

HIGH RISE BLOCKS - CHESTER

FIRE SAFETY

FREQUENTLY ASKED QUESTIONS

What should I do if there is a fire in my flat?

If a fire breaks out in your flat

- Get everyone out of the flat.
- Close internal doors and your front door behind you.
- Walk quickly, do not run.
- Use the stairs, not the lift.
- Once outside the building, dial 999 to alert the fire brigade telling them who you are, your flat number and the address of the property.
- Do not re-enter the building until authorised to do so.

What should I do if I hear the fire alarm?

If a fire breaks out in another flat or elsewhere in the building:

- Stay in your own flat and keep the door closed.
- Dial 999 to alert the fire brigade telling them who you are, where you think the fire is and the address of the property. They would rather receive multiple calls than none at all.
- Should you be given advice by the fire service, or staff, to leave your flat then do so, closing internal doors and your front door behind you.
- Should it become apparent that your flat is being affected by excessive smoke, rapid rise in temperature or visible flames inside or outside your flat, leave immediately, closing internal doors and your front door behind you and making your way outside.

What is a 'stay-put' policy?

A 'stay-put' policy means that unless the fire is in your flat you should stay where you are. We have agreed this with our Fire Service advisors. Your block is compartmentalised, which means its walls, floors, ceiling and doors, will reduce the likelihood of fire spreading from flat to flat and along corridors. This means any fire or smoke will be contained away from your evacuation route for between 30 to 60 minutes to enable fire crews to fight any fire and advise you on your safe evacuation.

My building has cladding on the outside of it, is it safe?

Your safety is our priority. The insulation systems used in all nine high rise blocks have been tested and are classified as non-combustible and comply with the appropriate British Standard.

What can I do to keep my home safe?

- Test your flat's smoke alarms regularly.
- Make sure fire exits are kept clear.
- Do not leave or store any items in communal areas/corridors including mobility scooters, as they may be removed without notice.
- Make sure that fire doors are kept closed.
- Report any faulty fire doors or fire safety equipment to us immediately on 0800 131 3348 or 0300 123 3511.