

# 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.

## Stay-put sign

  
  
**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 Service Centre on: 0345 111 0000**

**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.**


### Full-evacuation sign

## 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 Service Centre on: 0345 111 0000**

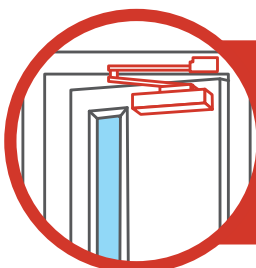
**Full-evacuation** means that if any detector activates, all flats will be alerted and everyone should evacuate and call **999** followed by Riverside on **0345 111 0000**.

# 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.

## 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.

# Fire Doors

Like any safety equipment, fire doors need to be in top condition to perform effectively. Regular inspections ensure that your fire doors are ready to protect when needed. During these checks, our experts will visually inspect the door looking for signs of damage, wear or tampering that could compromise its effectiveness.

## What are we doing to keep you safe?

- Visual inspections of all fire doors
- Door hardware checks to make sure the doors work correctly

## What do you need to do?

- Keep all fire doors shut when not in use
- Don't tamper with any part of the door
- Report any faults

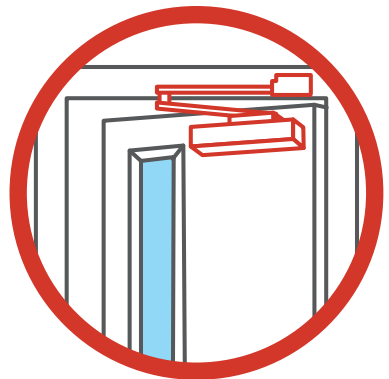
## How often do we check them?

- Flat entrance doors every 12 months
- Communal fire doors every 3 months

## Leaseholders

It is your responsibility to make sure your door is compliant, as per your lease agreement.

If your door requires any work to meet current standards, you must appoint a competent third-party accredited fire door repair or replacement contractor.



## Got a question?

Email [fss@riverside.org.uk](mailto:fss@riverside.org.uk) or scan the QR code now to visit our web page [www.riverside.org.uk/firedoors](http://www.riverside.org.uk/firedoors)

# 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.



## Smoke Alarms

**Check your smoke alarms.**

### 1. Press the test button

Most smoke alarms have a button you can press to test whether it works properly. Hold it down until you hear the alarm.

### 2. Listen carefully

If the alarm is loud and clear, it's working correctly. If it's faint or doesn't sound at all, it's time to replace the batteries or the unit.

### 3. Check all alarms

Don't forget to test every smoke alarm in your home—they all need to be working to keep you safe.

## Intruders

**Stay vigilant of intruders into your building**

- Always close and lock doors and gates behind you. Don't prop them open for convenience.
- If someone doesn't seem familiar, politely ask who they are and their purpose for being on the property. Genuine visitors will appreciate the concern for security.
- If you see something that doesn't seem right, don't hesitate to report it to building management, it's better to be safe than sorry.
- Be cautious of letting unknown visitors follow you into your building. If you don't know their face, ask them to use their own fob to enter.



## Bin Sheds

**Keep your bin sheds closed**

Open or unlocked bin sheds can be targets for arson, putting lives and property at risk. By keeping bin sheds closed, you help prevent potential fire hazards and protect your building.

- Always close and lock bin sheds after use.
- Report any damage or issues with locks immediately.
- Stay vigilant and report any suspicious activity.



# 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.

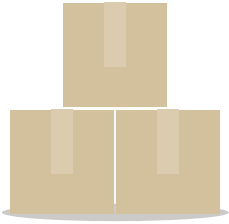


# How you can help keep your building safe



## 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.

# Reporting safety incidents in your block

**Your safety and the safety of all customers is our top priority. So, if you see something which you feel could be a major safety risk, for example something which could cause serious injury or even death to others, it's vital you report it to us.**

This could include things like:

- A structural failure of the building like major cracking, bulging or bowing of walls, floors or ceilings
- Missing or badly damaged fire doors
- Major holes in walls, ceilings or floors
- Damage to automatic opening vents or windows

**Don't wait – while we carry out regular visits to every block, it only takes a second for an accident to happen – let us know immediately.**

## What you can expect from us

It is your right as a resident to report a concern like this and it is our duty to assess the situation and, if necessary, act on it.

When a safety concern is reported to us, we will assess each of these on a case by case basis. If there is an immediate threat to life, we will

have someone there to inspect and isolate the issue immediately and report it to the Regulator of Social Housing.

If the risk does not fall into this category, we will still work to get it resolved as soon as possible.

## How to report an issue

### Riverside customers

Call us on **0345 111 0000** as quickly as possible. You can also use any of the other methods set out at [www.riverside.org.uk/contactus](http://www.riverside.org.uk/contactus)

### One Housing Group customers

Call us on **0300 123 9966** as quickly as possible. You can also use any of the other methods set out at [www.onehousing.co.uk/home/contact-us](http://www.onehousing.co.uk/home/contact-us)

# Personal Emergency Evacuation Plans

**Would you have trouble leaving your home in the event of a fire or other emergency incident? If so, you may be eligible for a Personal Emergency Evacuation Plan (PEEP)**

## What is a PEEP?

If you or someone in your household needs extra assistance during an emergency a PEEP is a plan designed to help you to get out safely. We will keep a record of it and put arrangements in place to support you.

## Who would benefit from a PEEP?

Anyone who may require assistance in an emergency evacuation. For example:

- People with mobility issues
- People with sensory issues
- People who may have difficulty reading safety signage
- People with registered medical conditions

## How to put a PEEP in place

Please contact us on our main number. We will arrange a PEEP form to be sent to you. Please return it to us and we will then plan your personal emergency evacuation.

**Remember - act now. Don't wait until it's too late.**

## A temporary PEEP may also be required in some circumstances. For example:

- If you are on crutches
- If you have a temporary medical condition
- If you are in the late stages of pregnancy.

## Why is this important?


Fire safety is everyone's responsibility. We need to work together to make sure everyone in the building is safe and has a means of escape in the event of a fire. The primary aim of a PEEP is to make sure a person with a disability can evacuate without assistance. If that isn't possible then the plan can be expanded by documenting how they can evacuate with assistance.


Get in touch or find out more


### Riverside customers

 [www.riverside.org.uk](http://www.riverside.org.uk)  
email: [info@riverside.org.uk](mailto: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

### One Housing Group customers

 Call us on **0300 123 9966** as quickly as possible.

 You can also use any of the other methods set out at [www.onehousing.co.uk/home/contact-us](http://www.onehousing.co.uk/home/contact-us)

#### **The Riverside Group Limited**

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