



RESIDENTS FIRE SAFETY INFORMATION PACK



Flat Type C
Flat No. 3, 7, 11, 15, 19, 23, 27, 31, 35, 39, and 43
Glenister House
Avondale Road
Hayes
Middlesex
UB3 3PP

Issued: December 2023

Rev: 0

Risk Rating: **LOW**

This building is considered to be a low risk.

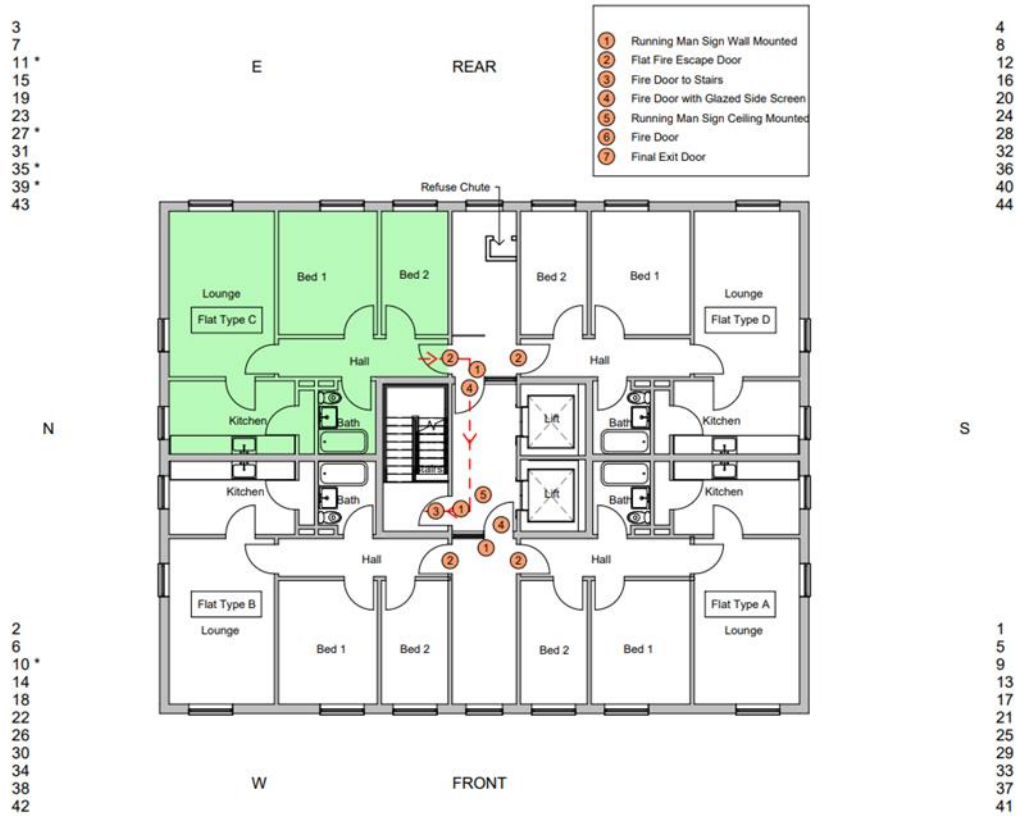
THE CONTENTS OF YOUR PACK

Section PageNo.

0.	4.	CONTACTS This section will give you information on who to call for advice or to report a Fire Safety issue.
1.	5.	INTRODUCTION Here we will explain the purpose of the Fire Safety Information Pack and why it is important that you read the contents.
2.	6.	YOUR ESCAPE ROUTES We have provided specific information on how to make your way out of your home and block to a place of safety away from the building.
3.	10.	YOUR BLOCK & YOUR HOME – SKEFFINGTON COURT We have provided information within this section of the Fire Safety measures that you can find within your block and within your home.
4.	16.	ADVICE ON WHAT TO DO AND WHAT NOT TO DO No information pack would be complete without a Do's and Don'ts section. We have given some examples of potentially harmful practices that are common in a lot of blocks.
A1.	18.	APPENDIX 1 – BUILDING RISK RATING Gov.uk Fire Prioritization Tool
A2.	19.	APPENDIX 2 – RESIDENTS STAY PUT POLICY See Details
A3.	22.	APPENDIX 3 – FIRE DOOR RESIDENT INFORMATION See Details

FLAT TYPE C

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RESIDENTS FIRE SAFETY INFORMATION PACK

SECTION 0 - CONTACTS

If you have any queries or concerns relating to Fire Safety help is available from a number of sources. Equally, if you see something within your block that you feel compromises your safety please let us know.

