



Great People, Great Homes, Great Location

## ADVICE FOR TENANTS OF FLATS

# FIRE SAFETY

*"Providing high quality homes & services that put people first"*

Open



Fair



Flexible



Achieving



MHA's Mission Statement:

"To provide **high quality homes**  
& services that put **people first**"

# Introduction



This booklet is issued by MHA to advise you on fire safety within your property to ensure that you are safe at all times.

The booklet is there to be referred to as and when required.

# Call 999!

## In case of an Emergency

Your home has been fitted with smoke alarms. However, as a tenant there are a number of important measures you can take to prevent the risk of a fire.

Make sure you don't leave rubbish, bikes, furniture or any other items on landings or shared stairs as this could block your escape route or put your life, your family members and your neighbours at risk.

Your Area Neighbourhood or Maintenance Officer will carry out regular checks of communal areas. Please don't be offended if you're asked to remove any items-any requests will be for your own safety and for those sharing the communal areas.

If your block of flats has security doors, make sure you close them behind you at all times. Don't open the door to anyone you have not invited and report any anti-social activities in your block to your Neighbourhood Officer.

# Call 999!

## Action Plans & Escape Routes

It is important to plan your escape route and to be prepared in the event of a fire.

## Planning Your Escape Routes

- 1. Make sure you and your household members are familiar with a fire escape plan, what to do in a fire and all the escape routes. The best escape route is down the shared stairs and the front or back entrances. NEVER use lifts (if installed) or balconies in the event of a fire.**
- 2. IMPORTANT: Keep all exits and communal areas clear at all times.**
- 3. Keep fire doors closed at all times to help prevent the spread of fire and to give you more time to get out.**
- 4. Find a room in your home where you can safely go if necessary in the event of a fire, if possible where there is a window and a telephone.**

# Call 999!

- 5. Keep your property address and postcode near your telephone as this will help your children and relatives call for help and provide emergency services with accurate information.**
- 6. Keep a good quality torch in your home and within easy reach. Make sure all your household members know where to find it. This will help you leave the building safely during the night if electricity or lighting fails.**
- 7. If any member of your household has a disability which prevents them moving around easily (e.g. sight or hearing problem), make sure you keep any aids that they rely on in a place where they can easily get to them (e.g. walking aids). When you call the emergency services make sure you tell them if anyone has a disability which may restrict your mobility.**
- 8. Count how many doors you need to go through when planning your escape route - it is easy to get confused in smoke or in the dark. Put details of what to do in a fire somewhere prominent in your home to remind you and your household members of what to do in the event of a fire. Make sure everyone knows where the fire exits are situated (e.g. on the back of your front door).**
- 9. KEEP CALM, ACT QUICKLY AND SAFELY!**
- 10. If the fire is in your flat and you cannot control it:**

# Call 999!

- Before opening any doors, use the back of your hand to touch it, Don't open it if it feels warm as the fire could be on the other side. If it is not safe for you to leave follow the advice in point 12 below.
- If it is safe for you to do so, leave immediately and, if possible, close all internal and external doors behind you.
- Do not waste time collecting any valuable items or possessions.
- If possible inform your neighbours without putting yourself at risk.
- Telephone the Emergency Services on 999.
- Leave the building using the safest escape route.
- If safe to do so, remain on site, outside and

a reasonable distance from the fire. Wait for the emergency services and advise them, if possible, what caused the fire and where it is located. This will save valuable time, help to save lives and limit the damage.

## **11. If the fire is in a shared area:**

- Phone the emergency services on 999 and tell them what is happening as clearly as possible.
- If you know your exit is clear, leave quickly and where possible alert your neighbours.
- Do not waste time collecting any valuable items or possessions.
- If it is not safe for you to leave, take everyone to the safest room in your home.
- Close all external and internal doors where possible.

# Call 999!

- Block the bottom of the doors in your safe room with wet clothing to stop the smoke getting in.
- If there is a lot of smoke, crawl along the floor where the air will be cleaner.
- Open the window and call for help - If you cannot open the window, break it as safely as possible.

**12. If your clothes catch fire, lie down and roll around or smother the flames with any heavy material. REMEMBER, STOP, DROP AND ROLL!**

**13. If you are on the ground floor it will be easier to get out. If you need to break a window, do so safely and cover any sharp broken glass edges to enable you to climb out safely.**

**14. If you need to get out of a flat that is higher than the ground floor,**

**then throw some bedding or soft items onto the ground to break your fall. ONLY attempt this if it's practical to do so and if you are within a reasonable height. NEVER jump out of a window! - Lower yourself down and then drop at arm's length.**

**15. When the emergency services arrive, they will tell you what to do next.**

**16. DO NOT GO BACK IN TO THE BUILDING!**

- NOTE: Did you know that if you are insured and your belongings are not retardant, your insurance company will not pay out compensation?
- Did you know MHA offer favourable rates for household contents insurance? - If you wish to take advantage of this service, please contact your Income and Energy Advisor.

