

our commitments to you on safety

We will ...

Always:

- listen to your safety concerns and act on them.

Regularly:

- check electrical systems in flats and communal areas
- check emergency lighting in communal areas every month
- inspect the communal areas every month to ensure they are in good repair and any health and safety-related issues are dealt with.

Yearly:

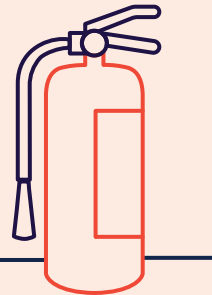
- check the safety of gas installations
- test fire alarms in flats
- check the safety and function of all fire doors.

Every two years:

- complete fire risk assessments in communal areas and attend to any issues raised promptly.

We will also:

- complete a survey of the building's structure to identify and remedy any issues.



fire safety and evacuation information

This leaflet provides important information on believe housing's commitment to fire safety, what customers, leaseholders and visitors should do to lower the risk of fire, and what to do in the event of a fire.

If there is a fire in your property, the communal area of the block, or the grounds around the block, this must be reported to believe housing immediately on 0300 1311 999, even if there is no damage caused.

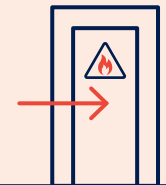
the importance of fire doors

Your fire door is specially designed to control the spread of fire and smoke. The door is vital to allow occupants to either remain or evacuate as instructed and enable the fire brigade to gain access to fight a fire should one occur. It is therefore critical that fire doors are fitted correctly and maintained to allow them to perform.

All of the fire doors fitted in believe housing flat blocks offer 30 minutes of fire resistance and have been installed by accredited contractors.

To ensure that fire doors are effective, leaseholders must make sure:

- all fire doors are kept closed; they must not be propped or wedged open
- doors and self-closers are not tampered with or worked on by unqualified individuals
- any fault or damage to doors must be remedied by a suitably competent and qualified fire door maintenance provider
- any fault or damage to fire doors is reported immediately to believe housing on **0300 1311 999**.



what to do in the event of a fire



The poster features the 'believe housing' logo in the top left corner. To its right is a blue circle containing a white exclamation mark. Below these is a large blue banner with the text 'Fire action' in white. The poster consists of seven horizontal rows, each with an icon on the left and text on the right. The first three rows have blue backgrounds, while the last two have red backgrounds. The icons include a telephone handset, a person running, two people with arrows pointing away, a person with a red prohibition sign, and a red prohibition sign.

believe housing

Fire action

-  Call the fire brigade by dialling 999
-  Leave the building by the nearest exit
-  Stand in a safe place away from the building
-  Do not return to the building until authorised to do so
-  Do not take any risks

we expect our customers to:

- allow believe housing access to complete gas, electrical and fire related-safety checks
- report any safety-related issues found in their property or the block on 0300 1311 999
- not smoke in any communal areas or directly outside block final exit doors
- ensure cupboards within communal areas are always kept locked
- ensure no items are placed, or stored in internal or external communal areas at any time; including scooters, ebikes and mobility scooters
- ensure that final exit doors from the block are always kept secure and report any faults promptly
- advise us of any change in circumstance, such as mobility issues, which may delay your evacuation from the flat block
- never store gas canisters or bottles or any dangerous, flammable or explosive materials either inside or outside your home.

