



# FIRE SAFETY

---

As your landlord, we're legally responsible for fire safety in the communal areas of all our residential blocks and estates. It's our job to make sure that you and your visitors aren't put at risk from fire and that our buildings are safe to live in.

Many home fires are caused by the people living in them. So we need to work together to help prevent fires and to make sure that everyone knows how to stay safe if a fire starts in your building.

# How we ensure your safety

- We carry out fire risk assessments for all of our buildings together with the fire service. These assessments identify any potential risks so that we can reduce them to a safe level.
- We install smoke and heat detectors in all our new and supported housing properties. All other residents are responsible for installing and maintaining their own detectors inside their own homes.
- We regularly check fire doors. These play a vital role in protecting you by stopping fire and smoke spreading through a building.
- We communicate regularly with you about fire safety through our newsletters and posters on noticeboards and in communal areas.
- We regularly inspect our blocks to make sure that escape routes are clear. We also install smoke control systems where necessary to keep them clear of smoke if there is a fire.
- We work closely with the fire brigade and promote their free home safety visit service. See the London Fire Brigade's website for more information. If you live in Berkshire, visit the Royal Berkshire Fire and Rescue Service's website.
- We run fire awareness days across many of our estates with the local fire brigade where we can share information about safety and the fire service can test and fit free smoke alarms.
- We regularly remove household and other flammable items from our corridors or cupboards in communal hallways. As well as fuelling fires these can block escape routes in an emergency.
- Since the tragic fire at Grenfell Tower, we have completed further safety checks, especially on high rise buildings and those with cladding. We have also recruited extra staff to focus on fire safety and set aside an emergency fund for any further fire prevention work that is necessary as a result of the investigation into the Grenfell Tower fire.



## How you can help

---

Please make sure that you know the fire safety procedures for your house, flat or maisonette – you'll find the information you need in your sign-up pack. If you've lost it, please ask for another copy.

This pack also contains a range of tips and advice about fire safety in your home. We hope this helps you to make your home fire safe. We also want you to let us know if you spot any fire hazards in your building.

Please don't leave things out in the hallway or other communal areas of your building. This includes anything blocking an exit – such as bikes, prams, mobility scooters, rubbish and even shoes, which are all hazards during a fire. If neighbours are leaving things outside their flat, politely ask them to remove them if you feel comfortable doing so. If not, let us know so we can deal with it.



If you have any questions about fire safety, want to find out more about the fire brigade's free home safety visit service or report any damage to fire doors, please contact your housing or neighbourhood officer or the Customer Information Hub on **0300 123 9966** or **020 8821 5300**.

## Test your smoke alarms

---

Most fires in the home start accidentally and ensuring you have working smoke alarms in your home will provide a vital early warning. People are at least four times more likely to die in a fire in the home if there's no working smoke alarm. It's important to test them every month to make sure they're in good working order. If your alarms beep on a regular basis, change the battery immediately. Visit our website to watch a short video showing you how to do this.



We're giving away free batteries to the **first 300 residents** to email us at [firequeries@onehousing.co.uk](mailto:firequeries@onehousing.co.uk) confirming they've received this pack.

## Contact us



If you have any concerns about fire safety at your property, visit our website for more information:  
[onehousing.co.uk/firesafety](https://onehousing.co.uk/firesafety)

You can call our dedicated phone line:  
**020 8821 5248**

or email [firequeries@onehousing.co.uk](mailto:firequeries@onehousing.co.uk)

## Translation

This document is also available in other languages, larger print and audio format on request. For more information please call our Customer Information Hub on **0300 123 9966** or **020 8821 5300**.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অক্ষরলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打 **0300 123 9966** 垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la'ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.

# Fire safety checklist



- ❑ Closing interior doors before you go to bed can stop a fire from spreading while you're asleep.
- ❑ Turn off and unplug electrical appliances that you're not using - unless they are designed to be left on 24/7, like a fridge or freezer.
- ❑ Make sure that your cooker is completely off when you've finished cooking.
- ❑ Don't leave the washer running when you're out.
- ❑ Turn heaters off when they're not needed. Use fireguards for extra safety.
- ❑ Don't cover heaters or leave washing drying over or in front of them.
- ❑ Be extra careful with lit candles and cigarettes as well as appliances that get hot such as irons, kettles and hair driers. Keep flames away from fabrics.
- ❑ Make sure exits are kept clear - both inside your home and in communal areas.
- ❑ Keep door and window keys where everyone can find them so that you can get out quickly in an emergency.
- ❑ Ensure you and your family know how to get to safety if there is a fire.
- ❑ Don't try to tackle a fire yourself. Dial 999 and ask for the fire service immediately.



Dial 999 immediately if you see a fire or smell smoke in your home.

If you have any concerns about fire safety:



020 8821 5248



[firequeries@onehousing.co.uk](mailto:firequeries@onehousing.co.uk)



[onehousing.co.uk/firesafety](http://onehousing.co.uk/firesafety)

For more information about fire prevention and safety, visit London Fire Brigade at **[www.london-fire.gov.uk](http://www.london-fire.gov.uk)**.

If you live in Berkshire, visit **[www.rbfrs.co.uk](http://www.rbfrs.co.uk)**.

