

VIVID

Autumn

Fire safety update

Pemberley Place



Fire safety update



We wrote to you on 20 August 2025, to inform you where we are with the external wall remediation works, along with next steps. The next update will be sent shortly.

The updates also include an FAQ section, which we hope answers any queries. But please let us know if you require additional information.

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 20 October 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, as 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.

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

Cooking Safety Tips

As the season changes, we might spend more time in the kitchen. So, it's a great time to remind ourselves of the importance of safe cooking.



- Never leave your cooking unattended
- Keep the space around your cooking appliances clear of flammable items – e.g. tea towels, paper, cables
- Open deep fat fryers are dangerous, so please refrain from using them
- Keep your cooking appliances clean, as a buildup of grease and fat can cause fires to start
- Never leave children or animals in the kitchen unattended

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 Pemberley Place



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 home or your block.

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 presently 'simultaneous' and will continue to be in place until all fire safety work has been remediated.

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

- Leave the building immediately
- Remember, when you dial 999 you need to ask for fire
- When the operator answers give the address of where the fire is, **don't hang up** until the address is repeated back to you and confirmed

If you see or hear a fire when you're in the communal area of the block:

- Leave by the nearest available exit
- Wait outside away from the building and call the fire service on 999 immediately

Portable heaters

These can be so useful when you want to heat just one room, or you need some extra heat, but they need to be used carefully.

- Always turn them off when you leave the room
- Don't situate them closely to furniture, blankets or curtains, or use them to dry clothes
- They shouldn't be located by or in an escape route
- Don't leave children or animals next to a heater that's on
- Oil heaters should never be used

Candles



Autumn brings with it so many changes to our lives. Not only do we spend more time in the kitchen, but as the nights grow darker, we like to create a cosy environment for us and our families.

Candles can be the go-to for these times, so let's be careful and look at other options available to us. For instance, a battery-operated candle is safer and provides a similar feel but without the risk. If you're going to use real candles, then please ensure you:

- Keep them on a flat surface and within a heat-resistant holder
- Extinguish them if you leave the room
- Don't locate them near drafts and materials like curtains or soft furnishings
- Never leave children or animals in a room with a lit candle
- Avoid using matches to light them, use a lighter instead

Any questions?

If you have any questions about fire safety, please phone 0800 652 0898 or email:

firesafety@vividhomes.co.uk