

Fire Safety Guidance



We are writing to all customers that live in flats with entrance fire doors to ensure you are fully informed of their importance.

If you have any concerns with the entrance door within your property or a fire door in the communal areas or would like additional information, please contact the Group on **0300 111 0000** or **0800 633 5500** to arrange a inspection appointment.



Flat Entrance Fire Door

Flat entrance doors that allow access directly into the building from a shared or communal area are required to provide fire resistance. It is essential the Fire Door is in good working order and the Group has put in place annual fire door inspections which will be carried out either as part of the annual gas safety check, (or where properties do not have gas) as part of the annual Health & Safety property check.

Why are fire doors important?

Fire doors are a key feature that protects the building and its occupants. They provide safe escape routes (stairs and corridors) and separate different fire hazards within the building. Effective fire doors ensure rooms are divided and restrict the spread of fire/smoke to other parts of a building. They also provide essential protection to other residents and contents in the building.

What is a fire door?

A fire door is usually the flat entrance door but can also be internal doors. The door includes components such as the frame, seals and essential hardware such as closing device. The door (including fixtures such as door handles) must not be altered in anyway as this could significantly reduce the 30 minute fire protection they are designed to provide.

Fire door seals

Modern Fire doors are fitted with seals usually within the frame or door edge. These seals are designed to expand in heat to provide a 30 minute delay with smoke and flames.

If the seal to your entrance door is damaged in any way it is essential that you contact the Group on 0300 111 0000 or 0800 633 5500 to arrange an inspection appointment. Our annual inspections will also check this detail

Automatic door closers

A fire door MUST NOT be left open as this will allow faster spread of the fire and smoke. The door must be fitted with an automatic closing device or a door closer. Door closers ensure that all doors are closed at a safe speed behind you.

If the closer to your entrance door is not working effectively, missing, removed or damaged in any way it is essential that you contact the Group on 0300 111 0000 or 0800 633 5500 to arrange a inspection appointment.

Fire door inspection

The Group will undertake an Annual Gas Safety or Health and Safety Inspection within your property and this will also include the inspection of your entrance fire door. In addition, the Group will arrange routine inspections of fire doors in common parts of the building to ensure that doors remain fit for purpose and in line with current legislation.

Do's and don'ts

It is important that you or anyone other than an approved WCHG Technician or Contractor DO NOT alter the fire door, frame or its components in any way. The following provides a list of the essential do's and don'ts.



Do not remove or alter door closers (this includes closers fitted within the frame)



Do not paint the door frame or door smoke strips and seals which run round the door edge and/or within the door frame



Do not wedge the door open



Do not drill or allow any person acting for you to drill through the door or frame for any reason, (examples include for the installation of telephone wires, internet or TV cables, door bells etc.)



Do not stick materials to the door or its frame



Do not remove the door or replace it without first obtaining consent from the Group through the Tenant/Leaseholder Alterations process. An example would include when new carpets or floor coverings are replaced by your appointed floor company.



Do call WCHG to report any issues with your fire door. Contact the group on **0300 111 0000** or **0800 633 5500**

HOW CAN YOU HELP?

It is essential for the safety of yourself and others that you report any problems, issues or concerns with the flat entrance door or a fire door in any of the communal areas to the Group on **0300 111 0000** or **0300 111 0000** and a inspection appointment will be arranged.

If a fire door inspection identifies that repairs or replacements are required, you will be contacted by the Group to agree a suitable appointment for works to be carried out. It is vital that you respond to any request for access to provide these essential works to protect your household and neighbours.

