

Information about

# FIRE SAFETY

It is essential that you know what the safest thing to do is if a fire occurs in your home.

In the event of a fire there are two main options:

- 1 Stay put**
- 2 Evacuate – leave the building**

This booklet will help you to understand which option is right for you



# Fire action notice

In the communal area of every property managed by NCHA there is a 'fire action notice'. This document is a simple list of instructions to follow if a fire occurs. We want all of our residents to understand two very important pieces of fire safety information:

- The fire safety instructions for your building which explain if you should evacuate or stay put
- You and your family's personal escape plan.

## Action:

Find and read the fire action notice for your building. Look out for signage that looks similar to **this**.



## Fire safety instructions for your building

Your block uses one of two fire evacuation plans. It's important to know which one applies to your building. Fire safety instructions are displayed in the communal area – please read them so you know what to do if a fire happens.

## Stay put

If the fire is not in your flat, you may be safer staying inside your home. Your walls and doors are designed to slow the spread of fire and smoke. Close your doors and stay inside. If fire or smoke starts to affect your flat, leave immediately and call **999 once you are safely outside.**

## Full evacuation

If the communal fire alarm sounds, or the fire is within your flat, everyone in the building must leave immediately. Close doors behind you as you go and call **999 when you are safely outside**



# Personal escape plan

It's also important to decide on your personal escape plan in case you do need to leave the building. This should involve your whole family, or anyone living with you. Create the plan together and think about:

- Safe routes out of the building
- Keeping exits clear
- Contacting the emergency services
- Staying out until the building is safe
- Any items you might need to take with you, e.g. warm clothing, medicines and your mobile phone.

## **Action:**

Discuss and agree your personal evacuation plan with the rest of your household.





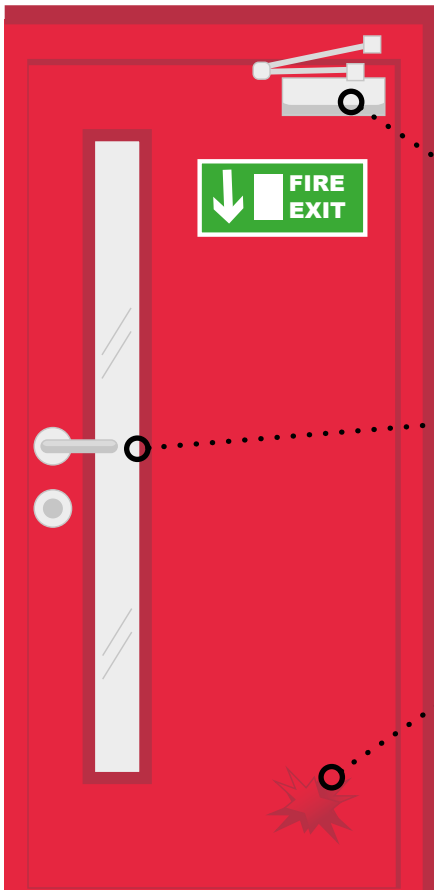
## Remember:

- The fire service should be contacted by calling **999**.
- You should never assume that someone else has called the fire service.
- If a fire does occur and you have evacuated, you should **never attempt to return to the building** until the fire service have given an all clear.

# Fire doors

When a fire occurs it is essential that it is not allowed to spread. Fire doors are designed to resist the spread of fire and smoke, and provide a safe route out of the building. If you are staying put, a fire door creates a safe place to wait until the fire service arrive.

To ensure that fire doors are fitted and working correctly they need to be checked and inspected regularly. Residents also have a responsibility to make sure:



The self-closing device is not removed or tampered with

Kept closed when not in use

Any faults or repairs are reported straight away.

# Fire door inspections

Fire doors fitted to flat front doors now need to be inspected every 12 months and any communal fire doors every three months. (Communal doors are those in corridors and entrances.) It's likely your flat entrance door is a fire door.

The inspections which will be carried out by NCHA, ensure that every fire door:

Closes and latches fully

Has no large gaps, holes or damage

Has no missing hinges, or damaged seals / smoke strips.

