



MTVH

# FIRE SAFETY

## in flats



The Evacuation Strategy for your  
building is:

**FULL EVACUATION**

We take safety in our blocks of flats very seriously. To reduce the risk of fire in your home; the walls, doors, and floors are all designed to stop fire and smoke spreading.

# What next?

We have a legal obligation under the Regulatory Reform Fire Safety Order 2005 to manage the risk of fire in any property that has shared common space between two or more flats.



## What should I do if there's a fire in my building?

### If you discover a fire in your flat:



Leave your flat and allow the door to close behind you

Leave the building by the nearest emergency exit route DO NOT USE THE LIFT



Raise the alarm by pressing the nearest call point, usually located by the exit door

If it's safe, call 999 and report the fire, giving the address and your flat number



Do not return to your flat until you have been told it's safe by the fire service

### If you suspect a fire and you're not in your flat but are elsewhere in the building, you should:



Leave the building by the nearest fire exit route  
DO NOT USE THE LIFT

Raise the alarm by pressing the nearest call point, usually located by the exit door



When you are safely outside the building, call 999 and report the fire giving your address and flat number.

Don't return to your flat until you have been told it is safe by the fire service



### If you hear the alarm or are told to evacuate, you should:



Leave the building by the nearest emergency exit route using the stairs  
DO NOT USE THE LIFT in the event of a fire

Let the fire service know immediately if someone has not been able to leave your flat





## **Balcony Safety**

- Never use barbecues on your balcony, including disposables
- Never store flammable or hazardous materials (i.e. gas cylinders) on balconies
- Keep balconies clutter free - they should not be used for storage
- Do not modify your balcony or install screening or netting
- Avoid smoking on your balcony. If you do smoke on a balcony, do not discard cigarettes or smoking materials on or over the balcony. Use a sturdy ashtray with a small amount of water in it to ensure materials are extinguished

## **Fire door advice for residents**

### **Who is responsible for fire doors in your building and how can you check they are safe?**



Fire doors create a barrier from fire and toxic smoke, and prevent those elements from travelling around a building during a fire. This keeps the damage to a small area, allowing for evacuation, compartmentation and safe access for the emergency services.

Flat entrance doors are required to be fire and smoke resistant, but you may also have fire doors in your block in stairwells and corridors. You will also see them protecting areas where there's a risk of combustion, such as the bin storage area or the mains electricity service cupboard.

### **Who is responsible for the fire doors in my building?**

Your landlord or building owner will have legal responsibility for the building and the fire doors in the common areas of the building. Fire safety information will be posted to residents annually, but if you need any more information contact the Fire Safety Team at [firesafety.team@mtvh.co.uk](mailto:firesafety.team@mtvh.co.uk)



## What about my front door?



If your front door faces onto a common area in the building, it needs to be a fire door. It is vital that it works properly when a fire breaks out, so it's important that your flat front door is fire rated, fit for purpose, and can be regularly inspected and maintained.

If you are a leasehold tenant, you should examine the details of your lease contract and consult the landlord. You may find that you have the responsibility of ensuring that your flat entrance door is fire rated and upgraded to the correct standard where necessary.

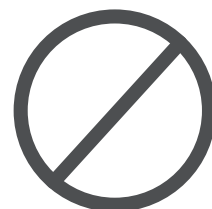
## Checking your fire door

**If you suspect a fire door is faulty, there are 4 checks you can make. You can also report suspected faults to 020 3535 3535.**

- Check the gaps around the top and sides of the door are consistently less than 4mm when the door's closed
- Look for any seals around the door or frame and check there are no signs of damage
- Check all hinges are firmly fixed with no missing or broken screws. There should be 3 or more hinges fitted to your door
- Check the door closes firmly onto the latch without sticking on the floor or the frame. A fire door only works when it's closed

## Don't alter your fire door

**Never carry out any repairs or work on your fire door, this can damage it and make it less likely to work properly in an emergency. Report any faults or repairs to 020 3535 3535.**



- Don't drill into your fire door or cut it in any way
- Do not remove the self closing device
- Don't paint over the seals on a fire door
- If you have faults with the handles, hinges or any hardware, the repairs should always be carried out by a qualified individual – report to 020 3535 3535

# Fire safety guidance for e-scooters and e-bikes



**To help protect yourselves and others from the dangers of e-bike, e-scooter or lithium-ion fires, please follow this guidance:**

## Charging

- If possible, avoid charging e-bikes and e-scooters indoors.
- Never store or charge e-bikes and e-scooters in communal areas as this can affect people's ability to escape.
- Charge batteries whilst you are awake and alert and do not charge them if you are away from home.
- Avoid charging near combustible or flammable materials.
- Ensure your smoke alarms are working. If you charge or store your e-bike or e-scooter in a garage or kitchen ensure you install the correct detection equipment. We recommend heat alarms rather than smoke detectors for these areas.
- Always use the manufacturer approved charger for the product and carefully follow the instructions.
- Unplug the charger when you have finished using it.
- Check your battery regularly for any signs of damage.
- Do not cover chargers or battery packs when charging as this could lead to overheating or a fire.
- Do not overcharge your battery. Check the instructions for charge times.
- If you need to dispose of a damaged or end of life battery, don't dispose of it in your household waste or normal recycling.

## Storage

- E-bikes, e-scooters and their batteries should be stored in a cool place, avoiding excessively hot or cold areas.
- Follow the manufacturer's instructions for the storage and maintenance of lithium-ion batteries, particularly if they are not going to be used for extended periods of time.

**In the event of an e-bike, e-scooter or lithium-ion battery fire, do not attempt to put it out. Get out, stay out and call 999.**

**The Fire Safety Department  
Compliance and Technical Services**

