

Mobility Scooters

The number of residents using mobility aids and scooters is rising. We appreciate they can be a vital mobility aid, but they are also classed as a fire risk. Before you buy a mobility scooter, please tell us so we can discuss how and where it may be stored. This would be inside your own flat or in the scooter sheds we provide on some schemes. You will need to have the charger for your scooter PAT tested. If you would like our help to arrange this, talk to your customer partner.



FIRE SAFETY

General Needs



CONTACT US

T: 0345 678 0555
E: customerservices@accentgroup.org
@accenthousing
/accenthousing

Regional office addresses are available on our website, please visit www.accentgroup.org/contact-us for details.

Note: visitors to our offices are by appointment only

ACCENTGROUP.ORG

WE TAKE OUR RESPONSIBILITIES FOR FIRE SAFETY VERY SERIOUSLY AND WE WANT YOU TO FEEL SAFE WHILST AT HOME.



Our responsibilities:

- Keeping stairs, landings and corridors clear of tripping hazards.
- Taking reasonable steps to prevent the spread of fire.
- Removing items which are a fire hazard.
- Managing our communal areas to make sure fire rescue services have safe access to the building if a fire or other emergency occurs.

Your responsibilities

You also have a responsibility to keep communal areas free from items such as rubbish, shopping trolleys, push chairs, bikes and furniture.

Fire Risk Assessments

To comply with the Regulatory Reform (Fire Safety) Order 2005, and to make sure we assess fire safety in each scheme, we carry out regular inspections. These are known as fire risk assessments.

Our customer partners also carry out regular checks. These checks and inspections are designed to make sure communal areas are safe and comply with relevant fire legislation. As schemes vary, what is considered acceptable in one may not be in another, so arrangements can only be made with checks and inspections.

Fire Risks and Staying Safe

- 1 Flat entrance doors are designed to prevent fire and smoke from spreading to the corridor if there is a fire in your flat. The door must be fitted with a self-closing device that allows the door to close fully. If this or any other part of your door has been damaged, please notify our Contact Centre straight away.
- 2 Flat entrance mats are allowed providing they are rubber or thin carpet, no thicker than 5mm, in good condition and not considered a trip hazard.
- 3 Staircases and stairwells are a means of escape. No items of any kind are allowed in these areas.
- 4 Fire exits and lifts must be kept clear at all times. Fire doors should never be wedged open or obstructed in any way.
- 5 We will provide all furniture, pictures, notice boards and decorations in entrance areas and corridors (if appropriate).
- 6 Meter cupboards must always be kept clear.
- 7 Bikes, shopping trolleys, bags, storage items or rubbish are not allowed in any communal areas. If we find any items stored in communal areas, we will talk to you about removing them.

