Fire Safety Management Policy

Audience:	Customers, Colleagues, Contractors, Stakeholders, Board Members
Policy Owner:	Executive Director of Existing Homes
Policy Lead:	Head of Building Safety
Approved by:	Executive Team
Approved date:	June 2026
Next review date:	June 2029

1. Context, purpose and scope of the policy

Context

We provide and manage homes and buildings where customers, colleagues, visitors and contractors live, work and access services. We have a legal and regulatory duty to ensure that fire risks are identified, controlled and managed effectively. Fire safety is a critical component of our wider building safety responsibilities and essential to protecting life, property and communities.

We are subject to the Fire Safety Act 2021, the Regulatory Reform (Fire Safety) Order 2005, the Fire Safety (England) Regulations 2022 and other associated legislation. For buildings over 11 metres in height, additional regulatory duties apply. For Higher-Risk Buildings over 18 metres, fire safety forms part of our Building Safety Case approach.

Maintaining strong fire safety governance, clear accountability, sufficient resources and robust oversight is essential to delivering safe and decent homes.

This policy forms part of Moat's statutory building safety compliance framework covering Fire, Legionella, Asbestos, Gas, Electrical, Lifts (FLAGEL).

Purpose

This policy sets out how we manage fire safety across commercial buildings and homes we own and manage. It establishes our approach to meeting statutory and regulatory obligations, undertaking fire risk assessments, maintaining fire protection measures, managing evacuation arrangements, engaging customers, and providing assurance of compliance.

It ensures that fire risks are reduced so far as reasonably practicable and that customers can feel safe in their homes and communal spaces.

Scope

This policy applies to:

- Internal communal areas of residential and commercial buildings we own and manage
- Flat entrance doors and fire doors where we hold responsibility
- Offices and other buildings where we are the Responsible Person
- Customers, colleagues, contractors, visitors and members of the public in buildings under our control.

This policy does not apply to:

- Buildings we do not own or manage (in these cases, we seek written assurance from managing agents / Responsible Person / Principal Accountable Person that fire safety duties are being met in line with relevant legislation). We do however work collaboratively with the other Responsible Persons where we share a building.

Operational detail is set out in the Fire Safety Procedure.

2. Definitions

- **Fire Risk Assessment (FRA):** A structured assessment of fire hazards, risks and control measures in a building.

- **Responsible Person:** The person or organisation with control of premises who holds duties under fire safety legislation.

- **Passive Fire Protection:** Measures designed to contain fire and smoke within compartments, such as fire-resisting walls and doors.

- **Active Fire Protection:** Systems that respond to fire, such as alarms, detectors, extinguishers or suppression systems.

- **Stay Put Strategy:** An evacuation approach relying on adequate compartmentation, where customers remain in their homes unless directly affected or instructed otherwise.

- **Simultaneous Evacuation:** An evacuation strategy where all occupants leave the building when the alarm is activated.

3. How this policy supports our strategy

This policy supports the delivery of Moat's Corporate Strategy and related supporting strategies by ensuring that fire risks are identified, controlled, and managed effectively through robust compliance and assurance arrangements.

- Corporate Strategy
- Existing Homes Strategy
- Customer Strategy
- Building Safety Customer Engagement Strategy
- Value for Money Framework
- People and Culture Strategy

Effective fire safety management protects life and property while supporting safe occupation of our homes.

4. Policy principles

We:

- Put the safety of customers, colleagues and visitors first in all fire safety decisions.
- Manage fire risks proactively and take prompt action where risks are identified.
- Ensure sufficient resources, competence and oversight are in place to deliver our fire safety responsibilities.
- Work collaboratively with competent specialists and the Fire & Rescue Service to maintain high standards.
- Ensure transparency with customers about fire safety responsibilities, evacuation arrangements and service interruptions.
- Continuously improve fire safety performance through learning from incidents, audits and regulatory engagement.

5. Aims and objectives

Aim: To ensure buildings and homes under our responsibility are managed in a way that reduces fire risk, protects life and demonstrates full compliance with fire safety legislation.

Objectives:

1. Maintain full compliance with statutory and regulatory fire safety requirements.
2. Ensure fire risks are identified and controlled through robust Fire Risk Assessments and action management.
3. Maintain effective fire protection systems and compartmentation standards.
4. Ensure clear and appropriate evacuation strategies are in place for each building.
5. Maintain accurate records to evidence compliance.
6. Provide effective monitoring, reporting and independent assurance to senior leadership and the Board.
7. Communicate clearly with customers about fire safety responsibilities and expectations.

