 999.
- When the fire brigade arrives, identify yourself as a resident and cooperate with their instructions.
- Do not re-enter the building until the fire brigade say it is safe to do so.



If there is a fire in another part of the building

- Stay put in your flat unless evacuated by the fire brigade.
- Call the fire brigade by dialling 999.
- Close all doors and windows to restrict the spread of smoke.
- If you become affected by heat or smoke, leave your flat immediately.
- If in doubt – get out (if it is safe to do so).
- Exit the building via the stairwell and go to a safe place away from the building.
- If your route out of the building is blocked by smoke or fire, move away from the fire, and seek refuge in a protected area as far away from it as possible, with at least one substantial wall and door between yourself and the fire. Avoid confined spaces.
- Do not re-enter the building.

If you cannot evacuate because you're cut off by fire or smoke

- Close the door nearest to the fire and use towels or sheets to block any gaps.
- If the room becomes smoky, lie down on the floor – it's easier to breathe there because the smoke will rise upwards.
- Go to the window.
- Open the window and try to attract the attention of others who can alert the fire brigade.
- Once alerted, they should arrive within a matter of minutes.

DO

Alert everyone if you're home and stay put if it is safe to do so.



Get out if in doubt.



If you must evacuate, close the fire doors, including your front door.

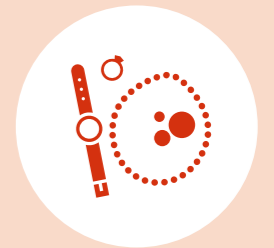


DO NOT

Use the lifts.



Stop to collect personal belongings.



Try to put the fire out yourself.



2. Fire protection and escape routes

Fire doors

All fire doors are required to meet FD30S standards. This means that the fire door has been designed and tested to meet up-to-date safety requirements and can withstand fire for a certain amount of time.

If you have a door that has a glazed panel, the glass in the panel should also meet the same FD30S fire resistance as the whole door.

Only accredited companies should install and maintain fire doors. People who are not properly trained may cause damage to the door and make it unsafe.

If you notice any damage or faults to fire doors or self-closers, please contact us.

- Fire doors help prevent smoke and flames from entering your flat. Therefore, you must ensure the door is properly shut behind you if you leave your flat because of a fire.
- Do not tamper with the self-closing device. When working properly, it will guarantee the door shuts itself behind you.
- Do not wedge your fire door open. If a fire door is open, it cannot keep everyone in the building safe until the fire services arrive.
- You must not make alterations to your door, such as fitting security grilles, additional locks, or cat flaps. Doing so could contribute to the spread of smoke and fire throughout the flat and building.



Smoke and carbon monoxide detectors

- We have a legal duty to ensure that you have a working smoke and carbon monoxide detector. We will check this as part of your annual gas safety check.
- You should test your detectors regularly by pressing the test button. The alarm will sound for a few seconds to indicate it is working.
- If you experience any problems with the detectors in your home, please contact Phoenix immediately.
- If detectors are purposely damaged within your home, you could be liable to cover costs to repair/replace them.



Emergency lighting

- You will find these lights in the protected escape routes.
- They will not normally be lit but will have a small green or red light that indicates that they are working.
- In the event of the electricity failing, they will stay lit to guide you along the escape route.
- That means even if the electricity is cut, they will stay on.



Fire exit signs and fire action notices

- Fire exit signs are designed to identify the means of escape in the event of a fire.
- They have been strategically positioned throughout the common areas of your block to help identify the direction of travel in the event of a fire.
- Please read the fire action notice in your block to ensure you are familiar with it.



Taller buildings have dry risers

- Dry risers are used by the fire brigade to get water up to the floors of high-rise blocks.
- The firefighters connect to the outlet to fight the fire on each floor.
- Dry riser inlets must have fire engine access within 18 metres, so this area must always be kept clear.



3. Fire prevention

Open flames



- Do not leave lit candles unattended.
- Make sure candles are fully extinguished when not in use.
- Do not use candles and naked flames near furniture, curtains or flammable objects.
- Battery powered candles are a safer alternative to traditional candles.
- Do not have fires within your flat, a small fire can quickly turn into a bigger one.
- Keep mirrors, glass and reflective items away from windows as they could start a fire.

Cooking



- Do not leave cooking unattended.
- Make sure cooking appliances are turned off when not in use.
- Avoid using deep fat fryers where possible.
- Keep toasters away from flammable items, and do not use them beneath wall mounted units.
- Keep packaging and items such as tea towels away from hobs when in use.

