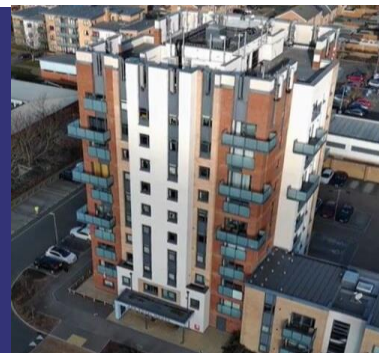


VIVID

Spring 2025

Fire safety update

Ark Royal House



Welcome to your first Building and Fire Safety Newsletter for 2025.

Survey Update

In November 2024 we sent you our Building and Fire Safety Survey, asking for your feedback on how we communicate. This was well received; however, there's always room for improvement. For Ark Royal, you told us you'd prefer to receive emails, letters and have face to face meetings.

Would you be interested in being part of a Customer Influence drive? If so, please take a look at the following for more details and to register your interest <https://www.vividhomes.co.uk/about-us/our-performance/get-involved>

Fire safety update



Good news, there is presently no outstanding Fire Safety works required for Ark Royal House. We will of course let you know should this change.

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're concerned about, please contact us so we can create a personal evacuation plan if needed. If you have any questions, phone us on 0800 652 0898 or email:

PersonalEvacuationPlan@vividhomes.co.uk

Fire door checks

We are continuing to complete quarterly checks on communal fire doors. Your next visit will take place week commencing 12 May 2025. Our contractor, Inline Safety, will also be knocking on some front doors to review the inside of the door to complete the fire door check. These checks are important, so please let them in, each front door needs to be checked once a year. Don't worry if you're not in, they'll try again on their next visit.



Did you know that fire drills aren't required within a residential environment? But we'll always ensure you have all the necessary information to hand, so you know what to do in the unlikely event of an emergency to keep you, your family and any visitors safe.

Fire safety must-dos

- Keep fire doors closed when not in use - please don't wedge them open
- Keep fire escapes free of any items, rubbish or clutter, ensure you store your possessions within your flat, or take to the bin store

Make sure you know what to do if there's a fire within Ark Royal House



To protect yourself in the event of a fire, we need you to know what to do to keep yourself, your family and neighbours safe.

If there's a fire in your own home:

- Quickly get out of the room where the fire is and close the door behind you
- Tell everyone in your home that there's a fire and to get out too
- Don't stop to get any of your things and shut the front door behind you
- Don't try to put the fire out yourself
- Wait outside away from the building and call the fire service on 999 immediately

The fire strategy for your block is 'stay put'.

If there's a fire in the building (including in someone else's flat) here's what you need to do:

- Your building's designed to contain a fire inside the apartment where it started and protect you from the effects of smoke and fire
- If the fire isn't in your apartment, close all your doors and windows and stay inside
- Dial 999 right away, just in case the person whose apartment is on fire hasn't been able to
- If smoke or heat from the apartment on fire starts to affect your home then leave immediately, if it's safe to do so, or if the fire service tells you to leave

Internal doors

The doors in your flat will be notional fire doors, which means they satisfied the requirements at the time of the building constructions and therefore will offer you a degree of protection from heat and smoke. You shouldn't replace any internal doors without consent from us first - you can do so by calling 0800 652 0898. If you own your flat and you wish to change your doors, you need to ensure they're suitable internal fire doors, and evidence of this may be required.

Balcony Management/Outside Communal Space



Whether you have a balcony, communal hallways, or space outside your front door, there are best practices in place to prevent fire risks:

- Don't store any flammable items on balconies or within communal areas
- Don't add privacy screens to your balcony as they're flammable
- Don't store any form of fuel
- Don't add astro turf or other similar products to the floor of your balcony or outside communal space
- Don't keep electrical gadgets in an outside space
- Don't drill through external walls to facilitate taking a power supply to an outside area
- Don't install electrical pigeon/bird deterrents

Any questions?

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