London Borough of Hillingdon

Fire Safety Team hhs-firesafety@hillingdon.gov.uk

London Fire Brigade Tele: 02085 551200 Email: info@london-fire.gov.uk

Tenancy Contact Details www.hillingdon.gov.uk/chase-tenancy-management

LBH Repairs www.hillingdon.gov.uk/non-emergencyrepairs

Emergency Repairs www.hillingdon.gov.uk/emergencyrepairs

HHS hhs-housingrepairs@hillingdon.gov.uk

For further information on the London Fire Brigade and General Fire Safety, please refer to the London Fire Brigade's website. (<http://www.london-fire.gov.uk/FireSafety.asp>)

RESIDENTS FIRE SAFETY INFORMATION PACK

SECTION 1 - THE INTRODUCTION

This Resident Fire Safety Information Pack contains some extremely valuable information relating to the Fire Safety measures both in your block and within your home and in compliance with the Fire Safety Act 2022 and Fire Safety Regulations 2023. We encourage you to take time to read all the contents.

The purpose of producing this Pack is to provide you with as much information as possible in helping you become more aware of the various Fire Safety measures that exist within your block and within your home. We have also provided information on measures that you can adopt to ensure that yourself, your family, and your neighbours are kept safe and secure and are aware of what you need to do in the event of a fire in the building.

We have included information on Fire Safety measures within your home. This includes your detection systems, fire doors and escape routes. We explain what the hazards are within your home and tips on checks you can make to reduce the risk of a fire breaking out.

You will also find information about your block including the equipment and construction materials that exist to ensure that if a fire does break out it is contained in the area where it started. If you need to evacuate the building, we have provided detailed instructions of your escape route(s) in both graphic and text formats.

Not everyone takes Fire Safety seriously and we have added examples of hazardous practices that could hamper residents needing to escape and emergency services trying to fight a fire and assist evacuation.

If you require any further information on issues regarding Fire Safety, we have included a number of contacts that you can call or email who will help you with any query you may have.

Hillingdon Council have an in-house Fire Safety Team with a primary role to ensure Fire Safety. These involve visiting buildings and assessing various aspects of Fire Safety, possible sources of fire and checking escape routes. Fire Risk Assessments are required to cover the communal areas in a block and not the inside of each individual property. The Fire Risk Assessment is updated and reviewed as part of a programme of inspection dependent on the overall risk.

The Hillingdon Fire Safety Team also advise, assist and train Hillingdon staff, residents and attend evening tenant and residents' meetings when required.

The Hillingdon Fire Safety Team work closely with the London Fire Brigade to ensure compliance is being met across the Hillingdon stock.

RESIDENTS FIRE SAFETY INFORMATION PACK

SECTION 2 - YOUR ESCAPE ROUTES

This block has been built to protect residents in the event of a fire and operates a stay put policy in the event of a fire unless the fire is in your property, so donot automatically assume you must leave your flat. The emergency services will decide whether the building needs to be evacuated. If it does, use your front door & stairs.

Basic advice:

- Familiarise yourself with the escape route(s) from your flat before an emergency. All residents and visitors must use a staircase to escape (NEVER A LIFT).
- Keep all emergency access routes clear; your life or those of your family and neighbours could be endangered if you do not.
Large plants, furniture, electrical charging equipment, bikes, mobility scooters etc., or other belongings should not be stored in escape routes for thisreason.
- If the fire is in your flat:
 - DO NOT stay to fight a fire.
 - Evacuate everyone from the flat.
 - Close all doors behind you.
 - Call the Fire Brigade (999) when safely away from the building and when it is safe to do so.
- If you detect a fire in another part of the building:
 - Stay in your flat unless evacuated by the emergency services.
 - Call the Fire Brigade (999).
 - DO NOT tackle the fire yourself.
 - Close all doors & windows to restrict the spread of smoke.
 - If you become affected by heat or smoke, leave your flat as described above.
 - IF IN DOUBT GET OUT!!!

YOUR ESCAPE ROUTES

If, and only if, fire and smoke is affecting you or your home, you should evacuate the premises immediately. Make your way to the stairwell as soon as possible, exit the building and remain a safe distance from the fire/building. Never attempt to use the lift if you are aware that there is a fire in the building.