6. Policy actions

Objective 1: Maintain full compliance with statutory and regulatory fire safety requirements

- We will comply with all relevant fire safety legislation and associated guidance.
- We will ensure sufficient financial and operational resources are allocated to meet our fire safety obligations.
- We will ensure that colleagues responsible for fire safety receive appropriate training and maintain competence.
- We will cooperate and coordinate with other Responsible Persons where control of premises is shared.

Objective 2: Ensure fire risks are identified and controlled through robust Fire Risk Assessments

- We will ensure Fire Risk Assessments (FRAs) are carried out in buildings where we are the Responsible Person.
- We will ensure FRAs are completed by competent assessors and reviewed as required.
- We will implement interim measures where recommended controls cannot be completed immediately.
- We will ensure FRA actions are recorded, tracked and completed within agreed timescales.

Objective 3: Maintain effective fire protection systems and compartmentation standards

- We will ensure passive and active fire protection measures are maintained to an appropriate standard.
- We will undertake fire door inspections in buildings over 11 metres in height in line with regulatory requirements.
- We will ensure that works affecting compartmentation maintain appropriate fire stopping standards.
- We will implement measures to reduce unwanted fire alarm signals and investigate fire incidents to prevent recurrence.

Objective 4: Ensure clear and appropriate evacuation strategies are in place for each building

- We will determine evacuation strategies based on the findings of the Fire Risk Assessment and building design.
- We will ensure emergency arrangements support safe evacuation where required.
- We will liaise with the Fire & Rescue Service to ensure emergency arrangements remain appropriate.

Objective 5: Maintain accurate records to evidence compliance

- We will maintain electronic records of Fire Risk Assessments, fire door inspections, testing, maintenance, incidents and action plans.
- We will maintain a central register of buildings where we are responsible for completing FRAs.

Objective 6: Provide effective monitoring, reporting and independent assurance to senior leadership and the Board

- We will operate internal monitoring and assurance arrangements to oversee fire safety compliance.
- We will report fire safety compliance performance to the Executive Team, Audit and Risk Committee and Board.
- We will commission internal and independent audits as part of our assurance programme.
- We will respond promptly to Fire & Rescue Service findings, including deficiency notices, and track actions to completion.
- We will use audit findings, Fire Service engagement and incident learning to continuously improve fire safety performance.

Objective 7: Communicate clearly with customers about fire safety responsibilities and expectations

- We will provide customers with information about fire safety arrangements in their building.
- We will provide advice on fire prevention and safe behaviour.
- We will respond to customer concerns about fire safety and take appropriate action where required.
- We will obtain access where necessary to complete fire safety inspections and works.

7. Monitoring, reporting and review

The Executive Director of Property & Assets holds overall accountability for compliance with this policy.

The Head of Building Safety is responsible for ensuring appropriate monitoring arrangements are in place to oversee compliance.

Compliance is monitored through inspection programmes, action tracking, internal assurance reporting, contractor performance monitoring and periodic internal and external audit.

Building safety compliance performance is reported through the Keeping Our Customers Safe governance panel, with escalation through the Executive Team, Audit and Risk Committee and Board, where required.

This policy will be reviewed every three years, or earlier if legislation, regulatory expectations or service delivery changes.

8. Equality, diversity and inclusion

This policy will be delivered in line with our Equality, Diversity and Inclusion Policy.
An Equality Impact Assessment was completed for this policy and considered as part of the approval process.

9. Data protection

We use a risk-based approach to processing personal data to ensure that we assess any risks to privacy or to the rights and freedoms of people before commencing, commissioning or changing data processing activities. Our Data Protection Impact Assessment (DPIA) process was completed as part of the approval process.

10. Related legislation and regulations

- Fire Safety Act 2021
- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety (England) Regulations 2022
- The Building Safety Act 2022
- Building Regulations 2010
- Housing Act 2004
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992

11. Related policies and procedures

- Fire Safety Procedure
- Asbestos Management Policy
- Gas and Heating Management Policy
- Electrical Safety Policy
- Lift Policy
- Legionella Management Policy
- Health & Safety Management Policy
- Critical Incident Plan
- Contractor Management and CDM Policy
- EWS1 Policy Statement
- Complaints Policy
- Equality, Diversity and Inclusion Policy
- Temporary Moves Policy

12. Customer engagement

We engaged with customers through our Repairs Forum to seek feedback on these policies. Overall, customers felt the policies were clear and comprehensive but highlighted that they can be detailed and would benefit from a more accessible summary. Feedback also emphasised the importance of clear communication about what these policies mean in practice, particularly where works may affect customers in their homes.

In response, we have made minor clarity improvements where appropriate and will develop a short, customer-friendly summary to support understanding. Feedback has been shared with

relevant teams and has informed how we communicate building safety more broadly. The feedback loop has been closed with customers.

Document revision history		
Date	**Changes approved by**	**Details of changes made**