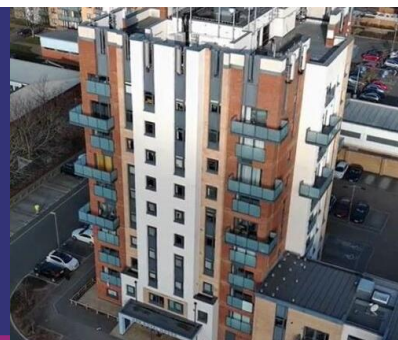


VIVID

Fire safety update

Ark Royal House

Summer 2026



Welcome to your Building and Fire Safety newsletter for Summer 2026.

Fire safety update



If you'd like any information about the outstanding external wall works at Ark Royal House, the team at Taylor Wimpey will be happy to help.

You can reach them at cladding@taylorwimpey.com for the latest updates.

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're continuing to complete quarterly checks on communal fire doors. Your next visit will take place week commencing 13 July 2026. 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.

Fire safety for balconies and outdoor areas



- **No barbecues or open flames:** Don't use barbecues, fire pits, or patio heaters on balconies, or outside communal areas - even small sparks can quickly cause serious fires
- **Keep balconies and outside areas clear:** Keep balconies or outside areas free of clutter, waste, and flammable items (e.g. reed screening, some outdoor furniture) to reduce fire risk and prevent spread
- **Smoke safely:** Fully extinguish cigarettes. Never throw them from balconies or windows - they can ignite fires below or in neighbouring homes
- **Plants –** Keep plants well-watered on balconies or windowsills, as dried plants are highly combustible

Fire safety must-dos

- Keep your front door and communal 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

Going away?

If you're away this summer, keep your home fire safe.

Before you go:

- Check and test smoke and carbon monoxide alarms. If they're not working, contact us immediately. If you're a leaseholder, arrange an urgent repair

On the day you leave:

- Turn off unused electrical and gas appliances
- Turn off the main water supply - leaks can affect electrics and increase the risk of fire

Electrical safety during hot weather



- **Avoid overloading sockets:** Don't run multiple fans or portable air conditioning units from 1 socket - plug appliances directly into wall sockets where possible
- **Stay cool safely:** Close curtains or blinds during the hottest hours (12pm–7pm) to reduce heat and limit use of electrical appliances
- **Switch off when not in use:** Turn off and unplug non-essential electrical items before leaving home or going to bed

Any questions?

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