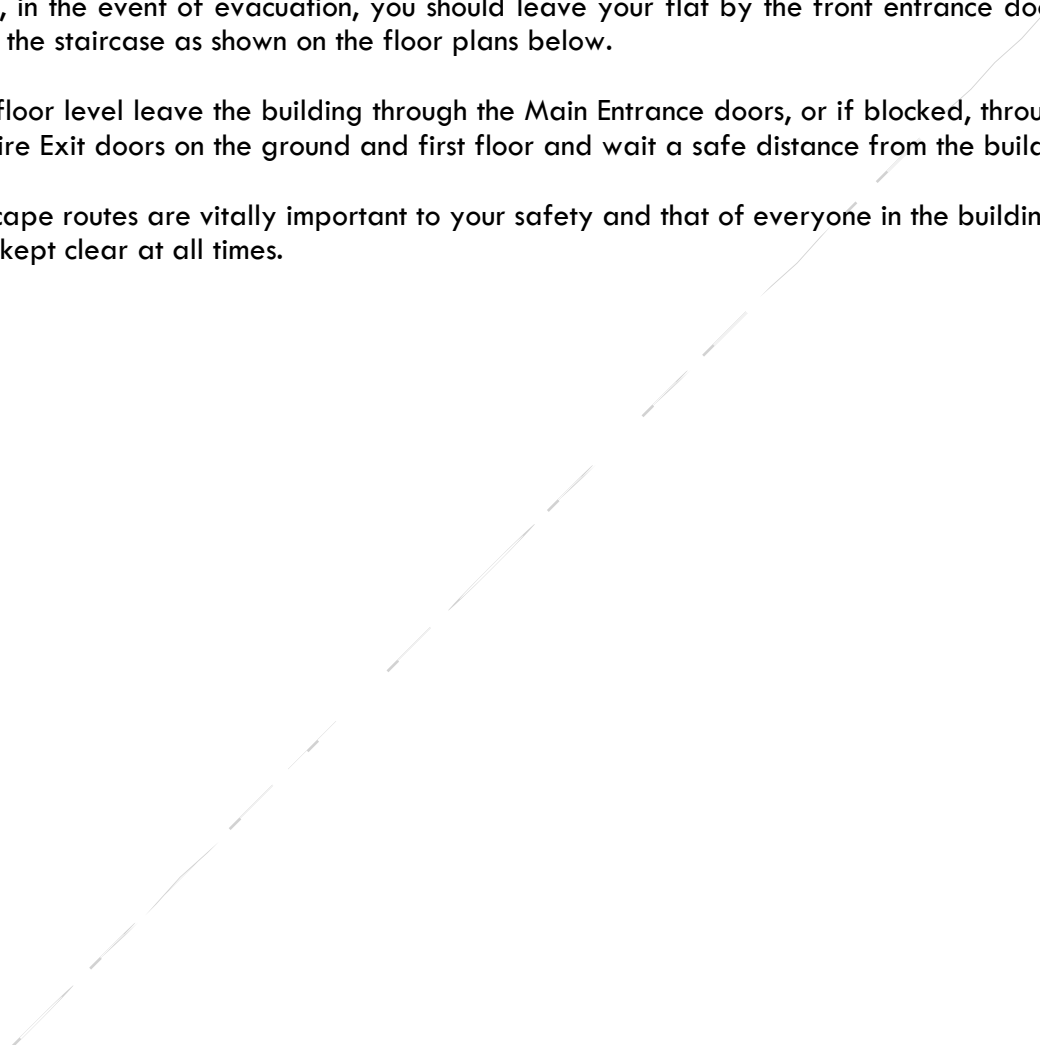
Your means of escape route is shown on plan at Page 3.

