

FIRE SAFETY POLICY 3

This policy applies to low-rise blocks without a fire alarm in 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, the advice is to alert everyone within the flat and leave the building by following its evacuation plan and close all the doors. 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, but not your flat, you're usually safer to stay in your flat unless you are being directly affected by heat or smoke, in which case you should make your way out of the building.

The advice you are given, by Citizen, is to 'stay put' in in your flat, still 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. Once firefighters arrive and have assessed the situation, the advice to stay put may have to be repeated or changed – but it will depend on several factors, including the nature and spread of the fire, and the building.

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

- 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 store items, dump rubbish or old furniture there
- If you have any concerns, raise them as soon as you can with Citizen
- Do not use the lifts if installed when there is a fire.

Our commitment

Citizen is 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 on-site staff also ensure that fire safety is their priority whilst at work in the block. We will also endeavour to ensure all fire safety issues are dealt without delay.