

The Height of Living

If a fire occurred in your flat or block would you know what to do?

Living in a high-rise block doesn't mean you are any more at risk from fire, but it does mean you need to consider your fire safety and the impact you could have on other residents.

It is important for your own safety, to understand what to do in the event of a fire, whether it's in your flat or somewhere else in the building.

Built with your safety in mind

Your building has been designed and built with fire safety in mind.

Lift access

Never use the lift when evacuating the building.

The fire may cause a power failure trapping you inside.

Emergency access

Never block emergency access to your building, we need to get as close as possible to the entrance.

Firefighter equipment

Dry or wet riser pipes run internally through the block and are usually painted red. The Fire pipes provide water for the Fire Service to extinguish or prevent a fire from spreading.




Do you know your buildings evacuation plan?

Full Evacuation – When the alarm sounds get everyone in your flat out of the building using emergency fire exit routes and stairs provided.



Stay Put – Unless the fire is in your flat or a direct neighbour, keep your front door and windows closed, tune into local TV or radio and await further instructions from the emergency services.

The Fire Service will knock your door if they need you to do anything.



Fire Action

If fire breaks out in your flat:

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your flat and get them to leave. Close the flat entrance door behind you.
- Do not stay behind to put the fire out.
- If there is a lift - Do not use.
- Raise the alarm by using a 'break glass' call point.
- Wait outside, away from the building.
- Call the fire service - dial 999 or 112.

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the flat where it starts. This means it will usually be safe for you to stay in your own flat if the fire is elsewhere.
- You must also leave immediately if smoke or heat affects your home, or if you are told to leave by the fire service.
- If there is a lift - Do not use.
- If you are in doubt - get out.

To call the fire service:

- Dial 999 or 112
- When the operator answers, give your telephone number and ask for fire.
- When the fire service reply, give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

What to do if there is a fire...

In your neighbour's flat

- leave your flat and close the door
- use the stairs - **never** the lift



- **Get out**
- **Stay out**
- **Call us out**
Call 999 - Never assume someone else has called



Elsewhere in the block if the fire service is outside

- close your doors and windows
- stay in and tune in to your local TV or radio station
- stay put unless advised by the fire service

If the fire service needs to fully evacuate the building they will knock door to door.

Mass uncontrolled evacuation, will obstruct the fire service and delay them putting the fire out.



We'll be there...

If you can see the Fire Service on the ground, then there is no need to call.

If every resident in a high-rise block rang 999, our control room wouldn't be able to respond to other emergencies.



Don't be alarmed...

Don't be alarmed by the scale of the Fire Service's presence.

We need a large amount of resources to get our equipment from the ground up to the floor of the fire and to protect our firefighters.

Protect your home

- fit at least one smoke alarm in your flat
- fit a heat alarm in your kitchen and nothing in your bathroom due to false alarms
- test once a week
- never take the batteries out
- always follow the manufacturer's advice



Be prepared

- keep all exits clear, both in communal corridors and in your home
- keep door and window keys near the exit
- prepare a grab bag that you can take if you need to be evacuated. Think about prescriptions, documents such as your driving licence and passport, spare keys, a mobile phone, charger and a torch.
- know how to isolate your gas, electric and water supply
- get to know your neighbours. Are they young, elderly or vulnerable? They may need assistance in an emergency