

Council Housing Management Service

# Fire safety information

## for tenants living in homes with a 'stay safe' policy

It's important to us that you and your community are safe in your homes. We are working closely with Cheshire Fire and Rescue to make sure your home is fire safe.



**This information leaflet contains important information about fire safety including:**

- What to do if you have a fire or become aware of a fire
- How to stay safe from fire in your flat
- Fire doors and why they are important
- What you can do to help keep your building safe



**We want you to feel safe and know what to do in the event of a fire, whether it's in your flat or somewhere else in your building.**



## The evacuation strategy for your building is 'stay safe'

This means that if there is a fire somewhere else in the building, you can remain in your home and do not need to leave unless the fire is inside your home.

### DON'T

- ❌ Leave your home or exit the building if there is a fire in another part of the building. Because of the fire prevention and control measures in place, fire should not spread from a different part of the building to your home.

### DO

- ✅ Leave the building if **you** have a fire in your flat, or there is smoke inside your home, only if it's safe to do so

### Fires in other parts of the building

- ✅ Exit the building if at any stage your home is affected by heat or smoke, or you feel unsafe
- ✅ Always evacuate if asked to do so by a firefighter
- ✅ Keep the door to the room closed and use towels or bedding at the bottom of the door to stop any smoke getting in
- ✅ Tell the Control Operator that you cannot leave your home and the reason why when you phone 999 – this information will be passed to firefighters

## What to do when phoning 999

- ✅ Dial 999 into your phone and select the fire option if you become aware of a fire in your home or somewhere else in the building
- ✅ Listen to the operator, try to stay calm, and answer as many questions as you can to help prepare the firefighters
- ✅ Stay on the call until the Control Operator hangs up the phone

When firefighters tackle a fire in the building it is likely that some smoke will spread into the corridors and sometimes into the staircases – if you choose to leave the building you won't be able to use the lift and you may expose yourself to smoke in these areas before it is cleared.

If you choose to leave the building, you may not be able to re-enter the building until firefighters have safely extinguished the fire. This means you may not be able to go back to your home for a few hours.



EXIT



# Fire doors – protect you and your neighbours

Fire doors are important to stop fire and smoke spreading. In a block of flats a lot of the doors will be fire doors – this includes your front door, doors in communal corridors, landings and on the staircases.

## Front doors

Your front door to your flat is a fire door and it is there to make sure that if you do have a fire, the smoke won't spread into the corridor and surrounding building. New laws require us to carry out checks on fire doors to make sure they are not damaged.

### Your front door should:

- Close on its own – fire doors are fitted with self-closing devices which can be fitted to the top of the door or be fitted within the frame
- Not have big gaps between the door and the door frame

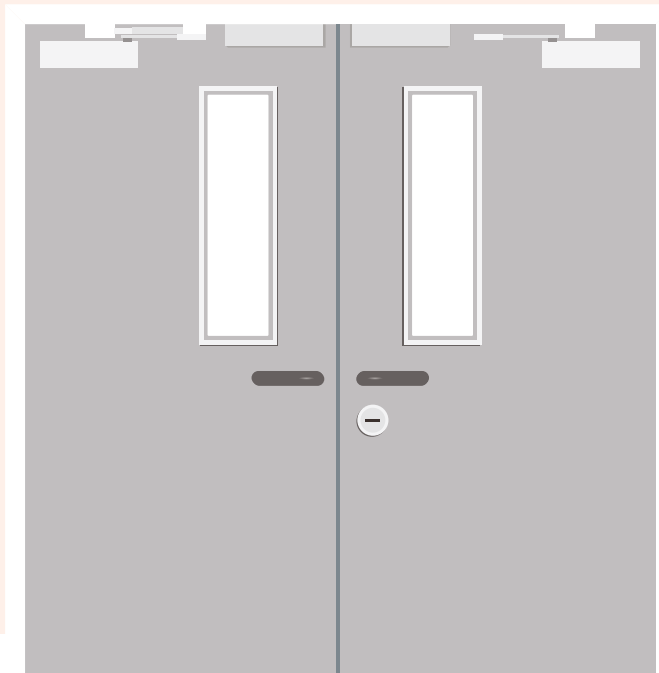
### Fire doors in communal areas will:

- Be marked as fire doors – normally a blue circle that says 'Fire door. Keep shut'
- Close behind you
- Not have big gaps between the door and the frame
- Be in good condition with minimal visible damage



### To stay safe in your home, you must not:

- ✗ Change your front door without permission
- ✗ Remove or damage the self-closing device on your door
- ✗ Paint your door or any strips and seals around it
- ✗ Drill any holes in the door – for example to fit a spy hole, change the letterbox or fit a new doorbell



### You must not:

- ✗ Wedge open fire doors. If you see a fire door wedged open, please close it and if you spot damage to a fire door please report it to us as soon as possible
- ✗ Damage the door, the door frame or the self-closing device – you could be committing a crime if you do

# How you can help keep your home and building safe

The best way to stay safe is by taking steps to prevent a fire happening in your home.

