

FIRE SAFETY AND FIRE ADVICE

For Sheltered Schemes



**IMPORTANT INFORMATION ENCLOSED
PLEASE READ**

WHAT TO DO IF THERE IS A FIRE

IF A FIRE BREAKS OUT IN YOUR FLAT:

- Leave the room where the fire is straight away and close the door.
- Tell everyone in your flat and get them to leave.
- Do not collect personal belongings.
- Do not stay behind to put the fire out.
- Close your flat 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 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.
- The building is designed to contain a fire in the flat where it starts.
- This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects you or your home, or you are told to leave by the Fire Service.

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 or

Fire Protection Measures for Your Home

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

- Contact the Sheltered Housing Team on 01962 855 335 or
- Contact Housing on 01962 848 400 or email: 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

Winchester City Council Responsibilities

- Complete fire risk assessments.
- Complete regular health & safety checks.
- Test the smoke alarm in your flat.
- 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

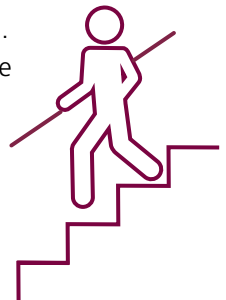
- The Hants fire website has excellent advice on how to keep safe. Find out about Safe and Well visits from the local Fire Service that some households are entitled to and provide tailored advice.
- Further advice on fire safety within the home and details of National Fire Safety guidance for the home can be found at firekills.campaign.gov.uk/ 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/ 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 flat if there was a fire.



Frequently Asked Questions

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.

How do I find out when you are testing the fire alarm?

The sheltered scheme notice board has information on the day and time the fire alarm is tested each week.

If you want to know the outcome of the test phone Housing on 01962 848 400 and ask to speak to a member of the Neighbourhood Services Team.

Why don't you carry out fire drills?

Fire drills are not always required in most sheltered or extra care settings. The fire risk assessments will determine whether fire drills are required.

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

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

CONTACT US

For more information please get in contact:

Phone:

01962 840 222

Email:

housing@winchester.gov.uk

Web:

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

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/)