



Important Fire Safety Information



What to do



Fire in your flat

If your detectors sound, you should shut your internal doors and leave closing your front door behind you. Vacate the building via the nearest fire escape route and call 999.



Fire elsewhere in the building

Ark Royal House has a Stay Put policy, so if you become aware of a fire elsewhere in the building there's no need to evacuate, unless the Fire Brigade advises you to do so, or you feel unsafe. You should call 999 though and report, in case the residents of the flat are not in or in case no one else has.



Be in the know



Ensure everyone in your home knows what to do and how to evacuate the building in the event of a fire



Check your smoke detectors regularly (monthly) to make sure the unit operates and alarms correctly. Arrange an immediate repair or replacement if your detector doesn't work



If you have trouble hearing and need a different alarm, please call your local Adult Services



Read and share any information we send you on fire safety and make yourself aware of the fire safety notices in your block



Contact us if you think any fire safety equipment may have been tampered with around the building.

Fire Doors

Your front door and the communal doors are fire rated and therefore offer you protection from heat and smoke. The doors are fitted with closers ensuring the door closes automatically and stops heat and smoke spreading. These closers must not be tampered with or removed.

- Fire doors should remain shut at all times
- Residents/guests must not tamper with any door or closer
- Keep fire escapes free from personal items
- Report immediately any issues or damage to fire doors
- Communal doors will be checked quarterly and front doors once per year, to ensure doors are working correctly

Balconies/outside space

If you have a balcony or outside space, please think about what you're using and storing and ensure items are not flammable, including privacy screens. BBQs are not allowed to be used under any circumstances (this includes gas canister cookers).

Do you or a family member need help evacuating in the event of a fire?

Part of our role is to ensure that you're able to safely evacuate your home in the event of a fire. If this is something you are concerned about, please contact us so we can assess your needs and create a personal evacuation plan if needed. If you have any questions, please email: PersonalEvacuationPlan@vividhomes.co.uk or phone us: 0800 652 0898



Fire safety



Do:

- Familiarise yourself with your escape route
- Check your smoke alarm's working
- Let us know if you require assistance to evacuate
- Ensure your electrical items/appliances are safe and check for loose or exposed wires
- Shut your internal doors when you go to bed, closed doors slow down fire spread
- Immediately inform us of any damage to fire doors, front doors or fire equipment
- Inform us before starting any DIY projects, as permission may be required
- Report any damage to the internal wall structure and ceiling between your flat and the communal areas



Don't:

- Leave cooking unattended
- Leave candles unattended, lit near flammable materials, or by a draught
- Overload sockets
- Smoke in bed or leave lit cigarettes in ash trays
- Leave any personal in the communal areas
- Wedge fire doors open, alter/screw any items to them or tamper with the fire door devices
- Leave items with lithium batteries charging unattended or over night
- Dry clothes near fires or over radiators
- Use BBQs/portable gas cookers on balconies
- Modify your balcony or install combustible materials, including privacy screens
- Store large quantities of flammable items (such as gas cannisters) in your flat or balcony
- Don't use the lift in the event of an evacuation

Fire and rescue home visits



Your local fire and rescue service can offer advice on fire safety within your home and maybe be able to carry out a free home visit.

More fire safety tips can be found at:
www.hantsfire.gov.uk

Gas and electric check ups

Ensure your boiler is serviced yearly. Don't make any changes to your gas installation, without calling us first.

Regularly check your appliances to see if there are any loose or exposed wires. If there are, please ensure they are disconnected until repaired/replaced.

And remember - any work undertaken must be completed by an approved engineer.



DIY: check with us first

We want you to take pride in where you live and you may want to make some alterations to make where you live feel like a home. This can include painting and decorating or adding new carpet. However, for other home or DIY improvements, you'll need to check with us first before starting the works.

Changes to your flat may reduce the level of fire resistance, so it's important that you check with us first to ensure your safety.

Any questions?

If you have any questions regarding fire safety, please email firesafety@vividhomes.co.uk or phone 0800 652 0898