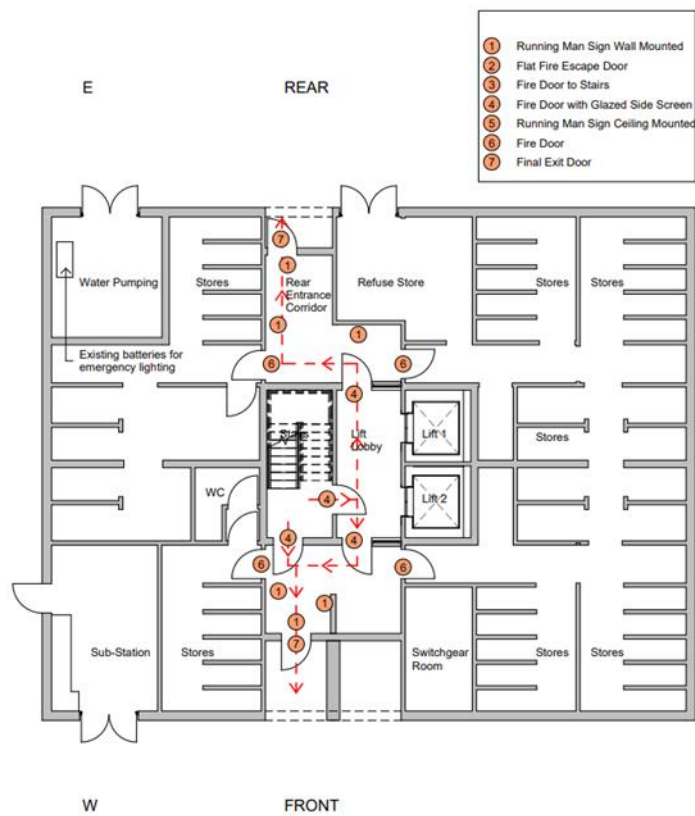
Please have a look at the floor plans on Page 3 and follow the directions on the plan so that you are aware of your escape route. You have been issued with the appropriate pack for your floor and building.

In all cases, in the event of evacuation, you should leave your flat by the front entrance door and proceed to the staircase as shown on the floor plans below.

At ground floor level leave the building through the Main Entrance doors, or if blocked, through the alternate Fire Exit doors on the ground and first floor and wait a safe distance from the building.

The fire escape routes are vitally important to your safety and that of everyone in the building, and so must be kept clear at all times.