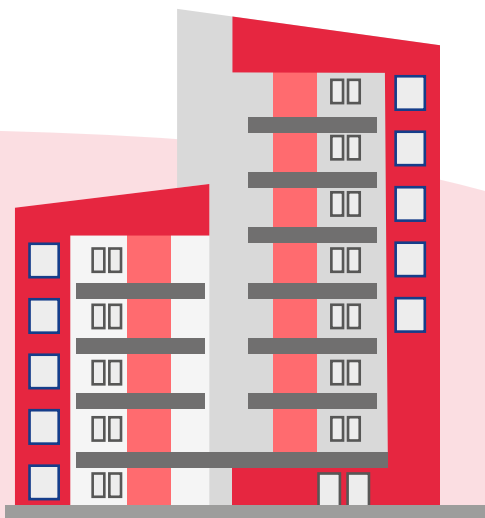


# Access to your home

Once every 12 months NCHA will need to visit your flat to carry out a thorough inspection of the front door. The inspection is a legal requirement and we need your help to ensure that it happens on time.

The inspector will need to check both sides of the door, ensure that it closes properly and is free from damage. They will also arrange repairs for any defects they find (if you are a leasehold resident we will advise you if any repairs or improvements are required to your front door).

We will write to you with an appointment and reminder about the inspection in plenty of time to rearrange if needed, but remember that you can report any issues with our front door by calling **0800 013 8555** or using the **'Manage my home / Repairs / Request a repair' link on the NCHA website.**



# Fire safety in **communal areas**

**If you live in a flat with a communal hall, there are some additional things to be aware of:**

- Check the notice board for a fire action plan.
- If there is a fire alarm system in the communal hallway, check the fire evacuation instructions and learn what to do in the event of it sounding.
- Do not leave any possessions in the communal hallway or landings. (These may cause an obstruction or provide fuel for a fire, as well as delaying your escape in the event of a fire.)
- Ensure that communal doors are secure and report faults with communal door entry systems (many fires are a result of arson caused by people who should not be in a communal area).
- Motorbikes and electric disability scooters should never be parked in communal areas.

**Customers seeking to store electric scooters in their own flats should seek our permission before purchasing.**

Permission will only be given where parking a scooter will not cause an obstruction or a significant fire risk. Call us on **0800 013 8555** to speak to your estate officer or scheme manager.

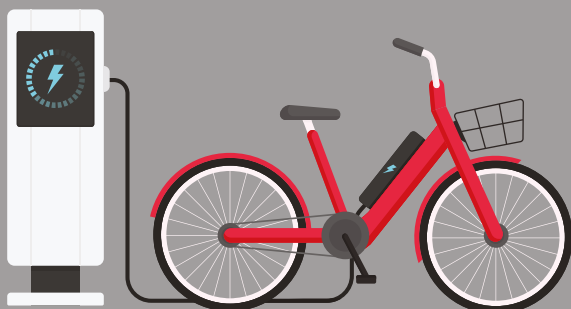


# Safely charging

## e-bikes and e-scooters

Here are some useful tips for reducing the fire risk while charging these items:

- Follow the manufacturer's instructions when charging, and always unplug your charger when it's finished charging.
- Charge batteries whilst you are awake and alert. so if a fire should occur you can respond quickly.
- Always use the manufacturer approved charger for the product.
- If you need a new charger, buy an official replacement charger from a reputable seller.
- Do not cover chargers or battery packs when charging.
- Do not overcharge your battery – check the manufacturer's instructions for charge times.
- Do not overload sockets or use inappropriate extension leads. (Don't connect extension lead to other extension leads. Ensure they're correctly rated and are fully unwound.)



- Do not store or charge e-bikes and e-scooters on escape routes or in communal areas.
- Do not attempt to extinguish a lithium ion fire.
- Don't charge near combustible materials or block your escape routes.
- Test smoke and heat alarms if charging in kitchens/ garages.
- GOV.UK still states that e-scooters and e-bikes may only be used on private land unless part of a rental trial.



In the event of a lithium-ion battery fire – do not attempt to extinguish the fire.

**Get out, stay out, call 999.**

# Sharing information

To ensure that all of our residents receive essential fire safety information, it will be shared in the following ways:

- At the start of every new tenancy
- Repeated every 12 months
- Available on the NCHA website.

**Visit [www.ncha.org.uk/firesafety](http://www.ncha.org.uk/firesafety)**  
to find out more.