**In the Event of a Fire inside your Home**

**Call 999**

**KEEP CALM, ACT QUICKLY  
AND STAY SAFE**

- If it is safe for you to do so, ensure you and your family leave your home immediately and, if possible, close all internal and external doors behind you.
- Do not waste time collecting any valuable items or possessions.
- Leave the building using the safest escape route.
- If safe to do so, remain on site, outside and a reasonable distance from the fire.
- Wait for the emergency services to arrive and advise them, if possible, what caused the fire and where it is located.

**This will save valuable time, help you to stay safe and limit the damage.**





# Call 999!

The following table lists the most common causes of a fire and how you can help prevent a fire in your own home:

The most common causes of fire:

- Electrical Sockets & Electrical Appliances



What you can do to help prevent the risk of a fire in your home?:

- Don't overload sockets.
- Try to only have one plug in each socket and use extension leads safely.
- Switch off and unplug electrical items when not in use & before you go to bed (unless designed to remain turned on, e.g. freezer).
- Don't try and fix faulty electrics.
- Report any required repairs as soon as possible.

# Call 999!

- Cigarettes



- Stub your cigarettes properly and throw them away carefully.
- Put them out! Right Out!
- If possible, wet them and dispose of them in a bin outside of your home.
- **NEVER** smoke in bed.
- Keep matches and lighters away from children.

- Smoke Alarms



- Make sure you test your smoke alarms regularly and tell us about any problems.
- **NEVER** cover up your smoke alarms.
- Report any damage or faults immediately to **0800 980 7751**.

# Call 999!

- Kitchens



- Turn off cookers and ovens when not in use.
- Don't leave children alone in the kitchen when cooking.
- Make sure saucepan handles are out of reach from children.
- Take care when cooking with hot oil.
- Keep tea towels, cloths and kitchen roll away from the cooking area.
- Take care if you are wearing loose clothing, it can easily catch fire.
- Keep the cooking appliances clean and in good working order as a build up of fat / grease can ignite a fire.
- Don't put any metal in the microwave.

# Call 999!

- Candles



- Make sure they are fully extinguished after use.
- Don't leave them unattended.
- Make sure they are put on a safe surface.
- Put them in a fireproof holder.
- Keep them away from curtains, fabrics, pets and children.

- Alcohol & Medication



- Drink safely and take care when you have been drinking.
- Don't attempt to cook if you are under the influence of alcohol.
- Be extra careful if you are taking medication which can make you drowsy.

# Call 999!

- Gas Appliances



- Ensure you give us access to carry out the yearly checks on your gas boiler central heating system appliance - Failure to allow MHA access will result in legal advice being taken.
- Always use a Gas Safe / Corgi registered engineer if you install your own appliances - Remember to keep safe your boiler installation certificate of compliance.
- Keep clothing, furniture and other flammable items away from other gas flame appliances.
- Don't use heaters to dry clothing.
- Ensure heaters are turned off properly when not in use.
- Use a guard if necessary to ensure the safety of children and pets etc.
- When buying a new cooker ensure a flame supervision device (FSD) is fitted, as per new regulation (2009 for cookers in flats).

# Call 999!

- Waste



- Always dispose of any items in the appropriate bins provided - away from the building (only on appropriate day for collection in your area).
- Ring MCC to get bulky items removed as soon as you have finished using them. Do not leave unwanted furniture, white-goods, etc. outside your home as they may cause an obstruction or possible arson attack.
- Do not store or leave any items on landings or stairwells.

- Action Plans & Escape Routes



- Make an action plan so everyone in your home knows how to escape safely.
- Make sure everyone is clear about what to do.
- Have a clear escape route.
- Practise your plan and escape route regularly.

# Call 999!

- Household Items



- Always ensure your furniture has the fire-resistant label.
- Don't leave electric blankets folded as this damages the electric wiring-roll them up.
- Unplug electric blankets before going to bed.
- Secure portable heaters up against a wall to prevent them falling over.
- Keep portable heaters away from curtains and furniture and guarded safely away from children and pets.
- Close the inside doors at night to stop a fire spreading.
- Keep door and window keys in easy reach and where everyone can find them.

## How to contact us...



### General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on:

- **0345 677 2277**  
(local call rate)
- **01495 761100**  
(if you are calling us from a mobile)\*