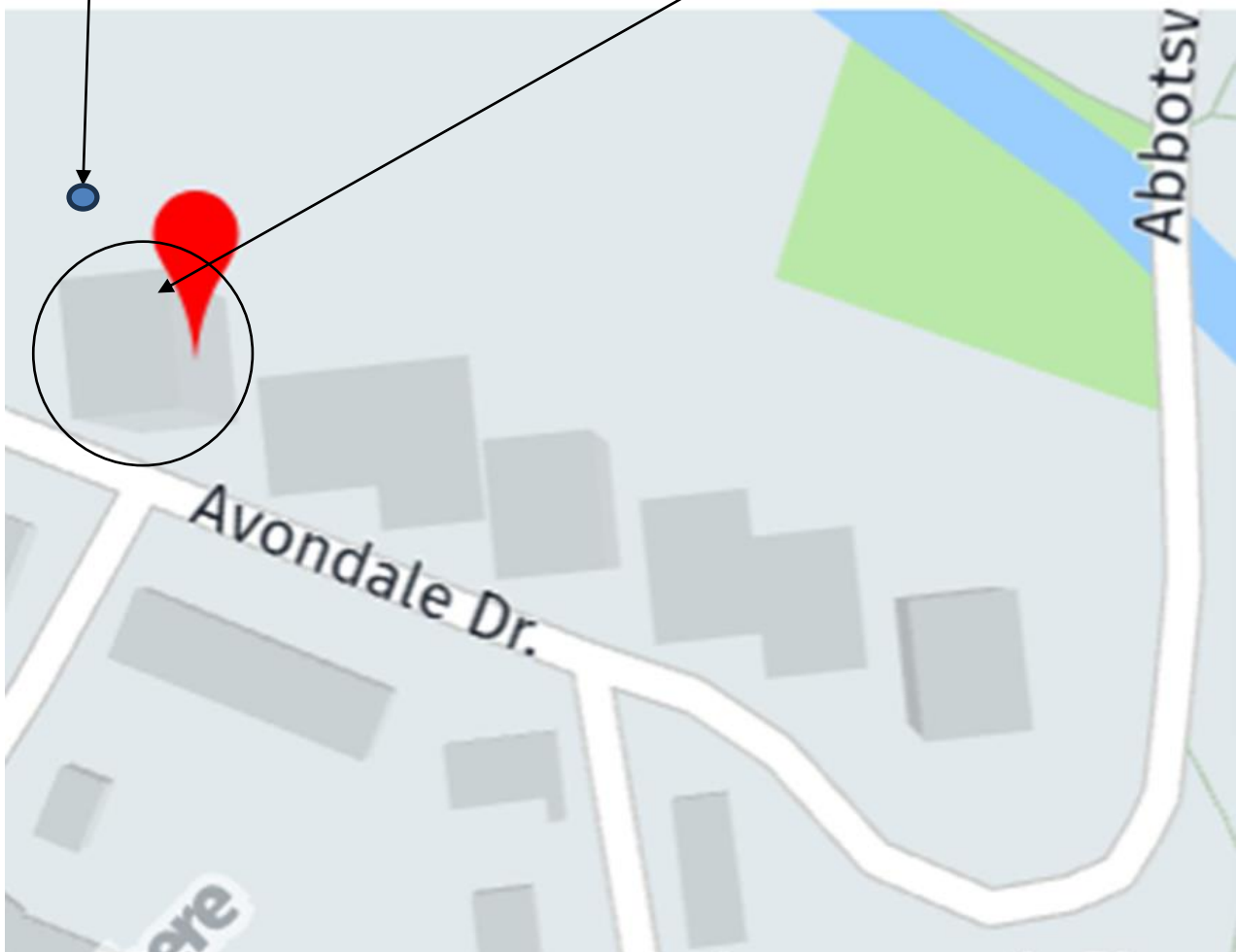




Site Location Plan – Glenister House

Assembly Point

Glenister House



RESIDENTS FIRE SAFETY INFORMATION PACK

SECTION 3 - YOUR BLOCK AND YOUR HOME

YOUR HOME

Your home was designed as a fire compartment. This means that all four walls, the ceiling and floor were constructed to provide at least 60 minutes protection from fire and smoke. Unless a fire starts in your home it should remain unaffected by smoke or fire for at least 60 minutes during which time the emergency services will either deal with the fire or instruct you to leave your home. If a fire starts within your home, it should be contained there for the same length of time, however, you should evacuate immediately. (See Appendix 2 for further details). Some of the Fire Safety Measures in your home are detailed below.

Detection/Warning	Mains powered automatic smoke detectors with battery back up are installed within your home. In kitchens a heat detector rather than a smoke detector is installed. Heat detectors are installed in kitchens to reduce the number of 'false alarms' caused by frying, grilling or toasting food. Detectors should be interlinked so that if one detector is triggered, the alarm sounds in each & every alarm location. Remember to test your alarm on a weekly basis.
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Flat Entrance Door Fire Door	Your Flat Entrance Door (FED) is a fire door. It is self-closing and has strips and seals that will prevent smoke and flames from entering the protected escape route if your flat is on fire. It will also prevent smoke and flames from entering your flat from the Protected Escape Route. It is therefore vitally important that if you have to leave your flat, as a result of a fire, that you ensure the door latches shut behind you. In addition, DO NOT make alterations to your door such as fitting extra locks and cat flaps, as this will compromise your safety. DO NOT store electrically charged items, such as mobility scooters, electric bikes etc., within your entrance hallway, as these are a potential source of fire. See Appendix A3.
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RESIDENTS FIRE SAFETY INFORMATION PACK

SECTION 3 - YOUR BLOCK AND YOUR HOME

YOUR BLOCK

Your block contains many safety measures that have been introduced both when the block was built and subsequently, this section intends to let you know what these measures are and the role they play in protecting residents from the effects of fire and smoke.

Emergency Lighting	These are lights that are provided in the protected escape routes and in the event of the electricity failing they will stay lit and guide you along the escape route and out of the building. Generally, there are two types of emergency lighting. Some will not normally be lit but will have a small green or red light that indicates they are working. If the electricity fails, they will illuminate. The other type remains lit and are on a protected circuit so even if the electricity is cut, they will remain lit.
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Dry Risers	A Dry Riser is used by the Fire Brigade to get water to the floors of high-rise blocks. On the ground floor there is a Dry Riser Inlet that the Fire Brigade connect their hoses to, and water is pumped up the vertical pipe to each floor. The fire-fighters connect up to the outlet to fight the fire on each floor. Dry Risers Inlets must have fire engine access within 18 metres of the dry riser inlet so this area must be kept clear at all times.
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Protected Escape Routes	The protected escape routes are designed to allow for residents from all parts of the building to reach the outside without passing through a higher fire risk area. These routes are protected by materials that will provide a minimum of 60 minutes protection from fire and smoke and will enable residents and visitors to reach a place of safety should a fire occur in the block. All walls, floors and ceilings protect the route. It is vitally important that the protected routes be kept clear of obstructions & combustible materials, which could catch fire, so that residents evacuating the building do not trip over bags of rubbish or discarded furniture.
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Fire Hydrants	Fire Hydrants are found in the ground near your block. They are sometimes painted yellow but also are marked with 'FH' or 'Fire Hydrant'. Near to the hydrant on the wall there is a yellow 'H' plate. Obstructing a hydrant is an offence and you may be fined if convicted. Please remember to park considerately and away from any adjacent hydrants.
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Fireman's Lift Control	If a fire breaks out in your block and the Fire Brigade are called it is likely that the electricity to the block will be switched off when they arrive. This means that the lift will not be operational. <u>It is imperative that residents do not use the lift when they are aware of a fire as they may become trapped in the lift.</u> The Fire Brigade however can control the lift for their own fire fighting purposes by using the control switch that you will find adjacent to the lift doors. REMEMBER – NEVER USE THE LIFT IF YOU ARE AWARE OF A FIRE.
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Fire Exit Signs & Fire Action Notices

Fire Exit Signs are designed to identify the means of escape in the event of a fire. These have been strategically positioned throughout the common areas of your block to identify the direction of travel in the event of a fire occurring.

