



Your guide to
FIRE SAFETY

**It is essential that you know
what the safest thing to do is
if a fire occurs in your home.**



FIRE SAFETY

In the event of a fire there are two main options:

- 1. Stay put**
- 2. Evacuate**

This booklet will help you to understand which option is right for you.

Fire action notice

In the communal area of every property managed by Railway Housing Association there is a 'fire action notice'. This document is a simple list of instructions to follow if a fire occurs. We want all of our residents to understand two very important pieces of fire safety information:

- The fire safety instructions for your building which explain if you should evacuate or stay put
- You and your family's personal escape plan.

**ACTION:
Find and read the fire
action notice for your
building.**

Evacuate or stay put

You and your family should always try to move away from the source of a fire to a place of safety or an assembly point, but in some cases staying put in a safe place is the best option.

Stay put means that unless the fire has started in your flat, you should stay there. Fire doors should protect you from fire for at least 30 minutes until the fire service have arrived.

'Stay put' allows the fire service to enter a building safely and if necessary, tackle a fire while residents remain safe. Older residents and residents with mobility issues can also benefit from staying put.

Personal escape plan

It's also important to decide on your personal escape plan in case you do need to leave the building. This should involve your whole family, or anyone living with you. Create the plan together and think about:

- Safe routes out of the building
- Keeping exits clear
- Contacting the emergency services
- Staying out until the building is safe
- Any items you might need to take with you, e.g. warm clothing, medicines and your mobile phone.

ACTION:

Discuss and agree your personal evacuation plan with the rest of your household.

Remember

The fire service should be contacted by calling 999.

- You should never assume that someone else has called the fire service.
- If a fire does occur and you have evacuated, you should never attempt to return to the building until the fire service have given an all clear.

Fire doors

When a fire occurs it is essential that it is not allowed to spread. Fire doors are designed to resist the spread of fire and smoke, and provide a safe route out of the building. If you are staying put, a fire door creates a safe place to wait until the fire service arrive.

To ensure that fire doors are fitted and working correctly they need to be checked and inspected regularly. Residents also have a responsibility to make sure:

The self-closing device is not removed or tampered with.

Kept closed and not propped open when not in use.

Any faults or repairs are reported straight away.

Fire door inspections

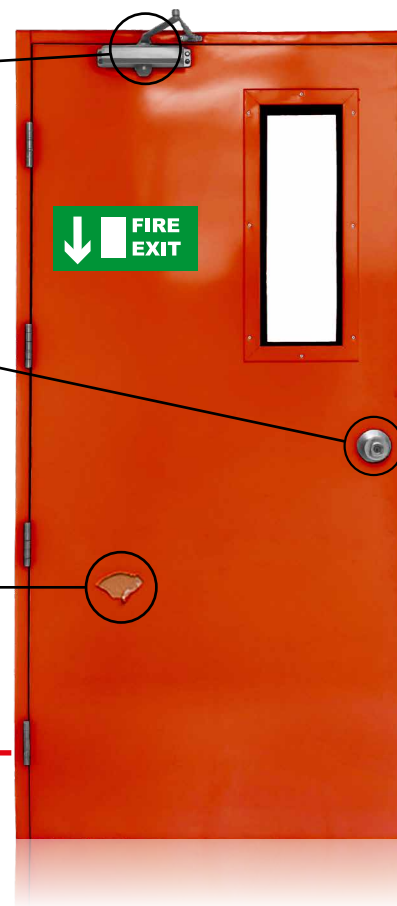
Fire doors fitted to flat front doors now need to be inspected every 12 months and any communal fire doors every three months. (Communal doors are those in corridors and entrances.) The inspections which will be carried out by Railway Housing Association, ensure that every fire door:

- Closes and latches fully
- Has no large gaps, holes or damage
- Has no missing hinges, or damaged seals / smoke strips.



How to test your smoke alarms

To test your smoke alarm, press the test/hush button on the unit for up to 10 seconds until the smoke alarm begins to sound. This tests the sensor, electronics and the sounder. The alarm will stop sounding when the button is released. Pressing the test/hush button simulates the effect of the smoke and/or heat and is therefore the best way to ensure the alarm is operating correctly. For interconnected smoke alarms, test one of the units by pressing the test/hush button for 10 seconds. All the alarms in the system should begin to sound within 10 seconds of the first alarm sounding. After the test button has been released, the first alarm will stop sounding immediately, and the interconnected alarms will sound for a further 3-4 seconds. This feature is an audible verification that the interconnection is working correctly. Now, check all the other alarms in the system in the same way.





Access to your property

Once every 12 months Railway Housing Association will need to visit your flat to carry out a thorough inspection of the front door. The inspection is a legal requirement and we need your help to ensure that it happens on time.

The inspector will need to check both sides of the door, ensure that it closes properly and is free from damage. They will also arrange repairs for any defects they find (if you are a leasehold resident we will advise you if any repairs or improvements are required to your front door).

We will write to you with an appointment and reminder about the inspection in plenty of time to rearrange if needed, but remember that you can report any issues with our front door by calling our Freephone number 0800 0287428 or through our website by clicking on 'Do It Online' and then choosing Report a Repair'.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفقادي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انباریانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده نگ. نه گه ر پیویستت به ز انباری زورتر، یارمه تی و یا ناموزنگاری هه یه، تکایه پرسپار بکه له به کیک له کارمه نده کان. (نه وان کاریکی و اده که ن که به زمانی خوت له گه لئا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜ਼ੋਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھری ہوئی کھائی، ہینڈاٹکس کے پڑنے کی کھائی) یا ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں)۔

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: 0800 0287428 | Email: info@railwayha.co.uk

www.railwayha.co.uk

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Registered Social Landlord: A1855 | Registered Charity: 1188450
Member of the Housing Ombudsman Service

