

Keeping safe in your home

Issue: 1

Your health and safety is our top priority at Transform. Please read this reminder of how to prevent fires, what to do in case of fire and other guidance for staying safe in your home. If you have any concerns around your health and safety, speak to your keyworker in the first instance or the manager.

What to do if you discover a fire or hear a fire alarm

Remember – the priority in the event of fire is to get out safely. This may mean that you can't call the Fire Brigade until you have left the building.



Raise the alarm

Set off the nearest manual fire call point or, if there is no alarm, shout a warning to others.



Call the fire brigade on 999

Give your telephone number and ask for FIRE. Give your address slowly and clearly. Do not hang up until your details have been repeated.



Don't use water on an electrical fire

Using water or water extinguishers on things like a toaster or a fire which involves burning liquids (like a frying pan) can make the fire much bigger, more dangerous and could cause electric shock.



Evacuate if you're able to and it's safe

Don't stop to collect personal belongings, walk fast but don't run. Don't go back into the building unless you have been told it's safe by the Fire Brigade or Transform staff.



If you're not able to evacuate, stay in your room

Feel the door with your hand. If it's hot, don't open it: open the window and shout for help. If smoke is coming from under your door, use something fabric to block the gap. If you can, add water first.



Make your presence known

Either call the Fire Brigade or be visible at a window. Wait for them to assist you – don't jump or climb out the window if it is higher than the ground floor.



If you have a PEEP policy, stay put

If you live in sheltered accommodation, or you have a separate 'stay-put' PEEP policy (see page 4), alert the Fire Brigade then stay-put and await rescue.

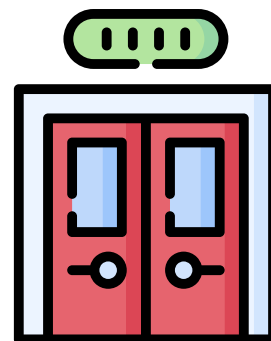
Preventing a fire

Fire doors

- Fire doors are critical in preventing fires and saving lives but they only work if they are used properly and are kept firmly closed. To ensure they work, do not wedge fire doors open or tamper with any parts of the doors.
- It is very important that nothing is added, modified or fitted to a fire door, such as coat hooks, shelves or posters. Also fire doors should not be changed in any way – for example holes must not be drilled or cut into them to install pet flaps or letterboxes.
- The door closers on fire doors should not be removed – this is very dangerous.
- If you spot a fire door that is damaged or not closing correctly, please contact the Maintenance Team as soon as possible:

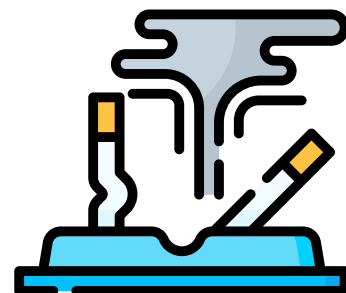
By telephone: Monday – Friday, 9am – 5pm: 0800 389 5224

Via email: repairs@transformhousing.org.uk



Smoking and ashtrays

- Many fires in homes are linked to cigarettes so we do not allow smoking in the common areas of shared houses or flats.
- Please do not empty ashtrays into bins unless you are absolutely certain that the cigarette ends are not lit and avoid emptying ashtrays into bins last thing at night.
- If you are lying down in bed or on a sofa, do not smoke as you may fall asleep and the lit cigarette could cause a fire.



Candles

Candle are not allowed in shared houses, including bedrooms. We also strongly advise you not to use candles if you live in a self-contained flat.

Ovens and saucepans

Ovens and saucepans left unattended are another common cause of fire. Remember, never leave a saucepan on the heat if you are called away. Also, do not leave your oven when you go out of your building.



Chip pans and deep fat fryers

The fat in chip pans can very easily ignite and cause a fire so please avoid using deep fat fryers and think about making oven chips instead.



Electrical cables

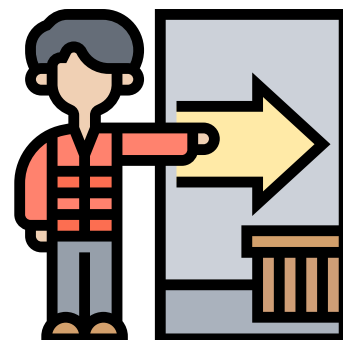
Please remember that electrical cables should not be left anywhere near the top of a cooker or anywhere else where they are near to heat. If you can see that an electrical cable is frayed or faulty, do not use the device. Also, be aware that overloaded plug sockets are fire risks so please avoid plugging in multiple appliances using adaptors.

Toasters

If you have a toaster, keep it away from flammable materials (e.g. curtains or tea towels) and clean it out regularly.

Escape routes

Common escape routes including stairs and corridors must be protected and kept clear. Please do not leave anything blocking these routes.



Electric bikes, scooters and mobility scooters

You may have seen the [news stories](#) which showed the batteries for some electric bikes and scooters are a major fire risk. This man's whole family were killed by an exploding e-bike battery. For this reason, charging these batteries in Transform properties is not allowed.

If these bikes or scooters are in common areas, such as hallways, living rooms or kitchens, they can be tripped over as well as being fire hazards so, if possible, please avoid storing them in these areas.

A screenshot of a news article from The Independent. The article title is "Father whose wife and children died in e-bike battery fire demands law change as cases surge". The author is Alex Ross, and the article was published on Saturday 21 October 2023 at 15:08. There are 8 comments. The article text includes: "Scott Peden says he 'lost his world' when a charging e-bike battery exploded in his home". The website header includes "INDEPENDENT", "Subscribe", and "Menu". The navigation bar includes "NEWS", "SPORT", "VOICES", "CULTURE", "LIFESTYLE", and "TRAVEL".

How to use a fire blanket

If we supply fire blankets they are usually placed on the wall near cookers and ovens. They are for small, contained fires only, such as saucepan fires. When a fire blanket is placed over the fire, it stops oxygen getting to the flames and so puts the fire out.



There are usually simple instructions printed on fire blankets, but the key steps in using a fire blanket are:

Step 1: Pull the tabs and the blanket will come out.

Step 2: Fold the corners of the blanket over your hands to shield them from the flames.

Step 3: With the blanket held above your waist, approach the fire and place it over the flames.

Step 4: When it's safe, call the Fire Brigade on 999 who will ensure it is safe and that the fire has not/will not spread. Also report the fire to Transform.

Step 5: Leave the blanket for one hour, this will give it time to cool down.

Window restrictors

For your safety, please do **not remove window restrictors** and regularly check all restrictors and locks on windows are fitted and working. If any item on a window is damaged, please contact the Maintenance Team.



Other important measures to keep you safe in your home

- **Lock all doors and close windows at night** and do not leave your doors unlocked when you're out.
- **Don't leave valuable property in communal areas** or keep large amounts of money on your person or in your home.
- **Keys should be kept by you** and not given to friends or strangers.
- **Mark your valuables with an ultraviolet pen** using your postcode.
- **Switch on a light at the door** if you get a caller at night.
- Transform has **developed a training module** to help you **stay safe online**. It covers a wide range of topics including using social media safely and online banking. This can be found on our website or ask your keyworker to print you a copy.

Keeping you safe

Measures such as working fire doors and window restrictors are there to keep you safe, so please use them as intended and contact the Maintenance Team or a member of Transform staff if they are damaged or not working properly.

Each home will have its own specific evacuation procedure and staff will discuss these with you at the start of your tenancy as well as an annual reminder. A copy will also be displayed in the communal area of your home ensuring you are as safe as possible.