

Fire Safety advice Chivenor House

STAY SAFE STAY PUT – Should a fire occur in your flat, get out (closing all doors behind you), Call the Fire Service. Should a fire occur elsewhere in the block, STAY PUT your flat is designed to resist fire getting in. Call the Fire Service on 999 and report the fire.

If a fire breaks out anywhere else in the building, you should stay put in your flat, as per advice from West Midlands Fire Service. Your flat is designed to withstand fire and smoke and are designed this way to give the Fire Service enough time to tackle the fire and get you out in a safe manor.

If a fire break out while you are in the communal area, if it is safe to leave the building you should do so. Otherwise return to your flat closing all doors behind you.

Walk through of all entrances and exits to the building, carry out a practise walk through of the building to familiarise the layout, in an event of a fire.

COMMUNAL NOTICE BOARD – Please have a regular read of the communal board – So you are up to date with any changes. Also get your visitors to have a read of this board, so they are fully aware of what to do in an event of a fire.

FIRE ALARM – If the communal fire alarm activates ‘Stay Safe Stay Put’ do not go to the alarm panel to see what is going on. If you see smoke or fire dial 999. The fire alarm is monitored remotely and the fire service will be made aware of the activation. Fire alarm test is carried out Every Thursday morning at 10 am.

SMOKE ALARMS – Regularly test your smoke alarm in you flat to ensure it is working and report any faults to our repairs service on 0121 748 8100

BALCONIES – These areas should not hold any flammable materials. Gas bottles, petrol equipment. BBQ’s are prohibited. These items can easily catch fire and spread the fire to other balconies.

LIFT – Never use the lift in the event of a fire, use the stairs.

COMMUNAL AREAS / FIRE ESCAPE ROUTES – Make sure you know your nearest escape route and alternative if available. Keep communal areas and fire escape routes and stairways clear of rubbish, and trip hazards, so it is safe for those who are escaping and for the Fire Service. No decorative items are to be put up or left in the communal areas. These areas are to be keep sterile at all times. In the event of a smoke filled corridor when visibility is poor even the smallest item can present a dangerous hazard or block your exit.

DOOR MATS –Should tenants wish to have a door mat, it must be purpose made, no wider than your door frame, off cuts of carpet are not acceptable and will be removed.

EMERGENCY LIGHTING / SIGNAGE – Emergency lighting works when the power in the block fails so that communal areas and stairwells remain illuminated. Fire safety signage is in place for your safety in the event of a fire.

NO SMOKING – in communal areas including lifts and doorways.

FIRE DOORS – Do not wedge open, keep them closed, as this prevents the spread of fire and smoke. Do not tamper with door closures in communal areas or if one is fitted to your flat door. This is for your safety in an event of a fire and you rush out, the door will close behind you and contain the fire.

REFUGE AREAS – These areas are designed should you need to leave your flat due to a fire in your property. Our stairways don’t have anything combustible in them and have several fire doors between them and the individual flats which gives great time for you to be rescued. If you can’t leave the building, perhaps because of mobility issues, Please wait in these areas to be rescued.

RUBBISH CHUTES – Where possible try to use the rubbish chutes during the day. If there is a blockage please report this to us to rectify. Do not put large items down the chute, particularly cardboard and polystyrene packing materials. Use nothing larger than a carrier bag to dispose of your rubbish.

DISPOSAL OF BAGGED RUBBISH – Please remove your bagged rubbish straight from your property to the bin provided. Do not leave bagged rubbish outside your front door.

FLY TIPPING – Fly tipping will not be tolerated, it will be reported with a view to prosecution / action against your tenancy.

BULKY WASTE – We provide a FREE Bulky waste service to dispose of your large items. This is household items only. We do not remove any white goods, Building waste, Tyres, or bagged household waste. To book this service please call 0121 748 8100.

LIFT DOORS – Never jam lift doors open as this can cause damage to the mechanisms of the lift.

ELECTRIC HEATERS – Do not cover them to dry cloths and keep any furniture at a suitable distance.

VISITORS – Tenants are responsible for their visitors and their behaviour. Whilst visiting please make them aware how they should conduct themselves.

CCTV – Castle Vale Community Housing uses CCTV in communal areas, and across the Castle Vale Estate. This is for your own safety and security. Castle Vale Community Housing is committed to working very closely with West Midlands Police.

LOST KEYS – Castle Vale Community Housing can assist you if you have lost your keys. In the event that you cannot access your property, contact us and we will try to assist you.

STOP COCK / WATER ISOLATION – Ensure you know how to isolate the water supply to your flat in the event of any leak. This will help you protect your property and other resident's property who may live below you.

CONTROLLED ACCESS TO YOUR BLOCK – You shouldn't let in anyone who you do not know.

CUSTOMER FIRST TEAM – Should you have any repair issues in your property or see anything that needs addressing in the communal areas contact us on 0121 748 8100.

PARKING – Do not park in hatched areas. These areas are for emergency vehicles only. Disabled bays are exclusively for those with an official blue disabled parking badge. Do not park by dropped kerbs or bin areas.

I confirm that I have been given the above advice and fully understand the points raised.

NAME

Signature

Address

Date