

Keeping Hop Store safe

In this guide find out all the important safety information for Hop Store, as well as some useful information about the building and how to report issues.

What should you do in a fire?

- Raise the alarm by pressing the call point.
- Call the Fire Service by dialling 999.
- Leave the building using the nearest exit.
- Do not use the lift.
- Report to the assembly point: Outside Bocabar.
- Wait until you are told you can return to the building.
- **The evacuation procedure for Hop Store is: Simultaneous – all out.**



If you need help to evacuate, contact the Housing Manager for a Personal Emergency Evacuation Plan (PEEP).

How and when we are keeping you safe

Every year or more	Multiple times each year	Regular checks and tests
Weekly Building checks Automatic opening vent tests Smoke and fire alarm tests	Every three months Inspect communal doors	Yearly Fire Risk Assessment Service automatic opening vents Inspect flat entrance doors
Monthly Test emergency lighting Inspect lifts	Every six months Test and service dry risers Full lift service Inspect smoke and fire alarm panels	Every five years Structural survey Internal fire compartmentation survey

How to keep yourself safe:

- Regularly test your smoke alarms.
- Keep fire doors closed.
- Keep hallways, stairs and exits clear.
- Report damage to safety equipment.
- Use plugs and electrical items safely.
- Take care when smoking, never covering detectors.
- Help us by allowing access for safety checks and repairs.



Know the fire plan – leave the building immediately and move to the assembly point.

Building safety systems

- Interlinked fire detection system in communal areas and flats.
- Automatic Opening Vent (AOV) at stairhead and corridors linked to smoke detection with override controls.
- Emergency lighting installed throughout.
- Firefighting lift.
- Firefighting dry riser main.
- Premises Information Box at main entrance for Fire Service.

Here to help with any concerns

If something doesn't seem right, get in touch with your Building Safety Customer Liaison Officer. Include in your message:

- Your name, contact details and address.
- The date you noticed the issue.
- A short description of the issue.
- Any actions already taken to keep people safe.

If the issue meets the criteria to report to the Building Safety Regulator, we will reach out to them and keep you informed.



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