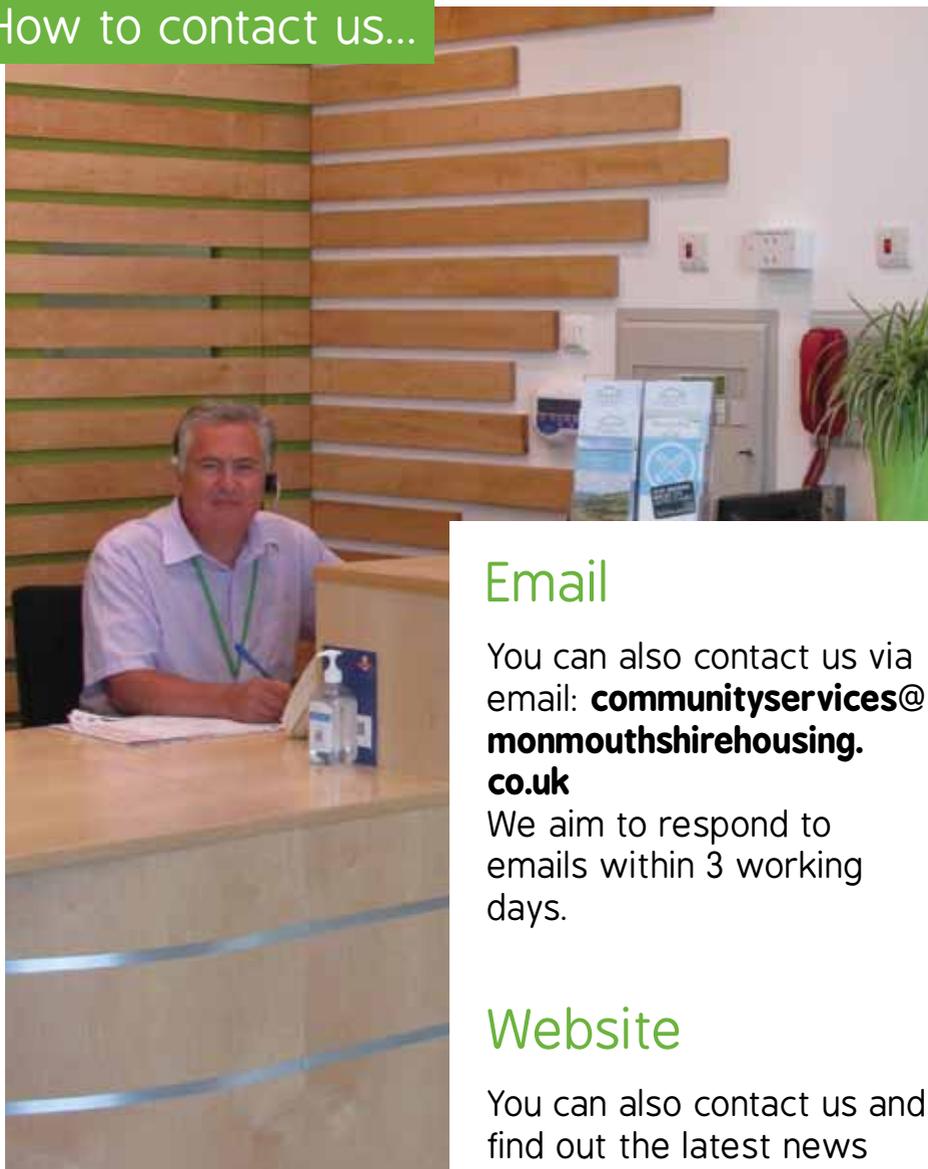
### Freephone Repairs Hotline (Including Emergency Out Of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on:

- **0800 980 7751**
- **01495 761143**  
(if you are calling from mobile)\*

\*Calls to our 0800 or 0345 number may cost you more than the 01495 numbers if you are calling from a mobile phone.

## How to contact us...



### Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

### Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at:

**www.monmouthshirehousing.co.uk**

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh, braille or audio format.

# Notes

# Notes

## Useful Contacts:

### **MHA's Main Office**

**0345 677 2277**

### **Repairs Helpline**

(Mobile Users)

**0800 980 7751**

01495 761143

### **Utility Companies**

Welsh Water

0800 052 0130

Swalec

0345 026 0656

British Gas Emergency

0800 111 999

### **TV License**

**0300 790 6131**

Council Tax

0345 372 3601

Homemakers

01873 857618

### **Useful Websites**

Our Website: [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

MCC's Website: [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

## Useful Email Addresses:

### **General Correspondence**

[communityservices@monmouthshirehousing.co.uk](mailto:communityservices@monmouthshirehousing.co.uk)

### **Compliments, Comments or Complaints**

[continuousimprovement@monmouthshirehousing.co.uk](mailto:continuousimprovement@monmouthshirehousing.co.uk)

### **Monmouthshire Homesearch**

[info@monmouthshirehomesearch.co.uk](mailto:info@monmouthshirehomesearch.co.uk)

# Monmouthshire Housing Association

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- ☎ 0345 677 2277
- ✉ [communityservices@monmouthshirehousing.co.uk](mailto:communityservices@monmouthshirehousing.co.uk)
- 🌐 [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)
- ✉ **Monmouthshire Housing Association**  
Nant-Y-Pia House, Mamhilad Technology Park  
Mamhilad, Monmouthshire, NP4 0JJ
- 📘 [facebook.com / Monmouthshire.Housing](https://facebook.com/Monmouthshire.Housing)
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Scan the QR code to access the  
MHA website.