Fire Action Notices are designed to inform the occupants of the block what to do in the event of a fire. These have been strategically positioned throughout the common areas of the block.



ACCESS FOR EMERGENCY SERVICES

The Dry Riser Inlet to your block will look like the picture opposite. Do not park within 18 metres of the Dry Riser Inlet or over the Fire Hydrant.



FIRE ACTION NOTICES

The following is a breakdown of the guidance given in the Fire Action Notices and an explanation of what the advice means.

If you discover a FIRE anywhere in the building:

Discovery of a fire can be by:

- sight - seeing fire or smoke
- hearing (sound of burning, sound of alarm - mechanical or verbal)

Anywhere in the building can be:

- your own home or other homes in your block
- communal area cupboards and rooms
- staircase, corridors, etc
- basement or roof
- refuse system – waste chutes and bin chambers
- areas around (or close to) the external areas of the building

1. Raise the alarm by shouting “FIRE FIRE”

Attempt to alert others by shouting but don't expose yourself to danger by trying to make physical contact with neighbours.

2. If you are not in your own home or someone else's home in the building, evacuate the building immediately if it is safe to do so

- Attempt to leave the building by the most direct route that does not expose you to smoke or flames. REMEMBER – KNOW YOUR ESCAPE ROUTES.
- Exit the building and move to a safe distance away. If your route out of the building is blocked by smoke or fire, move away from the fire and seek refuge in a protected area as far away from the fire as possible. A protected area is a place that is free of fire and has at least one substantial wall and door between yourself and the fire. Avoid placing yourself in a confined space.

3. Telephone the Fire Brigade on 999

- Use a mobile phone or landline to contact the Fire Brigade (999), keep calm and follow the operator's instructions. Further advice on calling the Fire Brigade is available at <http://www.fireservice.co.uk/safety/dialling999>
- Remember! 999 emergency calls to the Fire Brigade are free of charge and can be made on a mobile phone that does not have any credit.

RESIDENTS FIRE SAFETY INFORMATION PACK

SECTION 4 – ADVICE ON WHAT TO DO AND WHAT TO AVOID

General Advice for Fire Prevention:

- Ensure a smoke alarm is fitted within the room/lobby (and landing where appropriate) opening onto the escape route.
- Do not use Calor gas or paraffin fires. Do not use electric bar fires where possible, instead use plug-in radiators with safety electric plugs.
- Do not block access points in your flat or the communal areas of your block.
- Do not use rooms for storage or as workshops.
- Do not smoke in the communal areas or escape routes.
- Do not overload electrical sockets, do not cover heating appliances or leave lit candles or heaters close to curtains or furniture.
- Ensure electrical equipment is regularly inspected & serviced.
- Common ignition sources which should not be used include; naked flames, sparks, portable heaters, barbecues, smoking materials, paper, batteries, combustible fabrics, plastics, paints, thinners, chemicals, flammable gases.
- Do not leave bicycle or scooter batteries, which are being charged, unattended.
- No barbecues of any type are allowed on balconies or within flats.

The following is some valuable Do's and Don'ts relating to Fire Safety measures in your block and within your home.

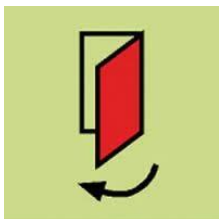
ESCAPE ROUTES...

- DO familiarise yourself with the escape route from your home & the communal areas (including any alternative escape routes).
- DO NOT block the escape routes. These must be kept clear at all times ☐
- DO NOT wedge/prop open any fire doors

IN THE EVENT OF A FIRE...



DO raise the alarm by shouting 'FIRE' and leave the building.



DO close the fire doors including your flat if you evacuate.



DO NOT use the lifts if you are aware of a fire.



DO use the stairs to leave the building.



DO call 999 but only when you are safely out of the building.

