

YOUR GUIDE TO

Fire Safety



What you can expect from us

- Your home will be fitted with hardwired, interlinked smoke alarms or heat alarms – one in the hallway, and one on the landing.
- We check the fire safety of every electrical installation in your home before you move in. Further checks will be completed every five years.
- When reported to us, we will inspect any electrical problems you're having.
- The fire evacuation procedure is displayed in your block of flats (if applicable).
- We will work with Lancashire Fire & Rescue to book you a home fire safety visit, if you feel like you need extra support (due to disability or reduced mobility) to evacuate your home quickly and safely.

What you can do to keep yourself and your family as safe as possible

- Never cover or remove your smoke/heat alarm, and test it monthly.
- Fire doors must remain closed; don't wedge them open.

- Make sure all internal doors are closed before going to sleep.
- Establish a fire escape plan so you know where the exit routes are.
- Keep all exits clear of clutter and hazards.
- Keep the keys in the locks of all your doors to ensure a speedy escape.

If a fire starts

- Immediately raise the alarm and alert everyone to the fire. Shout: "Fire!", and if it's nighttime, you may need to go and wake people up.
- Do not fight the fire yourself; get out of the house as quickly as possible using your pre-planned escape route.
- Do not stop to grab possessions or look for pets.
- Keep as low to the ground as possible: the cleanest air is near the floor. Smoke is poisonous and can kill you.
- Call 999 as soon as possible.
- Do not re-enter the building under any circumstances.

Common causes of fires – and how to prevent them

1) Electrical devices - Around half of all UK house fires are down to electrical faults. Appliances such as tumble driers and washing machines can catch fire, particularly when overworked or overheated, so don't start a cycle overnight or before leaving the house.

2) E-Bikes and E-Scooters - It can be extremely dangerous to store e-bikes and e-scooters indoors because the lithium batteries used to power them can get very hot whilst they are charging and can explode, causing catastrophic house fires. For more information, see our [E-Bikes and E-Scooters guide](#).

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Common causes of fires – and how to prevent them

3) Cigarettes - Make sure you extinguish cigarettes before putting them in the bin. Use ashtrays that won't tip over, and always keep matches and lighters away from children.

4) Candles - Never leave lit candles unattended, and place them on flat, secure surfaces away from furniture, beds, children and open windows.

5) Kitchen fires

- Make sure pan handles don't stick out.
- Take care if you're wearing loose clothing, as it could easily catch fire.
- Keep tea towels and cloths away from the cooker and hob.
- Double check the cooker is off when you've finished cooking.
- Avoid leaving children in the kitchen alone when cooking.
- Do not leave cooking unattended.
- Take pans off the heat or turn the heat down.
- Keep the oven, hob and grill clean and in good working order.
- A build-up of fat and grease can cause a fire.

6) Deep-fat-frying

- Make sure food is dry before putting it in hot oil so it doesn't splash.
- If the oil starts to smoke, it's too hot. Turn off the heat and leave it to cool.

- Use a thermostatically controlled electric deep-fat fryer, as they can't overheat.
- Never leave a chip pan unattended.

7) Lithium-ion batteries - These are increasingly found in devices and systems that we all use. These batteries can overheat and catch fire, or even cause explosions when they are damaged, or improperly charged, used or stored.

8) Electrical devices

- Ensure correct fuses and circuit breakers are used.
- Only use appliances featuring British or European safety symbols.
- Avoid overloading sockets with plugs.
- Fully unravel extension cables so they are loose. If left tightly coiled, extension cables generate heat which can cause a fire.
- Never stretch power cables.
- Unplug all devices overnight (where possible).
- Avoid using portable heaters. If you do use them, make sure they are kept well away from anything that could burn.
- Only use laptops and tablets on hard, flat surfaces.
- Do not leave washing machines, tumble driers or dishwashers running when you go out or go to bed.

To avoid the risk of a fire or explosion, please follow these tips:

- Use charging equipment that is only compatible with your device. To be safe, use only the charging equipment that is supplied with your device.
- Do not keep charging the device or device battery after it is fully charged.
- Do not put lithium-ion batteries in the rubbish. Take the batteries to a battery recycling location or contact your local waste department for disposal instructions.
- Stop using your device if the battery shows signs of damage, such as an unusual odour, excessive heat, popping sounds, swelling, or change in color.
- Only have device repairs performed by a qualified professional.

Contact us immediately to report any issues with fire doors, smoke alarms, heat alarms.

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Communal Areas

There are extra safety measures in place in blocks of flats with communal areas:

The fire evacuation procedure is displayed in your block. Please read this so you know what to do in the event of a fire.

Communal areas should remain clear of any items that can burn or slow down escape in the event of a fire. Do not store items or rubbish in communal areas.

If your communal area has internal fire doors, do not wedge them open or tamper with the self-closing device.

Do not leave the entrance door to the communal area unsecured.

The front door of your flat is a fire door. These doors delay the spread of smoke and fire from your flat to the communal area and are vital to ensure the safety of your neighbours in the event of a fire.

Do not disconnect or alter the self-closing device on the front door. If your door becomes damaged, contact us on **0800 953 0213 (option 1)** for a repair.

Please get in touch straight away to report any faults or fire safety concerns:

Phone: **0800 953 0213 (option 1)**

Email: repairs@communitygateway.co.uk

Book a repair online: www.communitygateway.co.uk/book-repairs-appointment

The logo for Community Gateway features the word 'community' in a light blue font with four stylized human figures in green, yellow, red, and blue above the 'i', 'm', 'u', and 'n' respectively. Below it, the word 'gateway' is written in a larger, bold, dark blue font.

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