

# Fire safety in your home and building





**We want you and your neighbours to be safe in your homes – but to do this we need a little help from you.**

- Evacuation procedure
- Fire doors
- Fire safety tips


# Evacuation procedure

There are two main types of evacuation procedure in Riverside properties; Stay-put and Full-evacuation.

  
  
**FIRE ACTION NOTICE**

**IF FIRE BREAKS OUT IN YOUR FLAT:**

- 1: Get everyone in your flat to leave straight away, closing the front door behind you.
- 2: Do not stay behind to try and put the fire out.
- 3: Do not use lifts.
- 4: Wait outside away from the building.
- 5: Dial 999 for the Fire Service.



**IF THERE IS A FIRE IN ANOTHER PART OF THE BUILDING:**


- 1: 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 in the building.
- 2: Leave immediately if heat or smoke affects your own flat.
- 3: If you are in the communal area evacuate the building.
- 4: Do not use lifts.
- 5: Wait outside away from the building or at the designated Assembly Point:
- 6: Dial 999 for the Fire Service.

**If you have any queries regarding fire safety  
within these premises, please contact  
Riverside Customer Centre on: 0345 111 0000**


## Stay-put sign

**Stay-put** means that you only need to evacuate if the fire is in your own flat, otherwise you should be safe to remain.

You will have a sign in your entrance lobby like the ones shown which will tell you which procedure applies to where you live. **Please look for the sign next time you leave the building to check which one applies.**




**Riverside**



**FIRE ACTION NOTICE**

**IF FIRE BREAKS OUT IN YOUR FLAT:**

- 1: Get everyone in your flat to leave straight away, closing the front door behind you.
- 2: Do not stay behind to try and put the fire out.
- 3: Do not use lifts.
- 4: Press the nearest fire alarm call point.
- 4: Wait outside away from the building or at the designated Assembly Point:
- 5: Dial 999 for the Fire Service.



**IF THERE IS A FIRE IN ANOTHER PART OF THE BUILDING:**

- 1: If a communal fire alarm sounds or the smoke alarms within your own flat sound, leave immediately as the fire may be elsewhere in the building.
- 2: Leave immediately if heat or smoke affects your own flat.
- 3: If in doubt – Get out.
- 4: Do not use lifts.
- 5: Wait outside away from the building.
- 6: Dial 999 for the Fire Service.

**If you have any queries regarding fire safety within these premises, please contact Riverside Customer Centre on: 0345 111 0000**

### Full-evacuation sign

**Full-evacuation** means that if any detector activates, all flats will be alerted and everyone should evacuate and call **999** followed by Riverside on **0345 111 0000**.

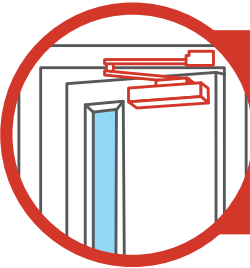
# Fire doors save lives

Fire doors help to create a barrier from the spread of fire and smoke and prevent it from travelling around a building, allowing safe access for the fire service or evacuation by residents.

Flat entrance doors and communal corridor doors should never be wedged open and closing devices should never be removed.

In 2023, Riverside will carry out annual checks of all flat entrance doors in blocks of five storeys and above

## Check your fire doors – it's as easy as 1, 2, 3



1

Check you have a self-closing device. The door should close firmly onto the latch without slicking to the floor or the frame.



2

Check fire strips (usually a plastic strip with a fuzzy brush) are around the top and sides of the door or frame. Check they're intact with no signs of damage.



3

Check your door fully shuts into the frame, and has no damage or holes. Open it six inches and make sure it can fully self-close.

# Our top safety tips

Here are a few simple tips that can help keep you safe in your home and your building:



## Know the evacuation plan for your building

You can find these on signs in shared areas.



## Keep fire doors closed and report any damage to us

Never wedge fire doors or remove door closer devices.



## Tell us if your front door needs repairing.

It's designed to slow the spread of smoke and flames if a fire breaks out.

Contact us at [firedoor@riverside.org.uk](mailto:firedoor@riverside.org.uk) with your full address and issue.



## Don't remove or alter the door closer mechanism, paint over strips or seals, or use nails or screws

Get permission from us before renewing your door, and let us in when we visit to carry out checks.



## Be bin aware

Only leave rubbish in designated areas and make sure you extinguish things like cigarettes and matches before you throw them out.

# What we do to keep you safe

**We check all communal areas and shared facilities such as corridors, stairwells, lounges, kitchens and laundry rooms regularly to make sure they're clear and safe for everyone.**



We also carry out fire risk assessments in our buildings and follow up any concerns to reduce the risk of fire.



Wherever fire alarms, fire doors and safety equipment such as emergency lighting are needed in communal areas, we fit them and check them regularly.



When we carry out safety checks, we'll report any emergency repairs in communal areas, which usually means one of our repairs contractors will visit within 12 hours.



And we'll also carry out regular visual checks of your front door, if it opens into a communal area, for any repairs needed to the door, frame, closer and fire strips.

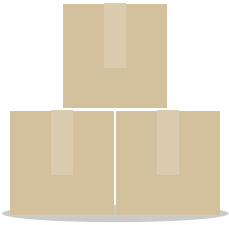
These checks are part of your tenancy, lease or license agreement with us. We may need access to your home to do them, so please let us in when we call.

# How you can help keep your building safe



## Keep it clear

It's really important you keep communal areas, including stairwells, corridors and entrance hallways, clear of any obstructions. So you can get out quickly and easily in an emergency, and help prevent flames from spreading if a fire breaks out.



## Don't store items in shared areas

Unless we have provided a designated area for storage, no items should be kept in any communal area. This includes rubbish or unwanted goods.



## Never store or charge mobility scooters or e-bikes in communal spaces

They can block exit routes and faulty batteries can explode.




## Balcony fire safety

If you have a balcony, please do not use a BBQ, do not use it to store items, and if you smoke, please use a covered ashtray, never flick cigarette ends from your balcony.


Get in touch or find out more

 **www.riverside.org.uk**  
email: **info@riverside.org.uk**

**Customer Service Centre**

 **24 hours, 365 days a year. So you can call**  
at the weekend or even on Christmas Day  
**0345 111 0000**

 Speak to a member of our team

 We are happy to accept **Relay UK** calls

**The Riverside Group Limited**

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