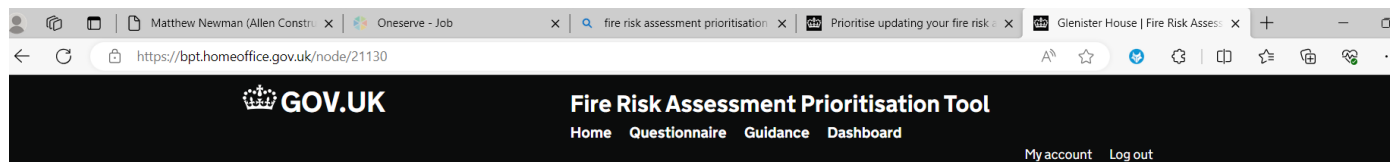


DO NOT smoke in the common areas of the building or the escape routes.

Some of this information has been produced from literature provided by the London Fire Brigade. For further information on Fire Safety, please refer to their website. (www.london-fire.gov.uk/FireSafety.asp)



APPENDIX A1 BUILDING RISK RATING



BETA This is a new service – your [feedback](#) will help us to improve it.

Fire Risk Assessment Prioritisation Glenister House has been created.

Glenister House

Score:
16

Priority: Tier 5 (Very Low)

You (the responsible person) should consider those duties in the FSO amended by the Fire Safety Act when you next review the fire risk assessment (as already required under the FSO).

You should not expect to be contacted by the Home Office.



APPENDIX A2

RESIDENTS STAY PUT POLICY

RESIDENTS - IF THE FIRE IS INSIDE YOUR HOME

If you are at home and discover a fire in your home

1. Evacuate the building closing your Front Door behind you
 - If the fire is behind a closed door do not attempt to open the door and do not attempt to tackle the fire.
 - If the door of the room in which there is a fire is open from the outside close the door if safe to do so.
 - Alert anyone else inside your home and leave by the nearest exit door of your home (that leads to a route out of the building) closing it shut behind you. REMEMBER – KNOW YOUR ESCAPE ROUTES.
 - Leave the building by the most direct route.
2. Remain a safe distance from the building and await the Fire Brigade
 - A safe distance from the building is a place where you will not be affected by smoke, flames or debris from a developing fire or where you may obstruct the passage of other evacuees or fire fighters.
 - When the Fire Brigade arrives, identify yourself as a resident and cooperate with their instructions.

RESIDENTS - IF THE FIRE IS NOT IN YOUR HOME

If the fire is in any other part of the building or grounds

1. 'STAY PUT' in your home unless you are directly affected by smoke or fire

Remain in your home unless the internal parts of your home are experiencing smoke or fire. Your home is designed to be a 'fire resistant' box that should offer you resistance against fire or smoke for a reasonable time during which the Fire Brigade will arrive and effect a rescue if necessary. If lots of people, try to evacuate the building at the same time (if not under the control of the Fire Brigade) it may cause panic or injury and affect fire fighting or rescue operations.

2. If you are directly affected by smoke or fire - evacuate the building closing your Front Door behind you

- a. Alert any other people you live with and leave by the nearest exit door of your home (that leads to a route out of the building) closing it shut behind you. REMEMBER – KNOW YOUR ESCAPE ROUTES.
- b. Leave the building by the most direct route.

3. Remain a safe distance from the building and await the Fire Brigade

- a. A safe distance from the building is a place where you will not be affected by smoke, flames or debris that may emanate from a developing fire or where you may obstruct the passage of other evacuees or fire fighters.
- b. When the Fire Brigade arrives, identify yourself as a resident and cooperate with their instructions.

If you do evacuate the building

DO NOT use the lifts

The lifts are not fireproof and may leave you trapped in the lift if the fire causes a power failure.

DO NOT stop to collect personal belongings

Collecting personal belongings will delay your evacuation and carrying belongings may hinder your own and other evacuees escape.

DO NOT re-enter the building until authorised to do so

During a fire fighting and rescue operation the Fire Brigade will take charge of the building. They will inform all evacuees if and when it is safe to re-enter the building. If you re-enter the building before you are authorised by the Fire Brigade you may put yourself in danger and obstruct fire and rescue operations.

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APPENDIX A3

FIRE DOOR INFORMATION FOR RESIDENTS



FIRE DOOR INFORMATION FOR RESIDENTS

Fire Doors are a vital part of your building's 'passive fire resistance' – this is a blanket term for measures 'built-in' to your home and the building it is situated in that are designed to stop fires from spreading.

What are fire safety doors and their role?

