



Feedback, compliments and complaints

Alliance Homes welcomes your feedback, no matter if it is a complaint or a compliment.



If you are not happy with the service you are getting from us please tell us.

This way we can put matters right and make sure that it doesn't happen again.



This publication is available in large print, audio tape, CD and Braille.

Help is also available for people who require information in other languages. Please call us on 03000 120 120.

How to contact us

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NSAH (Alliance Homes) Ltd trading as Alliance Homes with charitable status.

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*Stronger communities,
Better homes, Smarter business*



Fire Safety Procedures for Buildings with Communal Areas

General Information

You can prevent fire from happening by taking a few simple steps:

- Don't leave cooking unattended, keep the area around the cooker clear from combustible materials such as tea towels, dish cloths and kitchen roll.
- Be especially vigilant when cooking with oil. Don't overfill chip pans and NEVER throw water on a chip pan fire.
- Make sure cigarettes are put out properly, use a proper ashtray and don't smoke in bed
- If you use oxygen for medical reasons, make sure Alliance Homes staff are aware of this and follow guidance on safe use and storage. Do not smoke when using oxygen.
- Don't overload electrical sockets, turn off appliances when not in use.
- Keep matches and lighters out of reach and sight of children.
- Make sure candles are secured in a proper holder and away from materials that may catch fire e.g. curtains.

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If there is fire or smoke in your home or if your fire alarm sounds:

- Keep calm and make sure everyone leaves immediately.
- If it is safe to do so, close all doors behind you as you leave the flat. This will slow down the spread of flames and help protect people and your belongings from fire.
- Raise the alarm by activating a fire alarm point. This will automatically raise the alarm.
- Check doors with the back of your hand before opening them. If it's warm, don't open it - the fire could be on the other side.
- Leave the building using the nearest available fire exit. Follow the green running man signs.
- Go to the assembly point (displayed on your fire action plan) and wait for further instructions.

If the fire is not in your home but the building fire alarm sounds:

- Keep calm, close all doors. Go to an open window and wait for the arrival of the Fire & Rescue Service.
- When instructed to do so by a member of staff or Fire & Rescue personnel; leave your home and the building by the nearest available fire exit.
- If it is safe to do so, close all doors behind you as you leave the flat. This will slow down the spread of flames and help protect you and your belongings from fire.
- Check doors with the back of your hand before opening them. If it's warm, don't open it - the fire could be on the other side.
- Go to the assembly point in the car park at the front of the building and wait for further instructions.

If you are in a communal area of the building and you hear the alarm, you should evacuate the building immediately using the nearest available fire exit and gather at the fire assembly point.

If you do evacuate the building, DO NOT:

- Stop to collect belongings or investigate what has happened.
- Use the lift.
- Block the corridors or delay your exit.
- Return to the building or leave the assembly area unless instructed to do so by a Fire Officer or staff member.

Please Note: If you're unable to leave your home unaided during a fire alarm activation or emergency evacuation please ask Alliance Homes to complete a personal emergency evacuation plan (PEEP). This will be held in a secure location and will be accessible to the Emergency Services attending in an emergency situation. You will receive a copy of this document.