

# Protecting you and your home from fire

**It is important that everyone in your home knows how to prevent fires from starting and what to do if one breaks out.**

## What to do if there is a fire

In the event of a fire, make sure you and your family leave your home quickly and find somewhere safe nearby.

- Keep calm and act quickly, get everyone out as soon as possible.
- Do not waste time investigating what has happened or rescuing valuables and personal belongings.
- If there is smoke, keep low where the air is clearer.
- Close doors and windows if it is safe to do so.
- Call the Fire Service on 999 when you are in a safe position.
- Do not go back into the building until you are told it is safe to do so.

If you live in a flat, you should follow the information on the Fire Action Notices which are displayed in prominent positions throughout your building. This will provide information on what to do if there is a fire in your block.

## Helping you to be prepared

- Plan an escape route and make sure everyone knows the route. Don't forget to practise it, as this will help make it easier to leave the building and reduce the chance of injury.
- Make sure exits are kept clear.
- The best route is the normal way in and out of your home. Think of a second route in case the normal one is blocked.
- Review your plan if the layout of your home changes.

- Keep door and window keys where everyone can find them.
- Check there is nothing in the way that could trip you up or catch fire.

## Staying safe in communal areas

- Keep communal stairs and exit routes clear. Trip hazards could slow your exit, including bikes, prams and rubbish.
- Do not store or charge your mobility scooter in the communal area.
- Do not smoke in the communal area. This is against the law.
- Report any objects being stored in the communal areas as these can cause a fire.
- Contact us if you see holes in ceilings and walls or doors that do not shut as fire and smoke could easily spread through these.
- Report faulty or missing alarms and equipment. Do not remove any equipment put in place for fire safety.
- Always keep fire doors closed. These are designed to slow down the spread of fire. Some doors are held open by an electromagnetic lock which will unlock automatically if a fire alarm is activated.
- Always respond promptly to fire alarms. Call 999 and leave the building as quickly as possible. Only assist others if you are not at risk. Some communal areas do not require fire alarms due to the way the building has been constructed.
- If you notice any faults, please call us and report.

**IF IN DOUBT, GET OUT,  
STAY OUT AND CALL 999**

## Smoke alarms

Test your smoke alarms weekly as part of your regular household routine. You can test them by pressing the button until the alarm sounds. If the alarm does not sound straight away or begins to beep on a regular basis, contact us. Do not cover or remove a smoke alarm.

If your smoke alarm has accidentally activated, such as from burning toast, clear the smoke and silence the alarm by pressing the button on the front. You should not need to do this more than a couple of times. If the alarm continues to sound, this may be due to a fault or a genuine fire.

## Fire safety in your home

Follow these tips to help keep your home safe.

### Cooking

- Take pans off the heat or turn them down if you need to leave the kitchen.
- Avoid cooking when under the influence of alcohol.
- Avoid leaving children in the kitchen alone when cooking on the hob.
- Make sure saucepan handles don't stick out.
- Take care if you are wearing loose clothing.
- Keep tea towels and cloths away from the cooker and hob.
- Using spark devices are safer to light gas cookers.
- Double check the cooker is off when you have finished cooking.
- Keep the oven, hob and grill clean as a build-up of fat and grease can ignite a fire.
- Check toasters are clean and not placed under wall cabinets. Keep them away from curtains and kitchen rolls.
- Take care when cooking with hot oil, if the oil starts to smoke, turn the heat off and leave it to cool.
- Keep matches out of reach of children.
- If you use thermostat controlled electric deep fat fryer, they can't overheat.

What to do if a pan catches fire

- Turn off the heat if it's safe to do so but remember to never throw water over the pan.
- Do not tackle the fire yourself.

### Electrics

- High powered appliances should have a single plug to themselves, for example washing machines.
- When charging electrical goods, follow the manufacturer's instructions and look for the CE mark that indicates chargers comply with European safety standards.
- If you notice anything unusual such as loose wiring, hot plugs and sockets, flickering lights, fuses that blow or circuit-breakers that trip for no obvious reasons, please contact us.
- Do not continue to replace blown fuses. Please get the appliance checked.
- Do not overload extension leads. Keep to one plug per socket.
- Unplug appliances when they are not in use.
- Check your electrical appliances have a British or European safety mark when you buy it.
- Keep electrics away from water.
- Check that you are using the right fuse to prevent overheating.

### Portable heaters

- Secure heaters up against a wall to stop them falling over.
- Keep heaters clear from curtains and furniture and do not use them for drying clothes.



## Smoking

- Keep all matches and lighters out of children's reach.
- Do not smoke in bed.
- Make sure you are using an ashtray that can not tip over and is made of a material that will not burn.
- Do not leave a lit cigarette, cigar or pipe lying around.
- Take extra care if smoking when you are tired, taking medication or if you have been drinking alcohol.
- Consider buying child resistant lighters and match boxes for extra safety.

### Supporting you

We are here to support you in your home, if you need any further advice contact us through our website at [livewest.co.uk/contact-us](https://www.livewest.co.uk/contact-us)

## Extra tips

- Do not leave burning candles unattended or in rooms where children are on their own. Make sure candles are in secure and suitable holders away from pets.
- Ensure your furniture has a fire-resistant permanent label and is kept away from heat sources such as fires, candles and heaters.
- When using an electric blanket, always follow the manufacturers instructions.

### Simple bedtime checks

There is a higher risk of a home fire when you are asleep. Follow these tips before you go to bed to help keep your home safe.

- Close internal doors at night to prevent fires from spreading.
- Turn off and unplug electrical appliances unless they are designed to be left on, for example your fridge/freezer.
- Check your oven, hob and grill are all turned off.
- Turn your washing machine off.
- Turn heaters off and put up fireguards.
- Ensure candles and cigarettes are properly extinguished.
- Make sure exit routes are clear.
- Keep door and window keys in an easily accessible place.



Did you know you can find lots more information on our website. Visit [livewest.co.uk](https://www.livewest.co.uk)

