

## Flat block residents: advice to keep you and your family safe

Did you know that people who live in rented or shared accommodation are seven times more likely to have a fire? We want to provide you with some useful fire safety reminders. We also want to reassure you that we take fire safety seriously and work closely with Dorset & Wiltshire Fire and Rescue Service.



As your landlord we have a number of responsibilities to help keep you safe, this includes providing homes with smoke alarms, maintaining your homes to a good standard and checking gas appliances. Fire safety is important to us and we want to provide you with some helpful fire prevention advice.

Taking fire safety seriously could save your life.

### Fire safety within your home

Your property is fitted with an 'emergency call system'. If the smoke detectors within your property sound, this automatically raises an alarm at our central control office and we immediately contact the fire service as an emergency.

If you need any help understanding this information or have questions, please contact the Tenancy Advice Team on 01202 451915.



### What to do if there's a fire

If the fire is in your flat, evacuate the flat immediately ensuring all the doors are closed behind you as you leave. Do not attempt to fight the fire as this puts you at

considerable risk. Once outside, call the fire service on 999 to report the fire and alert your neighbours if it is safe to do so.

Warn others not to enter the building until it is safe. If you can, wait outside the building for the fire service to arrive and give them as much information as possible, such as the location of the fire, the floor level of the affected flat etc.

### Remember

- Never tamper with smoke detectors and report any problems to us
- Think about where you park to ensure vehicles don't block access for fire rescue vehicles.

### Fire – know the dangers, be safe

Most fires are preventable. People often put themselves and family members at risk without realising. Some of the common dangers include:

- cooking – never leave cooking unattended, do not cook if you are under the influence of alcohol
- smoking – never dispose of cigarettes in waste paper baskets, put your cigarettes out in water

- sockets – do not put too many plugs into a socket as this can overload the socket and cause a fire
- candles – put candles in a holder and keep them away from things that can burn such as curtains and paper
- vapes / phone chargers – be careful when charging these devices as they draw extra current and are a fire risk.

Have a bedtime routine and check that:

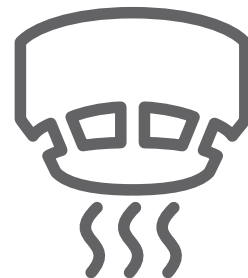
- sockets, appliances, cookers and heaters are turned off
- candles and cigarettes have been safely put out
- doors are closed (to help prevent the spread of fire and smoke)
- you and family members know where the keys have been put.



As part of your tenancy agreement, you should not make any home alterations without getting our permission. One of the reasons for this is to ensure changes do not compromise fire safety. If you want to make alterations to your home, contact us for advice. Contact the Tenancy Advice Team on 01202 451915.

## Safe and well visits

Dorset & Wiltshire Fire and Rescue Service offer residents free 'safe and well' visits. They will visit you in your home and offer advice to make you and your family safer. The appointment normally lasts around one hour and covers using electricity safely, cooking safely, what to do if there is a fire and keeping children safe.



To request a free safe and well visit, telephone **0800 038 2323**

Visit their website for lots of useful fire safety advice

**[www.dwfire.org.uk](http://www.dwfire.org.uk)**

## Remember

- Report any faults to us
- Always book your annual Gas Safety check when you receive a letter from us.

## Housing & Communities – how to contact us

Repairs Desk: **08000 281870** | [housing.repairs@bournemouth.gov.uk](mailto:housing.repairs@bournemouth.gov.uk)

Tenancy Advice Team: **01202 451 915** | [housing.landlord@bournemouth.gov.uk](mailto:housing.landlord@bournemouth.gov.uk)

