

# Fire Safety Advice

## for customers




**This leaflet will explain key fire safety measures in your home and what you can do to reduce the risk from fire in your home.**

If you have any fire safety concerns, wish to report a fire safety issue (e.g. defective/damaged fire door) or get information regarding the Fire Risk Assessment for your premises, please contact us:

 NCH App

 /NewportCityH

 01633 381 111

 @newportcityhomes.com

 @Newport CityH

### Fire Action Notices

Every block of flats should have a fire action notice present. This notice will explain what you should do if there is a fire in the premises and how to report a fire (**dial 999**).

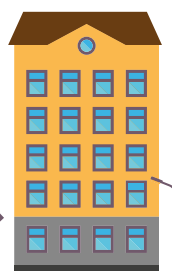
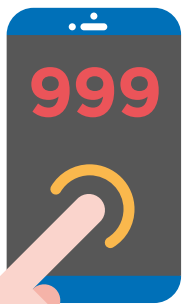
### What is a Fire Risk Assessment (FRA)

Every NCH block of flats has a regular FRA visit to identify any fire safety issues. These issues are prioritised and the remedial actions are scheduled to be completed within set timescales.

### In the event of a fire

If the alarms sound in your flat and there is a fire or smoke present, you, and all others in the block of flats should evacuate immediately making sure front doors are closed behind you. If there are lifts in your block do not use them. **You should always notify the fire service by ringing 999.**

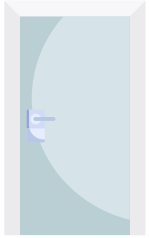
This type of evacuation is known as 'simultaneous' because all persons in the building are expected to immediately leave the building when an alarm sounds.





## Fire alarm systems

Your home has smoke and heat detectors fitted to give you an early warning of fire. These should be tested weekly by yourself and are designed to alert you if there is a fire in your home. This is important as smoke kills and you are most vulnerable when sleeping. There may also be detectors in other parts of the premises which is a separate system designed to alert you of a fire in these areas.












## Fire doors - flat entrance door

Your flat entrance door is a fire door and you **MUST NOT** replace it yourself. The door is designed to be smoke and fire resistant.

Therefore, you cannot drill, stick anything on, or tamper with the door. The door will prevent fire and smoke not only from spreading to the corridor from a flat fire but will also stop a corridor fire from entering your flat. Hence, it is important that the self-closing device fitted to the door works to close the door.

## Key fire safety tips

-  **1** Test your smoke alarms regularly.
- 2** Have an emergency escape plan and tell your children what to do in the event of a fire.
- 3** Close all doors at night. 
-  **4** Do not block your means of escape with bicycles, furniture etc.
-  **5** Ensure you stub out cigarettes correctly.
-  **6** Never charge electrical items at night or use tumble dryers when you are sleeping.
-  **7** Do not leave cooking unattended.
-  **8** Do not use candles.
-  **9** Do not overload electrical sockets and only use approved extension leads.
- 10** Do not use tumble dryers unattended and regularly clean the lint filters.
-  **11** If you have to charge Li ion batteries, charge these in the kitchen and close the door. **Providing your kitchen is not the only escape route from your premises.**



If there is a fire, ring **999** and ask for the fire service. If you have any fire safety concerns, ring **01633 381 111** and ask to speak to a member of the Fire Safety team.