

FIRE SAFETY POLICY 4

This policy applies to low-rise blocks with a fire alarm at the block

Residents who live in a low-rise building are at no greater risk of having a fire because of the type of building in which they live. All low-rise buildings are designed and built to ensure that a fire is contained to the flat where it starts and should not spread to other flats for a minimum of 60 minutes. This provides time for the fire service to deal effectively with incidents and should ensure that other residents are not affected.

If there is a fire inside your flat or you hear the alarm, the advice is to alert everyone within the flat and leave the building by following its evacuation plan and close all the doors. If the alarm in the block is not sounding you should operate one of the break glass call points that are located on each level to warn others to leave the building. Then call 999 and summon the fire service, it is important that you give the correct address and floor level of your flat so that the fire can be tackled quickly.

If there's a fire in your building, you should make your way out of the building and to the assembly point which is usually across the road from the building. The advice you are given, by Citizen, is to leave the building and call 999 immediately for advice and to check that the emergency services know what's happening. By their very nature, fires are extremely dynamic incidents. We all know that the ideal situation is to avoid a fire starting in the first place, which is why our prevention work with residents is also extremely important.

How you can play your part

- Do not interfere with the alarm panel
- If the alarm panel is showing fault, or, fire for no reason, please call the contact centre and report it.
- Make sure you and your family know the escape plan for this building
- Keep exits clear – in your own flat and in shared areas
- Never wedge fire doors open
- Don't make changes to your flat's front door without seeking advice from Citizen
- Keep corridors and stairwells clear and sterile, e.g. do not dump rubbish or old furniture there
- If you have any concerns, raise them as soon as you can with Citizen
- Do not use the lift if there is a fire

Our commitment

Citizen are committed to providing safe buildings for all our residents and in the normal course of our legal duties will inspect and certify gas, electric, water and lifts as being safe. We also carry out a Fire Risk Assessment which highlights any significant findings within the building and the actions required to ensure you are safe. Our onsite staff also ensure that fire safety is their first priority whilst at work in the block. We will also endeavour to ensure all fire safety issues are dealt without delay.