



# FIRE SAFETY

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Maintaining the safety of homes is our top priority and we work closely with authorities, such as the Fire Brigade, to make sure we achieve this.

We all have a role to play when it comes to maintaining the safety of homes. Here you can find out more about what our responsibilities are and also what you should do to keep fire safe.

# How we ensure your safety

- We carry out fire risk assessments on all of our buildings together with the fire service to identify where any action might need to be taken in order to maintain ongoing fire safety.
- 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 keep you updated on fire safety issues by letter and on posters on noticeboards.
- 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 ([www.london-fire.gov.uk](http://www.london-fire.gov.uk)) for more information . If you live in Berkshire, visit the Royal Berkshire Fire and Rescue Service's website ([www.rbfrs.co.uk](http://www.rbfrs.co.uk)).
- 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.
- We have carried out further checks on taller buildings and those with cladding and have a dedicated team who focus on fire safety.



## How you can help

Everyone has a role to play when it comes to managing fire safety - here are some of your key responsibilities:

- Make sure everyone in your household knows what to do in the unlikely event of a fire - you'll find details in your sign-up pack
- Keep all communal areas completely clear of personal belongings and rubbish: that includes corridors, stairs, entrance halls and outside your front door.
- If you have a balcony, barbecues are not allowed under any circumstances. Also remember that anything you store on your balcony must be completely fireproof.
- Take time to read any information we send you about fire safety
- Call us on **0300 123 9966** if you spot any fire safety issues, for example faulty fire doors or emergency lights, or if you see rubbish or other items stored in communal areas.



## Test your smoke alarms

People are four times more likely to die in a fire at home if there's no working smoke alarm so remember to test your alarms every month. If alarms start beeping, you need to change the battery immediately.



## 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),

call us on  
**0300 123 9966**

or email us at  
[ask@onehousing.co.uk](mailto:ask@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 service centre on **0300 123 9966**

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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。

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# Fire safety checklist



- Close all doors before you go to bed can stop a fire from spreading while you're asleep.
- Turn off and unplug all non-essential electrical appliances when you're not using them or when you go out
- Make sure that your cooker is completely off when you've finished cooking.
- Turn heaters off when they're not needed. Use fireguards for extra safety.
- Don't cover heaters or put washing on, or near them, to dry.
- 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.