Electricals



- Do not use items with damaged cables.
- Make sure any extension leads and sockets are not overloaded.
- Make sure plugs are in the socket properly.
- Do not use portable heaters near combustible items such as furniture, curtains or clothing.
- Never cover a portable heater.

Smoking



- Avoid smoking in bed.
- Do not throw cigarettes out of windows or off balconies.
- Make sure cigarettes are fully extinguished.
- Empty your ashtray regularly.
- Do not smoke in communal areas.

Balconies



- Do not cook or barbecue on balconies.
- Do not store combustible items on your balcony.
- Avoid the use of soft furniture on your balcony and use metal furniture instead.
- Do not store paints or paint thinners on your balcony.

Your responsibilities

- Take care of your home, and any fixtures and fittings we have supplied.
- Promptly report any faults to safety equipment in your home, such as smoke and heat alarms.
- Report any repairs that are our responsibility.
- Keep your property in reasonably clean condition and internal decorations in good order.
- Allow access for repairs, annual gas safety checks and other routine visits that are required to maintain your home.
- Use communal areas reasonably.
- Take care not to damage any safety equipment in these areas, for example, communal fire doors, dry risers and emergency lighting.
- Do not obstruct or block the communal lobby areas or walkways outside your flat.
- Dispose of rubbish properly.
- Keep private balconies clean and tidy.
- Advise us if you will be away from your home for longer than two months.
- Comply with our requests to provide information that helps identify building safety risks and prevent major incidents from occurring within your building.

Fire Risk Assessments

We're required to carry out Fire Risk Assessments to all our buildings that have more than two homes and a communal area.

The assessments are carried out by competent contractors, who identify any possible fire hazards in the communal spaces of the buildings.

Recommendations on how to resolve the hazards are passed onto us so that we can remove the risk.

If you would like a copy of your Fire Risk Assessment, you can visit the MyPhoenix resident portal or contact us using the details on the back of this guide.



4. Person Safety

Safety devices



There are a number of safety devices designed to help people with disabilities in the event of a fire, these include:

- Smoke alarms designed for those with a hearing impairment, which include vibrating pads and flashing lights.
- Smoke alarms with a strobe light outside the property to help catch the attention of neighbours or passers-by.
- Emergency call or alarm systems for summoning help, such as Linkline.

If you think you would benefit from additional safety devices in your home, please contact your Housing Officer who will help arrange these for you.

Vulnerable residents in blocks of flats



Some residents may find it difficult to evacuate in the event of a fire. If you think you may need help to evacuate, please let us know so that we can work with London Fire Brigade to arrange a free home fire safety visit.

If you live in one of our high-rise buildings, we can add you to our list of vulnerable residents which is shared with London Fire Brigade. In the event of an evacuation, they can put extra measures in place to locate and assist you. The information will be stored in the secure information box installed in your building and updated every six months.*

If you would like more information on fire safety for vulnerable residents in our blocks of flats, please contact us.



**In the unlikely event of an emergency, Phoenix Community Housing will provide the emergency services with details of residents who would require assistance to evacuate the premises. This will include your flat number and specific requirements. This information will only be shared in order to ensure your safety. Please be aware that the emergency services will be aware of your presence and need for assistance.*

5. Key contacts

Building Safety Manager

In relation to the Building Safety Act, your Responsible Person is **Phoenix Community Housing**.

If you have any questions or concerns about fire safety in your building, please contact your Building Safety Manager, Emma Burdett.

buildingsafety@phoenixch.org.uk
07562 600 851



Emma Burdett
Building Safety Manager

London Fire Brigade

The London Fire Brigade have a Home Fire Safety Checker tool on their website which will give a basic assessment of your home and offer advice on any risks identified.

London Fire Brigade also offer free home fire safety visits to provide advice suited to your needs and home.

To access the tool and to book a home safety visit, call **0800 0284 428** or visit **www.london-fire.gov.uk**

If there's a fire in your building, it's important to contact us as soon as possible after contacting emergency services so that we can ensure you're safe and organise any required repairs.

Phoenix Community Housing main office



www.phoenixch.org.uk



info@phoenixch.org.uk



Freephone 0800 0285 700

MyPhoenix resident portal





my.phoenixch.org.uk

Get in touch

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The Green Man, 355 Bromley Road, London SE6 2RP

