



# FIRE SAFETY - HIGH RISE LIVING

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**St Leger Homes**  
of Doncaster



South Yorkshire  
Fire & Rescue  
WORKING FOR A SAFER SOUTH YORKSHIRE

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# WELCOME

**This leaflet contains advice on what to do in the event of a fire and what you need to do to stay safe. Please read this booklet carefully it could help you and your family stay safe.**

If you have any questions regarding fire safety in your home or require any help in understanding this booklet please contact your Housing Team on 01302 736730.

Below is a list of useful contact numbers:

- Customer Access Team - 01302 862862 (Option 1)
- St Leger Homes Housing Team - 01302 736730
- Alarm Receiving Centre (ARC) - 01302 323444
- South Yorkshire Fire & Rescue - 0114 253 2314

**If it is an emergency DIAL 999 and ask for the Fire Service.**

FIRE SAFETY

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# IF A FIRE BREAKS OUT INSIDE YOUR FLAT

## Do

- Keep Calm.
- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your home and get them to leave.
- Close the front door of your flat behind you.

**Call the Fire Service on 999. Give as much details as possible i.e. flat number, floor, fire detail, if anyone is trapped.**

Ensure that the fire service are clear on the address including floor and flat number. If you can call the Alarm Receiving centre on 01302 323444.

## Don't

- Do not stay behind to put the fire out.
- Do not stop for valuables, your life is more important.
- Do not open doors warm to touch.
- Do not go looking for a fire either in your flat or a communal area.

**Once out of your flat the lift will remain operable unless smoke is detected in the lift shaft. If the lift does not come immediately – do not wait for it, use the stairs.**

# IF YOU SEE OR HEAR OF A FIRE IN ANOTHER PART OF THE BUILDING - STAY PUT

The building is designed to contain a fire in the flat where it starts.

This means it will be safe for you to stay in your own flat if the fire is elsewhere.

You must leave immediately if smoke or heat affects your home, or you are told to by the fire service.

If you are in your flat you can contact the Alarm Receiving Centre on 01302 323444 or through your handset if you have this facility.

If your front door starts to feel warm to the touch, pack cushions, bedding, pillows or towels at the bottom of the door to block the smoke, if you have sticky tape, put that around the door to seal it.

Wet the door with water if it starts getting hotter.

Never return to the building until you are told to do so.

## To Call the Fire Service

**Dial 999.**

When the operator answers, give them your telephone number and tell them there is a fire.

Give as much detail as possible (i.e. where the fire is flat number, floor, if anyone is trapped).

Do not end the call until the Fire Service are clear on the details you have given.

**IF YOU REQUIRE ASSISTANCE TO EVACUATE THE BUILDING IN THE EVENT OF AN EMERGENCY PLEASE CONTACT THE HOUSING TEAM ON 01302 736730**

# FIRE SAFETY – PLAY YOUR PART

**As a responsible landlord, your safety is our main priority, but you can help by playing your part around fire safety too:**

If you feel something is dangerous or you have concerns, let your Housing Team know straight away on 01302 736730.

## Do

- Keep communal areas clear at all times.
- Allow access for essential maintenance such as gas, electrical, sprinkler and fire safety checks.
- Report repairs issues in a timely manner by contacting our 24 hour Customer Access Team on 01302 862862 (Option 1).
- Unplug electrical appliances when they are not in use.
- Empty ashtrays often and always ensure cigarettes are stubbed out properly. If you smoke on your balcony make sure you dispose of your cigarettes correctly.
- Report, to your Housing Team, any people in the building that you don't think should be there.

## Dont

- Prop fire doors open, even for short periods.
- Leave your belongings or rubbish in corridors, the lift lobby or stairway – this includes door mats.
- Overload electrical sockets.
- Smoke in bed or in common areas.
- Leave e-cigarettes unattended whilst charging and once fully charged, remove the battery from the charger.
- Leave plug-in air fresheners overnight, always change the scent inserts when finished and keep them away from flammable materials like clothes.
- Use or store bottled gas cylinders in high-rise flats.
- Drill into the render or cladding – this forms part of the safety measures in the building. DO NOT drill holes from your flat into a common area or another flat – if you do, or you spot any, report it the Customer Access Team 01302 862862 (Option 1) or to the Housing Team on 01302 736730. If you are not sure get advice.
- Park so that you block access to the high rise flats – access roads are designed so that fire appliances can get as close as possible to fight fires.

# CREATE YOUR OWN EMERGENCY PLAN

Identify a room in your flat which can be your `safe room` in case you cannot leave - it is best if it`s a room with a window and if you can get access to a phone.

If you become trapped, consider going to your balcony or window, ensuring keys are easily accessible to the whole household and any visitors.

Let people know you are there by shouting or hanging a sheet out of the window.

**NEVER** jump from a high rise building.

If you or someone in your household have any requirements that may affect your ability to evacuate make sure you take these into consideration – contact your Housing Team if you need help with this.

Familiarise yourself with any specific fire escape routes once you are in your flat.

If there is a lot of smoke, crawl on the floor – the air will be much clearer there.



# USEFUL INFORMATION TO KEEP YOUR HOME SAFE

## Smoke and Heat Detectors

Your flat is fitted with smoke and heat detectors. You should test these work by pressing the button once a week.

If it doesn't work you must contact the Customer Access Team immediately on 01302 862862 (Option 1). Smoke alarms should be vacuumed approximately once every six months to remove dust and insects to reduce false alarms.

## Fire Doors

Your flat entrance is a fire door – this is part of the building protection system.

If your door is damaged or not working correctly you must report this immediately to the Customer Access Team on 01302 862862 (Option 1). The safety of the building will be compromised if your self-closer is not working correctly or has been removed, putting you and others at risk.

## Sprinklers

Sprinklers have been installed within all high-rise flats, you must ensure that you:

Don't paint the sprinkler heads or cover them in any way.

Don't use wall paper strippers or paint strippers near the sprinkler heads as the heat could set them off.

Don't attempt to remove or damage any sprinkler heads and you must report any damage immediately to repairs on 01302 862862 (Option 1).

Report any issues, faults or concerns to the Customer Access Team on 01302 862862 (Option 1) or to the Housing Team on 01302 736730.





# USEFUL INFORMATION TO KEEP YOUR HOME SAFE - CONTINUED

## Balconies

The risk of fire from balconies can be increased by them being incorrectly used, you must ensure that you:

- **Don't** use your balcony for storage.
- **Don't** use any type of BBQ.
- **Don't** use it to store any types of material.
- **Don't** use a fire pit.
- **Don't** put any type of combustible fencing/panelling on your balcony.
- **Don't** use any type of patio heaters.

If you use your balcony to smoke on, ensure that cigarettes are distinguished safely.

You can have a small table and chairs that are made of non-combustible material.

## Mobility Scooters

The risk of fire in high-rise flats can be increased by the incorrect use and storage of mobility scooters, it is important that:


You must only purchase and use a mobility scooter that will fit into your flat.

Mobility scooters must never be left in communal areas.

Never charge your mobility scooter in a communal area.

# HIGH RISE FORUM

There is a High Rise Forum to listen to the views of people living in high rise buildings, if you would like to get involved or require further information about the Forum please contact our Customer Involvement Team on **01302 862743** or e-mail [customerinvolvement@stlegerhomes.co.uk](mailto:customerinvolvement@stlegerhomes.co.uk)



**IF IT IS AN EMERGENCY  
DIAL 999  
AND ASK FOR THE FIRE SERVICE**