



We hope you feel reassured that you know what to do if there is ever a fire at your scheme. If you have any questions, please contact your scheme manager or your customer partner.

For help and advice from the fire service, lots of tips on staying safe and to find out which local fire service looks after your scheme, visit: fireservice.co.uk

Most fire services now offer free, wider community safety visits, which include advice on social wellbeing, road safety and things like slips, trip and falls. Although local fire services may offer different advice, most of them will help you with things like making a fire plan, fitting and testing smoke detectors, how to use gas and electricity safely and keeping your home safe from the fire risks which you might not even think of.

To report any fire safety concerns, or if you need a translation of any of our information into another language, Braille, large print or audio, please contact us on **0345 678 0555** or speak to your scheme manager or customer partner.

Help us to help you stay safe.

WE TRANSLATE...

ENGLISH

For translation, Braille, large print or audio, please contact your local office.

CZECH

V případě, že si přejete překlad dokumentu, listinu v braillově písmu, dokument s velkým písmem nebo zvukovou nahrávku, kontaktujte, prosím, kancelář v místě vašeho bydliště.

KURDISH

بۆ وەرگیران، برابیل، چاپی گهوره باخود شیوازی دھنگ، تکلیه پھیوندی به فس مانگهی خۆجی خۆتو ه بکه.

LITHUANIAN

Jei reikia vertimo, informacijos Braillo raštu, padidintu šriftu ar garsiniu įrašu kasetėje, kreipkitės į savo vietos skyrių.

MANDARIN

如果你需要翻译文本或者是盲文、大字印刷或音频等格式，请联络你的本地办公室。

NEPALESE

अनुवाद, ब्रेल, ठूलो अक्षर वा अडियोका लागि, कृपया तपाईंको स्थानीय कार्यालयमा सम्पर्क गर्नुहोस्।

POLISH

Aby uzyskać informacje w wersji tłumaczonej na inny język, drukowane alfabetem Braille'a lub dużą czcionką albo w formie dźwiękowej, należy skontaktować się z lokalnym biurem.

PUNJABI

ਮਨੁਵਾਰ, ਬ੍ਰੇਲ, ਵੱਡੀ ਛਪਾਈ ਜਾਂ ਸੁਣਨ ਵਾਲੇ ਰੂਪ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਿਕ ਦਫਤਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

RUSSIAN

По вопросам перевода, издания шрифтом Брайля, крупным шрифтом или в аудиозаписи просим обращаться в ваш местный офис.

SLOVAK

Ak chcete preklad, verziu v Braillovom písme alebo na audionahrávke, prosím, skontaktuje vašu miestnu kanceláriu.

URDU

ترجمہ، نابیناؤں کی زبان (بریل)، بڑے الفاظ میں چھپائی یا صوتی شکل میں حاصل کرنے کے لئے برائے مہربانی اپنے مقامی دفتر سے رابطہ کریں۔

CONTACT US

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

[@accenthousing](https://twitter.com/accenthousing) [/accenthousing](https://facebook.com/accenthousing)



**YOUR
GUIDE
TO FIRE
SAFETY**

ACCENTGROUP.ORG

YOUR HEALTH AND SAFETY IS OUR TOP PRIORITY

Last year, a group of our residents, (the National Scrutiny Group), carried out an investigation into fire safety in our homes.

You can read and download their report on our website: www.accentgroup.org/nsg

The group found that, in some areas, our residents are confused about the course of action to take if there is a fire in their home.

So, we have produced this leaflet, and displayed new posters around your scheme so you can be sure which fire procedure applies to your home. There are also some tips about how we can work together to keep you safe.

If there is ever a fire at your scheme, the evacuation process (set by the local fire service), is what's known as:

A 'DELAYED EVACUATION' (OR STAY PUT SCHEME)

A delayed evacuation, or **STAY PUT** policy is used in buildings where a fire can be safely contained within a flat. If evacuation is required, those residents in the immediate area of the fire can evacuate first.

If the alarm sounds and you are in your flat, close all the windows and doors and stay put. Your home is designed to resist fire for 60 minutes. If people can stay safe by staying in their flats, the fire and rescue service can focus on extinguishing a fire without a causing panic. Only leave your flat if it is affected by fire or smoke or when you are advised to do so by the fire and rescue service.

But, if the fire is in your own flat or you are in a communal area when the alarm sounds LEAVE immediately. Close the doors behind you, raise the alarm and call 999.

Follow the green exit signs. Never use the lifts or stop to collect belongings. Once you get outside, stay a safe distance away from the building and don't go back inside until you are told it is safe to do so.

We have certain legal obligations when it comes to fire safety, and protecting our homes and our residents.

These include:

- Carrying out fire risk assessments on your home.
- Carrying out fire risk assessments in communal areas to make sure escape routes are kept clear.
- Making sure your front door meets with current fire safety standards.
- Fitting special heat and smoke detectors. (If the detectors are linked to a fire panel, they will be checked by our contractors every year).
- Weekly tests of fire alarms in buildings that have a fire panel.
- Checking fire safety signage displayed around your building is up to date.

What can you do?

- Please let us in if we need to carry out an inspection of your home.
- Keep corridors and stairways clear.
- If you have a doormat, make sure it is thin rubber with non-slip backing.
- Keep meter cupboard doors in communal hallways locked.
- Test your smoke detector weekly and keep it working properly by keeping it clean.

You can also help us by letting us know if there is anything we could do to help you stay safe from fire in your home. For example, is there any equipment we could provide, or would you feel safer if you had your own evacuation plan? Would you like us to put you in touch with your local fire service to arrange a home safety check? These are just some of the things we can do to help you stay safe if you have any worries.

Please email us if we can help at:
fireandsafetyteam@accentgroup.org