To protect you, your family, and your home you can take some simple steps to reduce the risk of a fire starting. Most fires in homes are caused by cooking or smoking.

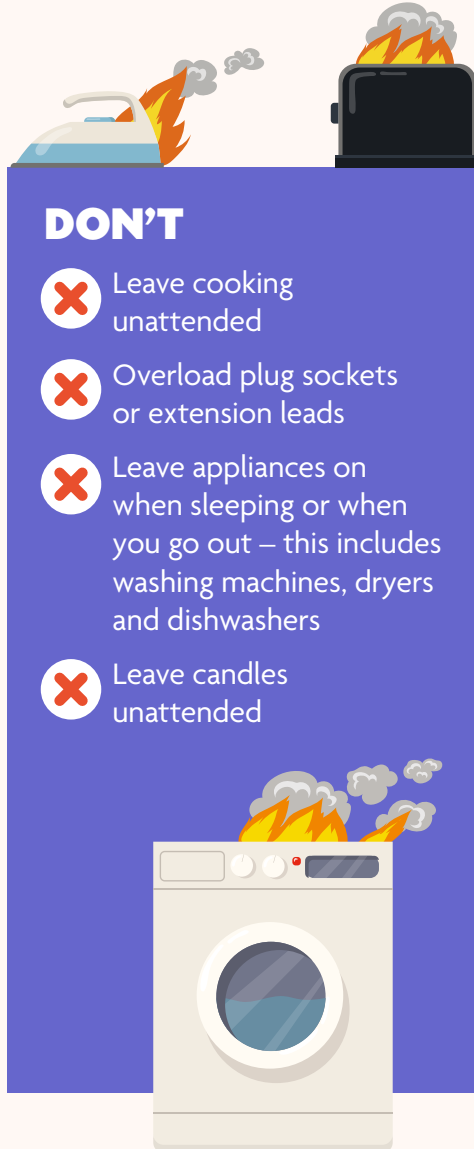
## How to prevent a fire

### DO

- ✓ Keep tea towels and textiles away from the cooker and hob
- ✓ Keep matches, lighters and candles out of reach of children
- ✓ Unplug appliances when you're not using them, they are fully charged, or when you go to bed
- ✓ Be careful with candles and tea lights – don't put them near material that can catch fire or where they can be knocked over
- ✓ Always put cigarettes out properly in an ashtray and never smoke in bed

### DON'T

- ✗ Leave cooking unattended
- ✗ Overload plug sockets or extension leads
- ✗ Leave appliances on when sleeping or when you go out – this includes washing machines, dryers and dishwashers
- ✗ Leave candles unattended



## Keeping your building safe

### DO

- ✓ Check before doing any electrical work in your home that it won't affect fire safety standards of the building
- ✓ Report damage to fire doors



### DON'T

- ✗ Obstruct the communal areas, halls and stairs with personal items such as prams and bikes as these will be escape routes for the building
- ✗ Prop open fire doors in communal areas

## Do you have an electric bike or mobility scooter?

Battery powered electric bikes and mobility scooters can be hazardous if stored or used incorrectly. To keep you and your neighbours safe:

- Do not store or charge e-bikes or scooters in communal areas. Electrical vehicles can catch fire if damaged or faulty and should not be stored on an escape route or block an exit.
- Don't leave batteries to charge while you are asleep or away from the home.
- Check the battery regularly for signs of damage. If you think it's been damaged, replace it immediately. When a battery is damaged, it can overheat and catch fire without warning.
- Purchase from a reputable retailer. Items which don't meet British or European standards pose a fire risk.





If you are concerned about fire safety in your home, you can complete an online fire safety check by visiting your local Fire and Rescue Service website who will offer advice or arrange a home visit.

### **Accessing Cheshire West and Chester Council information and services**

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

You can also telephone: **0300 123 8 123**  
or textphone: **18001 0300 123 8 123**  
website: [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)



Contact us on tel: **0300 123 7724**