

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**

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.

Evacuate or stay put

You and your family should always try to move away from the source of a fire to a place of safety or an assembly point, but in some cases staying put in a safe place is the best option. Stay put means that unless the fire has started in your flat, you should stay there. Fire doors should protect you from fire for at least 30 minutes until the fire service have arrived.

'Stay put' allows the fire service to enter a building safely and if necessary, tackle a fire while residents remain safe. Older residents and residents with mobility issues can also benefit from staying put.



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.

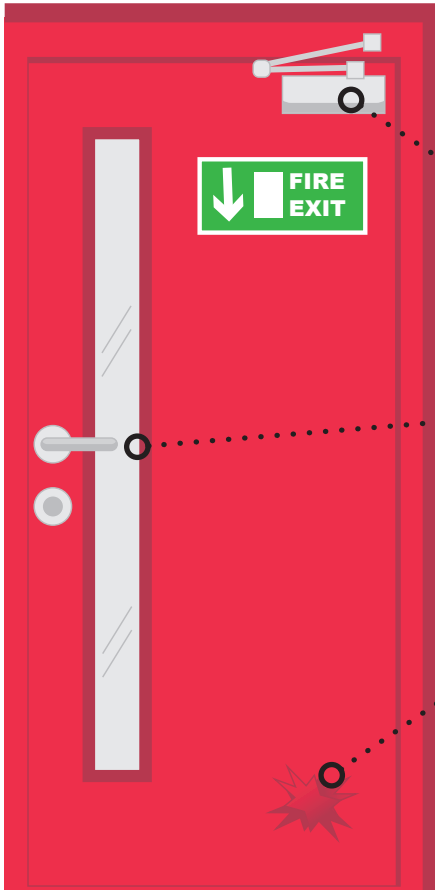
Remember:

- 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.) 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.

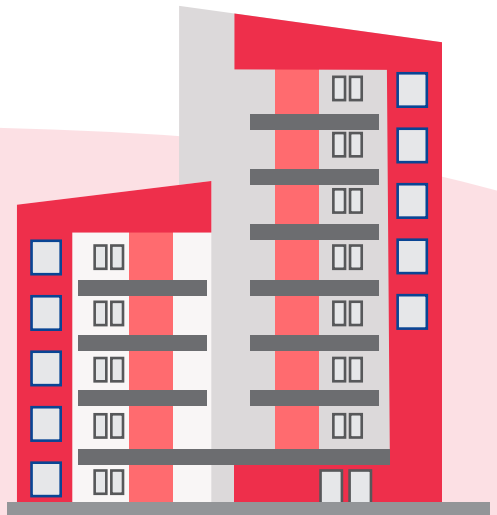
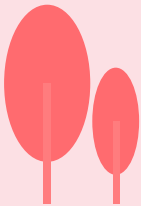


Access to your property

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.**



Safely charging

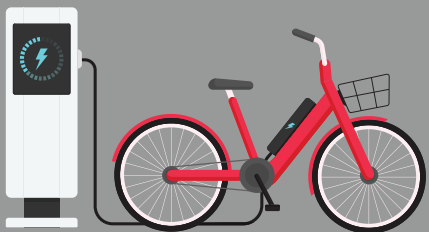
e-bikes and e-scooters

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 socket outlets or use inappropriate extension leads.
- Avoid storing or charging e-bikes and e-scooters on escape routes or in communal areas.



Remember to
buy e-bikes,
e-scooters and
chargers/batteries
from reputable
retailers.



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

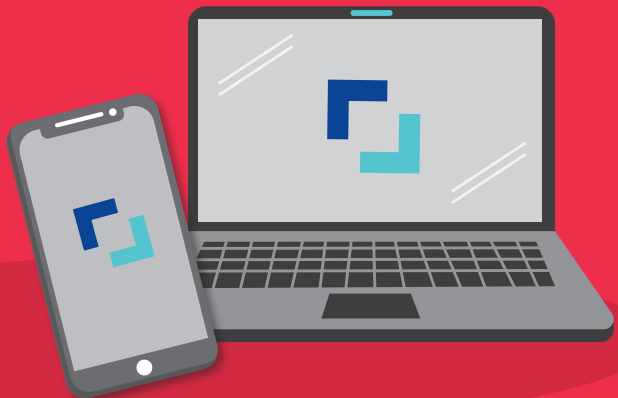
Get out, stay out, call 999.

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
to find out more.



V1.2.

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