

# FIRE SAFETY AND FIRE ADVICE

For Over 60s housing and  
bungalows with an alarm link



**IMPORTANT INFORMATION ENCLOSED  
PLEASE READ**

## WHAT TO DO IF THERE IS A FIRE

### IF A FIRE BREAKS OUT IN YOUR HOME:

- Leave the room where the fire is straight away and close the door.
- Tell everyone in your home and get them to leave.
- Do not collect personal belongings.
- Do not stay behind to put the fire out.
- Close your entrance door behind you.
- Wait outside, away from the building.
- Call the Fire and Rescue Service - dial 999 or 112.
- Await instructions from the Fire Service before going back into the building.

### IF YOU LIVE IN A BLOCK AND SEE OR HEAR A FIRE IN ANOTHER PART OF THE BUILDING:

- Call the Fire and Rescue Service - dial 999 or 112 if safe to do so
- You must leave immediately if smoke or heat affects you or your home, or you are told to leave by the Fire Service.
- If you are likely to need help evacuating the property in an emergency contact the local Fire Service and ask for a Safe & Well visit. They will talk through an evacuation plan with you.
- Contact Housing 01962 848 400 to find out the evacuation plan that's advised for your property.

### Fire Protection Measures for Your Home

- Provision of smoke alarms in your home.
- How to keep safe information – leaflets, website, social media, Tenants Handbook.

### Measures for those living in flats within blocks

- Fire risk assessment – your block is checked regularly to make sure fire safety measures are adequate. If you want to know:
  - how regularly - contact the Housing Hub 01962 848 400
  - details of the latest fire risk assessment go to the website [winchester.gov.uk/housing/fire-safety](http://winchester.gov.uk/housing/fire-safety)
- Smoke alarms in communal areas.
- Design of the building - compartmentation – this is checked through fire risk assessment.
- Flat entrance door and doors to communal areas.
- Signage – displayed near the exits.
- For other measures specific to your block contact Sheltered Housing Team.

### Get involved

If you are interested in working with the council on developing its approach to fire safety or monitoring the council performance please contact the Tenant Involvement Team on 0800 716 987 or email [TInvolvement@winchester.gov.uk](mailto:TInvolvement@winchester.gov.uk)



## Winchester City Council Responsibilities

- Complete fire risk assessments on blocks of flats.
- Complete regular health & safety checks.
- Test the smoke alarm in your home.
- Make arrangements to remove and dispose of the items blocking emergency exits and communal areas. Take enforcement action on those known to be responsible and charge removal costs.
- Manage and maintain the fire protection measures present for your home for which it is responsible.

## Advice on How to Keep Safe

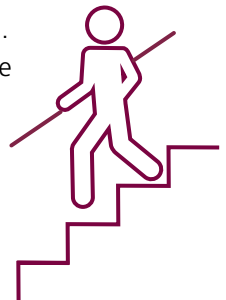
- The Hantsfire website has excellent advice on how to keep safe. Find out about Safe and Well visits from the local Fire Service that some households are entitled to and provide tailored advice.
- Further advice on fire safety within the home and details of National Fire Safety guidance for the home can be found at [firekills.campaign.gov.uk/](http://firekills.campaign.gov.uk/) website and includes advice for anyone with sight, hearing or mobility issues.
- Visit our Winchester City Council dedicated Fire Safety web page for further information.
- Tenants Handbook – Fire Safety section.

## Your Responsibilities

- Follow the keep safe guidance.
- Report concerns regarding fire safety to Winchester City Council.
- Allow access for the annual gas appliance & smoke alarm check.
- Have an escape plan and know the fire evacuation plan for your property. [hantsfire.gov.uk/safety/home-safe-home/be-prepared/](http://hantsfire.gov.uk/safety/home-safe-home/be-prepared/) gives advice on what to think about when putting your plan together.
- Do not store flammable materials in your home, including on balconies.
- Keep communal areas and landings clear, so exit routes are not obstructed.
- Do not leave large unwanted household items in bin areas.
- You are not permitted to change/modify your front door, fit a cat flap or fit/change a letterbox.
- Ask for permission to carry out works to your home as otherwise you may affect the fire safety measures and put yourself and others at risk.

## Remember Let us Know:

- If you go into hospital.
- When you come home from hospital.
- Any change that affects your ability to leave your home if there was a fire.



## How to raise concerns

If you have any questions about this information or concerns about fire safety, we are here to help.

- Complete the online Fire Safety Concern form. The link can be found on the website [winchester.gov.uk/housing/fire-safety](http://winchester.gov.uk/housing/fire-safety) or
- Contact the Sheltered Housing Team on 01962 855 335 or
- Contact Housing on 01962 848 400 or email: [housing@winchester.gov.uk](mailto:housing@winchester.gov.uk) or
- If you prefer to discuss your concern with a tenant you could speak to a TACT representative. Contact the Tenant Involvement Team for contact details on Freephone 0800 716 987

## Frequently Asked Questions

### Why don't you carry out fire drills?

Fire drills are not appropriate unless there is a communal fire alarm. The fire risk assessments will determine whether fire drills are required.

### How to get out if there's a fire in my flat?

Speak to the sheltered team who can check whether you qualify for a Safe and Well visit from the local Fire Service to go through escape plan advice or check the Hantsfire website for advice on how to be prepared.

**Check the WCC fire safety webpage for more frequently asked questions.**

## CONTACT US

For more information please get in contact:

**Phone:**

01962 840 222

**Email:**

[housing@winchester.gov.uk](mailto:housing@winchester.gov.uk)

**Web:**

[winchester.gov.uk](http://winchester.gov.uk)

**Address:**

Winchester City Council, City Offices,  
Colebrook Street, Winchester, SO23 9LJ

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WinchesterTenants](http://www.facebook.com/WinchesterTenants)



## Alternative formats

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by:

**Phone**

01962 840 222

**Email**

[customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)

**Information in different languages**

General fire safety advice is available in different languages on the Hampshire and IOW Fire Service website. Go to [hantsfire.gov.uk/safety/  
fire-safety-in-other-languages/](http://hantsfire.gov.uk/safety/fire-safety-in-other-languages/)