

Home fire safety guide

Know what to do in a fire

Plan your escape

- Fires happen when you least expect them and you will only have a short time to take action.
- Think of how you would get out if your normal way out is blocked.
- Keep escape routes clear of rubbish or bulky items at all times.
- Tell everyone at home where the door and window keys are kept.



Keep your home safe

Fit a smoke alarm

- If you rent your flat and do not have a smoke alarm, phone us to have one fitted.
- If you live in a house or are a leaseholder, call your local Fire and Rescue Service, who can install one for you.
- Test your smoke alarm weekly.



Smoking

- Never smoke in bed.
- Never smoke in an armchair if you think you may fall asleep.
- Do not leave a lit cigarette, pipe or candle unattended.
- Use deep ashtrays so that cigarettes cannot roll out. Do not throw hot ash into the bin.



Matches and candles

- Keep matches and lighters well out of the reach of children.

Heating and electrics

- Sit at least three feet away from heaters.
- Never put a heater near clothes or furniture.
- Don't overload electrical sockets.



In the kitchen

- Don't cook if you are tired or have been drinking.
- Never leave pans unattended when cooking.

If the pan does catch fire:

- don't try to move it or throw water on to it – it will make it worse
- turn off the heat if you can do so safely, and
- if in any doubt, leave the room, close the door, shout to warn others to get out and call 999.

Stay safe at bedtime

- Close all the doors as this helps to prevent fire spreading.
- Switch off and unplug electrical appliances except those that are meant to stay on, like the fridge.
- Check your cooker and heaters are switched off.
- Keep door and window keys where everyone you live with can easily find them.



Follow this extra advice if you live in a purpose-built block of flats or maisonettes, of any height, with shared communal corridors, external walkways, staircases or entrances.

Please check the emergency plan displayed in your communal areas. Contact us if there is no plan.

Communal areas

- Never store anything in communal areas including balconies. These items would block your escape route and be a fire risk.
- Westway has a zero tolerance policy on storage in communal areas. Any items found may be removed without notice and we will not be liable for the loss of your items.

Your escape plans

1. If your flat or maisonette in a purpose-built block is directly affected by fire or smoke and your escape route is clear:

- Get everyone out, close the door and walk as calmly as possible out of the building.
- Do not use the lift.
- Call 999, give your address including the number of your flat and state which floor the fire is on.

2. If there is a fire or smoke inside your flat or maisonette, but your escape route is NOT clear:

- It may not be safer to stay in your home until the fire brigade arrives. Close the door and use soft materials to block any gaps to stop the smoke. Go to a window, call for help, call 999, give your address including the number of your flat and state which floor the fire is on.

3. If there is a fire in another part of the building but not inside your home:

- Purpose-built blocks are built to give you some protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30-60 minutes.
- You are usually safer staying in your own flat unless heat or smoke is affecting you. If you are in your flat, stay put and call 999. Tell the fire brigade where you are and the best way to reach you.
- If you are in the communal parts of the building, leave and call 999.

Escaping from fire in your home

- If your smoke alarm goes off when you are asleep, follow your escape plan and get out.
- Shout 'FIRE' to warn others and don't stop to pick up valuables.
- Check closed doors with the back of your hand. Do not open the door if it feels warm – the fire may be on the other side.
- Smoke can kill. Get down as low as possible where the air will be clearer.
- If your escape is blocked, it may be safer to stay put until the fire brigade arrives.
- Close the door and use soft materials to block gaps to stop the smoke. Go to a window. Call for help. Dial 999 and wait to be rescued.

Westway Housing Association meets its legal responsibility to take action to maintain fire safety in your home. Your safety is very important to us.

For more help and information:

- call the Customer 1st Team on **020 8964 2323** and select option 1, or
- email us at **info@westwayha.org.uk**

For emergencies out of hours, our phone line is set up to give a recorded message for you to follow.