

Keeping you and your home safe from fire

July 2025

Alternative formats

If you need this document in another format, such as large print, braille or a different language, please let us know.

It's vital that everyone in your household knows how to prevent fires from starting, and what to do in the event of a fire breaking out. Please read this important information and keep this leaflet for future reference.

What to do if there's a fire in your home



- Keep calm and act quickly. If the fire is in your flat or house, get everyone out as soon as possible.
- Do not stop to investigate where the fire started and do not waste time collecting personal belongings.
- Call the Fire Service on **999** and give the exact address.

What to do if the fire is in your block or if you hear a fire alarm



- If you live in a flat, follow the information in the 'Fire Action Notice' displayed in your communal stairwell, usually located near to the entrance of your block.
- If you are at risk from heat smoke or flames leave the building immediately and make your way to the assembly point shown on the fire notice.
- Call the Fire Service on **999** and give the exact address.

Take some time now to find your nearest Fire Action Notice and read the instructions. If you do not understand the information in your Fire Action Notice, or think you'll have difficulties following the instructions, get in touch with us.



**Let us know straight away on
03000 120 120 if your notice is damaged
or missing.**

Fire safety in your home



Smoke detectors

- Smoke detectors alert you in the event of a fire before it takes hold.
- Make sure smoke detectors in your home are working properly and test them every week as part of your usual household routine. You can do this by pressing the detector button until the alarm sounds.
- If you think your smoke detectors are not working, or if they've started beeping regularly, let us know straight away.



Cooking

- Be careful when cooking with oil. If the oil starts to smoke, remove it from the heat and leave it to cool.
- Deep fat fryers controlled by a thermostat can't overheat and are safer to use than pans filled with cooking oil.
- Do not leave cooking food unattended and do not leave children alone in the kitchen when the hob or oven is on.
- Keep your hob, grill, oven and extractor fan clean to reduce the risk of fire.

- Keep matches out of reach of children and consider using spark devices to light gas cookers as these are safer.
- Make sure the cooker is off when you've finished cooking and use a timer for the oven.
- Do not use camping stoves or BBQs indoors.

If there's a fire in the kitchen:



- Turn off the heat if it's safe to do so.
- Do not try to tackle the fire yourself – instead, close the kitchen door behind you, leave the property and call **999**.



Electrical safety

- Do not overload electrical sockets with multiple appliances; keep to one plug per socket.
- Do not continue to replace a blown fuse; get the appliance checked by a qualified electrician.
- Make sure any electrical appliances you buy carry the British or European safety mark.
- Let us know immediately about any signs of scorching or faulty operation on sockets, flickering lights or loose wiring.

- Unplug appliances when you're not using them.
- Unplug electrical blankets before getting into bed unless they're fitted with thermostat control for safe all-night use.
- Keep electrical appliances and leads away from water.
- Do not run appliances such as washing machines, tumble dryers or dishwashers overnight or when you're out. Regularly clean lint from tumble dryers.
- Secure portable heaters up against walls to stop them falling over.
- Keep heaters away from furniture and soft furnishings and do not use them to dry clothes.

If there's a fire in your home:



- Keep calm and act quickly.
- Make sure everyone leaves the property safely and close the door.
- Call **999** and give the exact address.



Lithium-ion batteries

- Be careful when you're charging e-scooters, e-bikes, mobility scooters and even mobile phones which use lithium-ion batteries - these have been linked to serious fires.
- Charge these items during the day when everyone is awake; always unplug the charger as soon as it has finished charging.
- Do not store these items in communal areas or in fire exit routes; keep them in a room that's away from your escape route and has a working smoke detector.



Smoking

- Stub cigarettes out properly and use a deep, heavy ashtray that can't tip over and is made of a non-flammable material.
- Do not leave cigarettes, cigars or pipes unattended.
- Take extra care if you smoke when you're tired, on medication or if you've been drinking; never smoke in bed.
- Keep matches and lighters out of reach of children.



Candles

- Never leave lit candles unattended.
- Make sure candles are kept in suitable holders and away from clothes and soft furnishings.



Be prepared

- Prepare an escape plan and make sure all members of your household are familiar with it and know how to escape in a fire.
- The best route is the usual way in and out of your home. Think of a second exit route in case your usual route is blocked.
- Make sure your escape route and exits are clear so you and your family can escape in a fire.
- Make sure the keys to doors and windows are easy to find by everyone in your household.
- If you live in a block of flats, make sure you read and understand the evacuation procedure. You can find this on the 'Fire Action Notice' displayed in your communal stairwell, usually located near to the entrance of your block.



If you need help creating an escape plan or think you could have problems evacuating your home in a fire, contact us on **03000 120 120**.



Bedtime routine

The risk of a home fire increases when you are asleep. Having a consistent bedtime routine helps to minimise that risk.

- Close internal doors at night, especially those to your kitchen and lounge, to prevent a potential fire from spreading.
- Switch off and unplug electrical appliances, unless they're designed to stay on, like your fridge/freezer.



Extra safety tips for your home

- Check that your furniture has a permanent fire safety label. This means that the item complies with British Fire Safety Regulations and has a set level of fire resistance.
- Make sure furniture is kept away from heat sources such as fires, candles and heaters.
- If you have a balcony, do not use it to store any hazardous materials such as flammable liquids or gas bottles. Do not have BBQs, fire pits or any other open flames on your balcony.
- Do not overload your balcony with items as these could cause a fire to spread. If you smoke on your balcony, make sure to stub out cigarettes fully.

Fire safety in communal areas

Your safety is our top priority. As your landlord, we have a legal duty to ensure you can exit your building safely in an emergency. However, everyone has a part to play in keeping your building safe. Keeping communal areas clear of items and rubbish is crucial to ensure you and your neighbours can get out safely in the event of a fire.



Fire doors

- Some doors in the communal areas of your building are fire doors – these help to slow the spread of fire and should never be left open or damaged.
- Let us know straight away if fire doors in your building do not close properly, have been tampered with, have holes or missing panels or glass.
- Do not prop fire doors open.
- Do not remove or tamper with the overhead door closer.
- Need to fit something to your flat's front door? Let us know so we can help you do this in a way that doesn't affect the fire rating of your door.
- If you're concerned about the condition of your flat's front door, call us and ask to speak with your tenancy officer or building compliance officer.



Keep communal areas clear

- Do not store items such as prams, bikes, toys, recycling boxes/bags, furniture and mobility scooters in communal areas. These could both cause a fire and become trip hazards in an emergency. Trip hazards could slow your exit in a fire and make it more difficult for fire fighters to enter the building.
- Report any items left in communal areas to us.
- Do not use communal areas to dispose of unwanted items.
- If you need access to storage for your mobility scooter/aid, please speak to your tenancy officer.



Extra safety tips for communal areas

- Do not smoke in communal areas.
- Report any faulty, damaged or missing fire safety equipment to us – including smoke detectors and fire doors.

! If in doubt, get out, stay out and call **999**.

**You can contact us by calling
03000 120 120, emailing
act@alliancehomes.org.uk or
writing to us at 40 Martingale Way,
Portishead, BS20 7AW.**

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alliancehomes.org.uk
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