



Home fire safety guide for purpose-built flats and maisonettes

If you live in a block of flats, it's important for you to know and practise what to do in the event of a fire, whether it is inside your flat or somewhere else in the building. Your landlord, housing provider or managing agent, should provide you with a copy of the specific fire safety arrangements, including the evacuation plan for your building.

EXAMPLES OF DIFFERENT TYPES OF BUILDING EVACUATION PLANS

If the advice for your building is **to stay put**:

- If there is a fire elsewhere in the building, purpose-built blocks of flats and maisonettes are built to give you some protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes.
- Close your windows and doors and stay in your flat or maisonette.
- Call 999. Tell us where you are in the building and the best way to reach you.
- Our control officers will provide you with guidance until firefighters arrive at the scene.
- Once firefighters arrive be prepared to follow their instructions.
- If you are being directly affected by fire, smoke or heat, alert everyone, leave the building and follow the advice below for a Full or Temporary Simultaneous Evacuation (TSE) evacuation.

If the advice for your building is for **Full** or **Temporary Simultaneous Evacuation** (TSE), when the alarm sounds or if directed to:

- Leave your flat or maisonette and close the doors behind you.
- Move as quickly but as safely as you can, and don't stop to investigate or pick up valuables.
- Use the stairs to make your way out of the building – Don't use the lift.
- Call 999 as soon as you are safe to do so – don't assume someone else has made the call.

PERSONAL EMERGENCY EVACUATION PLANS (PEEPS)



These are a bespoke plan for anyone who may need assistance to evacuate a building or reach a place of safety.

It can include a person with physical disabilities, hearing and sight loss or limited mobility and those with a temporary condition e.g. heavily pregnant or someone with an injury.

Talk to your landlord or housing officer who can help you with this.

FIRE SAFETY CONCERNS IN YOUR BUILDING



If you are concerned about any aspect of fire safety with your building, for example the type of cladding, issues with blocked exits or damaged fire doors, you should raise these with the person responsible for fire safety. This could be your housing provider, the managing agents or landlord – if you have a residents committee let them know as well.

If you are not happy with their response, contact us on **020 8555 1200 x89170** during office hours.

Out-of-hours calls will divert to our control centre.

Or, if you prefer, you can make a report online. We will ask for your details, but we won't share your identity:

london-fire.gov.uk/safety/the-workplace/have-you-spotted-a-serious-fire-risk/

COMMUNAL AREAS



Communal corridors and staircases must be kept free from clutter, including pushchairs, e-bikes, mobility/e-scooters or rubbish.

They can block your escape route, add fuel to a fire and delay firefighting.

FIRE DOORS



Your front door and doors on hallways or landings should be maintained as self-closing fire doors.

They must not be left propped open as this allows toxic smoke and fire to spread quickly and delay essential escape time.

FIRE FIGHTING EQUIPMENT



This is specialist equipment that helps us to tackle fires quickly.

If you spot any damage, report it to your housing provider as soon as you can. They will arrange for repairs to be carried out.

BALCONY SAFETY



Keep your balcony clear. Don't store or use items such as BBQ's, gas cylinders, electrical white goods, or anything else that might cause a fire.

If you throw a lit cigarette from a balcony, it could put you and others at risk of fire. Put it right out and dispose of safely.

SMOKE AND HEAT ALARMS



- Working smoke alarms save lives! Test yours regularly.
- Fit smoke alarms in the rooms you use most (except your bathroom).
- Fit a heat alarm in your kitchen, this is because it won't be set off by cooking fumes or steam.

SMOKING



- The safest option is not to smoke, but if you are not ready to quit:
- Never smoke in bed or anywhere you could fall asleep.
 - Don't leave any type of lit cigarette or pipe unattended – put it right out.
 - Use a proper ashtray and never throw hot ash into the bin.

CANDLES (INCLUDING INCENSE, TEA LIGHTS AND OIL BURNERS)



- Using flameless LED lights is a safer option.
- Put out any candles or oil burners when you leave the room and before bed.
- Place them in sturdy heat resistant holders.
- Keep them away from anything that may catch fire such as curtains and out of reach of children or pets.

HEATING AND ELECTRICS



- Sit at least one metre away from portable heaters.
- Never put a heater near curtains, furniture or clothes.
- Don't overload electrical sockets.

BEDTIME ROUTINE



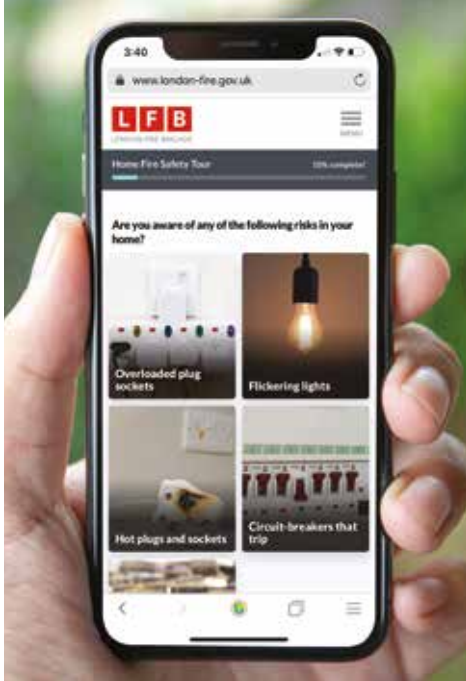
- Don't leave devices on charge such as phones, vapes, e-bikes and e-scooters.
- Avoid running washing machines and tumble dryers while you are asleep (or when you go out).
- Close internal doors and keep door keys where everyone can find them.

REMEMBER



Never leave cooking unattended and avoid cooking if you have been drinking alcohol.

HELP US HELP YOU



Fire safety is so important to keep your home and the people you love safe, but it can be hard to know what help you need.

That's where we can help – answer some questions using our online **Home Fire Safety Checker** and based on your level of risk, we will suggest fire safety actions that are right for you.

This could be booking a home visit from one of our crews or providing you with online advice that suits your needs.



Check your fire risk today – we'll get you the right help.



Scan this code or visit **[london-fire.gov.uk/protect](https://www.london-fire.gov.uk/protect)** or freephone **0800 028 4428**.

