



Wythenshawe
Community Housing Group



Your Guide to

Fire Safety and Staying Safe

Hollyhedge Court

What to do if there's a fire in your flat

If a fire breaks out in your flat:

- Leave the flat as quickly as possible.
- Tell your immediate neighbours.
- Raise the alarm – **Call 999** as soon as you can.
- **Do not** try to remove any possessions or personal items from your flat.
- Close your flat door securely.
- You should evacuate the building **using the stairs and not the lift** and go to the fire assembly point outside the building.

If a fire breaks out elsewhere in the block

If you are made aware of a fire elsewhere in the block:

- If you consider it safe to do so you can stay put within your flat.
- Keep the door closed securely.
- Close all internal doors and remain in one room preferably with a window.
- Gather some towels and sheets for use in case smoke enters around your front door.
- Place a damp towel or sheet around the bottom of the door to prevent smoke entering.
- The fire alarm will only sound if the Fire Service wish to evacuate the block.
- When this occurs, sounders will be activated throughout the block and you should immediately seek to exit the building via the stairwell.

- If you think it is not safe to stay put, i.e. if your flat is threatened by fire or smoke or you are instructed to leave your flat by the fire service follow your escape route or the fire officer's instructions to safety but **NEVER** use the lift.
- Do not go back to your flat until you have been told it is safe to do so.

What if I can't manage stairs?

If the fire is in your flat and you are unable to use the stairs, you should alert your neighbours and stay in another flat (remote from your flat) with the door closed until the Fire Service advise you otherwise.

If you are unable to do this then make your way to the nearest staircase and await advice from the Fire Service. If you have a mobile phone, inform them of your location.

Inform the Fire Service or WCHG where you are if possible. You could do this via the concierge service if you have it, or by calling us on 0300 111 0000.

Planning

- Take time now to think about how you would escape and where the doors to the stairways are.
- It is important that all escape routes are kept clear of obstructions at all times.
- Think about the corridors you use and what they would be like if they were filled with smoke.
- There should be no chairs, plant pots, mats or similar items in the area that would be a trip hazard.
- If you know of a reason why you would not be able to use the stairs (e.g. a mobility problem or visual impairment) during an evacuation please let us know.

Keeping you safe

This building has been designed with safety in mind and the walls, doors and floors are specially designed to resist fire and stop the spread of smoke. To do this, fire doors need to be kept closed when they are not in use.

Outside the building, roads and other areas are designed so that emergency vehicles can get as near as possible. NEVER block these.

Chutes and Rubbish

Please ensure your rubbish bags do not block the chutes, and that any smoking materials are fully extinguished before putting into the bin.

Communal areas, landings, lobbies and storage areas

All communal areas, landings, lobbies and storage areas MUST be free of any items and obstructions. This includes door mats, furniture, rubbish bins, books, pushchairs, bicycles etc.

NEVER store combustible items in any communal rooms within your building.

You can help by making sure that you:

- Keep an eye on your cooking at all times particularly with high risk activities such as using a chip pan.
- We advise against the use of chip pan, and WCHG will provide an electric deep fat fryer in exchange for a chip pan – free of charge.
- Never leave a lit cigarette unattended and ensure that they are fully extinguished.



Never prop or wedge fire communal doors open. It is also a good idea to close your internal doors when you go to bed.

- Check your smoke alarms regularly by pressing the button to ensure it sounds.
- Always making sure that you are available for the annual check of heating and smoke alarms.

Scooters

- Let us know if you have a scooter.
- All scooters should be stored in the designated area. Scooters should be never be stored in the communal areas or landings – not all high rise blocks have designated areas.
- The scooters should be charged only between 8am and 8pm and never overnight.
- Scooters must not be taken into lifts.
- Scooters should have an annual service and adequate insurance.

Electrical appliances

- Always take care when using electrical items in your home such as hair straighteners, mobile heaters and electric blankets.
- Ensure all electric and white goods such as fridge-freezers, washing machines and dryers are safe for usage.
- Extension leads should be fully unwound and plugged directly into a socket. Do not overload sockets as this can be dangerous.

Alterations to your flat

Permission from WCHG is needed for any alterations to your flat, this includes new doors and door furniture. Your flat is designed with fire protection features. These should not be tampered or removed. If you would like to carry out any works/alterations in your flat please contact us.

"The workmen were very professional and polite, great job"

Sprinklers go in – high rise improvements

Sprinklers are being fitted into each of our high-rise flats to minimise the impact for our residents should a fire ever break out.

The work is an important follow on to the fire alarms already fitted in all our high-rise flats.

Tenants who have had sprinklers fitted have generally been positive, finding the impact of the equipment in the rooms has been less than first envisaged. Tenants were notified of consultation days to attend or advised they can make an appointment to see a show flat.

Most of the pipework runs through the hallway and is 'boxed-in' with a pre-formed material to provide a smooth and clean finish that is easily wiped down – as shown in the photograph.

In most cases, the pipe can pass through from the hall into each room and only the round plate will be visible on the wall, which will detach when heated to a high temperature to allow water to spray out.

"They finished the work today and its neat. They did vacuum and clean (but not like I do!) But they all did well"

"Very satisfied with the work the contractor has done and they have left my flat clean"

New windows

Window and surrounding panel replacement work is expected to start this year to both Brookway and Moorcot Courts.

Fire fighting lifts

We have also fitted 'fire-fighting' lifts in some of the high-rise blocks where lift replacement works were due and we have enhanced entrance security.

The high-rise blocks continue to be a focus as we work closely with external fire consultants and the Greater Manchester Fire and Rescue Department. We were quick to have assessments carried out on each of our blocks following Grenfell and continue to follow government advice to make improvements to internal and external elements of the blocks to further enhance safety.

The schedule of these works may be delayed due to the Covid-19 outbreak.

"Very good workers, clean and tidy"

"I'm very ill and couldn't ask for better workmen, for politeness and cleaning afterwards. 10/10"



I confirm I understand the details of the Fire Safety Leaflet and agree to comply with all elements of this.

Name _____

Address _____

Signature _____



Wythenshawe Community
Housing Group
Wythenshawe House
8 Poundswick Lane
Wythenshawe
Manchester M22 9TA

e: customerenquiries@wchg.org.uk
t: 0800 633 5500
t: 0300 111 0000
www.wchg.org.uk