Flat entrance doors form an integral part of a protected box or fire compartment. They are one of the most important features of a building's fire precautions and have two key functions:

- to stop a fire inside a flat spreading to the communal parts of the building and preventing residents from escaping via the corridor or staircase
- to stop a fire in the communal areas of a block spreading into a flat where residents may be sheltering until the fire and rescue service arrives

Fire doors to stairways and lobbies and in communal corridors are designed and positioned to keep communal areas free from fire and smoke. These areas can then be safely used by residents and who might need to leave the building during a fire. They also assist the fire and rescue service during firefighting operations.

Your building operates a "stay put policy." It is therefore especially important that all flat entrance doors can prevent a fire spreading throughout the building.

The Council, as your landlord and building manager, has several statutory duties in connection with fire doors. The two key duties are set out below:

- It must provide information to all residents in connection with fire doors and
- It must undertake routine checks of fire doors to ensure that they are operating correctly and can fulfil their intended purpose.

What the Law Requires

The Regulatory Reform (Fire Safety) Order 2005 (as amended) and The Fire Safety Act 2023 requires that there are suitable fire precautions in place to ensure that the common parts are safe to use as a means of escape in the event of fire. The appropriate fire precautions are determined by carrying out a fire risk assessment.

The Council has undertaken Fire Risk Assessments of your building which enables it to deal with and manage all risks identified.

One of the most important measures to safeguard the means of escape from fire are fire doors. Our fire risk assessments have already identified the doors in question and, following a comprehensive door replacement programme, the Council are satisfied that the doors are adequate to resist the spread of fire and smoke into, or within, the common parts.

As with all fire safety measures, fire doors need to be kept in good working order and in good repair. Wear and tear can result in defects. Therefore, the Council must ensure that such defects do not undermine the ability of the doors to prevent fire and smoke spread.

Your responsibilities

Residents have a key role to play in ensuring that, if there is a fire in their flat, the flat entrance door presents as an effective barrier to the spread of fire and smoke into the common parts. You should not interfere with self-closing devices and ensure that any defects in the door receive prompt attention by reporting defects to the Council repairs team online to schedule a repair.

Fire Regulations require the Council as your landlord and building manager to inform you that:

- fire doors should be kept shut when not in use
- residents or their guests should not tamper with self-closing devices; and
- residents should report any fault or damage immediately to the Council's Repairs Service:
 - www.hillingdon.gov.uk/emergencyrepairs
 - www.hillingdon.gov.uk/non-emergencyrepairs
 - 01895 556600

Routine Checking of Fire Doors

The Council is committed to implementing the recommendations of the Grenfell Tower Public Inquiry in relation to routine checking of fire doors given their importance in ensuring the safety of residents.

The council will therefore:

- use best endeavours to check all flat entrance doors at least every 12 months. The council will need access to each flat so that the door can be checked on both sides. Arrangements will be made with residents in advance to carry out these checks
- carry out checks of any fire doors in communal areas at least every three months
- keep a record of the steps taken to check flat entrance doors including any case where access to a flat was not granted during any 12-month period. This will include the process of legal action where access is not granted to the Council for the purpose of survey and inspection., the steps you have taken to try to gain access.

Flat Entrance Doors

In relation to flat entrance doors the Council will:

- Check the resident has not replaced a fire-resisting flat entrance door with a new, non-fire-resisting door
- Ensure there is no damage to, or defects in, the door or frame that might affect the ability to resist the spread of fire or smoke
- Ensure there is an effective self-closing device. This is especially important. A fire door that does not close fully into its frame will not adequately hold back fire and smoke. It is important to check that the door will close fully into its frame when opened to any angle and allowed to close under the action of the self-closing device

Doors to stairways and lobbies and doors within corridors

These doors are subject to greater wear and tear and potential for damage compared to flat entrance doors. They must therefore be examined more regularly. While the Fire Safety (England) Regulations require that they be checked every three months, it is a simple matter for them to be monitored by the Council on an ongoing basis when any other checks in the common parts are carried out or the building is visited.

Some corridor and lobby doors might be held open on magnetic door hold-open devices. Such doors are linked to smoke detectors which would cause the door to close on activation.

Fire door checks are vital in making sure your home and the block in which you live is safe for residents. The checks are not a substitute for periodic assessment of fire doors by fire safety specialists. However, the simple fire door checks set out in this guide and the reports which residents raise with the Repairs Service will enable the council to proactively identify defects that prevent a fire door from doing its job and ensure they are swiftly rectified.