

Keeping you safe in the event of a fire

Fire action plan:

Total Evacuation



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Keeping you safe

Fire safety is one of our highest priorities and we work hard to ensure you're safe and your home meets current fire safety regulations.

It's important that we keep you safe by performing regular safety checks and making sure you know what to do in the unfortunate event of a fire.

There are also things that you can do to keep you, your family, your home, and your neighbours safe. We often think it will never happen to us, but it's important to be prepared in case a fire does break out and to take steps to reduce that risk.

Simple steps to keeping you safe



- Fit and regularly test smoke alarms.
- Keep communal areas free of personal possessions to stop fire spreading and keep your path to safety clear.
- Keep fire doors closed to stop fire and smoke spreading in the event of a fire.
- Follow good fire safety practices in your home, such as cooking with care, extinguishing cigarettes and candles and unplugging electrical appliances at night.



To find out more, visit moat.co.uk

Fire door safety



What we do to keep you safe

To ensure we are compliant with the Fire Safety (England) Regulations 2022:

- We carry out regular safety checks to all of our buildings which are higher than 11 metres. This includes quarterly checks of all fire doors (including self-closing devices) in communal areas and annual checks of all flat entrance doors (including self-closing devices) that lead onto a building's communal areas.
- We also provide information on the importance of fire doors to our customers living in blocks of flats with communal areas.

The importance of fire doors

Fire doors play a critical role in saving lives and protecting

homes by keeping fire and smoke contained in one room so they don't spread throughout a building. Everyone plays their part in ensuring a fire door performs as it should in the event of a fire, from the door manufacturer and our health and safety team through to everyone who lives in the building. Knowing what to look out for and what to do if you spot a problem might just save a life.

How you can help

If your home's entrance door is a fire door, it is important not to alter it, including drilling into it. This will weaken the fire safety of the whole building and endanger you and your neighbours.

It is also important that communal fire doors, labelled with a blue safety sign, are never propped open. They are designed to stop smoke and fire passage when kept closed and protect an escape route so you and your neighbours can evacuate safely.



Checking your fire door

If you suspect a fire door is faulty, there are checks you can complete.

1. When closed, the gaps around the top and sides of the door should be consistently less than 4mm. The gap under the door can be slightly larger (up to 8mm), although ideally, you should not see light under it.
2. Check that any seals around the door or frame are intact and free of damage.
3. Check that all hinges (there should be at least three) are fixed with no missing or broken screws.
4. Check the door closes firmly without sticking to the floor or the frame. A fire door only works when it is fully closed and is completely useless if it is wedged open or can't shut fully.

How to report a faulty fire door

It's really important that you report to us any fire doors (either your front door or a communal fire door) which you think are faulty.

You can do this via your MyMoat account, calling our Customer Services team on: 0300 323 0011 or by emailing: customer@moat.co.uk

We take any reports very seriously and will arrange to inspect and repair the door promptly. You will be playing your part in safeguarding lives.



What to do in the event of a fire

A 'Total Evacuation' strategy means that when the fire alarm sounds everyone in the building must leave safely. If you hear the alarm inside your home or anywhere else in the building, you must:

- Leave the building by the nearest exit.
- Call 999 for Fire and Rescue Services if you can.
- Wait for the emergency services.
- Only return to the building when a Fire and Rescue Officer confirms it is safe to do so.

If a fire starts in your flat:

- Leave the room where the fire is straightaway and close the door behind you.
- Make sure everyone in your home leaves immediately and close the front door.
- Do **not** try to put the fire out.
- Do **not** re-enter the home.
- Do **not** use the lift.
- Leave the building and stay at a safe distance.

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

- Leave the building immediately, using the nearest escape route if safe to do so.
- Do not use the lift.
- Call 999 and ask for the Fire and Rescue Services.
- Wait outside at a safe location away from the building.
- Do not enter the building until advised it is safe to do so by a Fire and Rescue Officer.

If you are not in the building and become aware of a fire within a part of the building:

- Dial 999 and ask for the Fire and Rescue Services.
- Do not enter the building.
- Wait outside at a safe location away from the building.
- Do not enter the building until advised it is safe to do so by a Fire and Rescue Officer.



FIRE ACTION PLAN

Any person discovering a fire

- Sound the alarm.
- Leave the building and stay at a safe distance.
- Phone 999 or 112.
- When the operator answers give your telephone number and ask for the Fire and Rescue Service.
- When the Fire Service responds give the address where the fire is.
- Do not end the call until the Fire Service have all the details they need.

On hearing the Fire Alarm

- Leave the building and stay at a safe distance.
- Close all doors behind you.
- Do not use the lift.
- Report to designated assembly point.

Assembly point located at:

(Check the action plan in your building for your assembly point details)

- Do not take risks.
- Do not return to the building for any reason until authorised to do so.

If you require assistance in developing your means of escape plan or further explanation of the Fire Action Plan and how it affects you, please contact Moat on: 0300 323 0011. Alternatively you can find out more information on our website: moat.co.uk

If you'd like us to explain the fire action plan further and how it affects you, get in touch:



0300 323 0011



customer
@moat.co.uk



In person to a
Moat employee



[moat.co.uk/
mymoat](http://moat.co.uk/mymoat)



[moat.co.uk/
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