



Hightown

Fire safety: What you need to know

Stay put policy



Welcome

This booklet contains important fire safety information for Hightown customers.

Please read this booklet carefully and familiarise yourself with the fire safety arrangements for your building.

If you notice a fire safety concern, please report it to Hightown as soon as possible.

In an emergency, always call 999.

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1. What to do in the event of a fire



Your building operates a **stay put (stay safe) policy**.

Stay put policy

Your building is designed to contain fire and smoke for a set period. If your home is not affected by fire or smoke, you are usually safest staying inside until the emergency services arrive. In many cases, evacuating can put you at greater risk than remaining in your home.

When you should leave

If the Fire and Rescue Service instructs you to evacuate, or if smoke is affecting your home and you no longer feel safe, you should leave immediately.



If a fire starts in your home

1. Leave your flat immediately. **DO NOT STOP TO COLLECT BELONGINGS.** Ensure everyone else gets out safely as quickly as possible. Close all doors behind you.
2. Make your way to the nearest stairway and leave the building. **DO NOT USE LIFTS.**
3. **CALL 999 WHEN YOU ARE SAFE.**
4. Give the operator the building address and your flat number.
5. Do not return to your home until the fire service confirms it is safe.

Fire safety advice

Touch door handles with the back of your hand before opening the door to check whether it is hot, as this may indicate fire on the other side.



If there is a fire elsewhere in the building

Stay in your flat and keep:

- Your front door closed.
- All windows closed where possible.
- Other internal doors shut.



Call 999 to inform the fire service of the situation.

Only leave your flat if:

- Smoke or fire is entering your home.
- You feel unsafe.
- The fire service instructs you to evacuate.



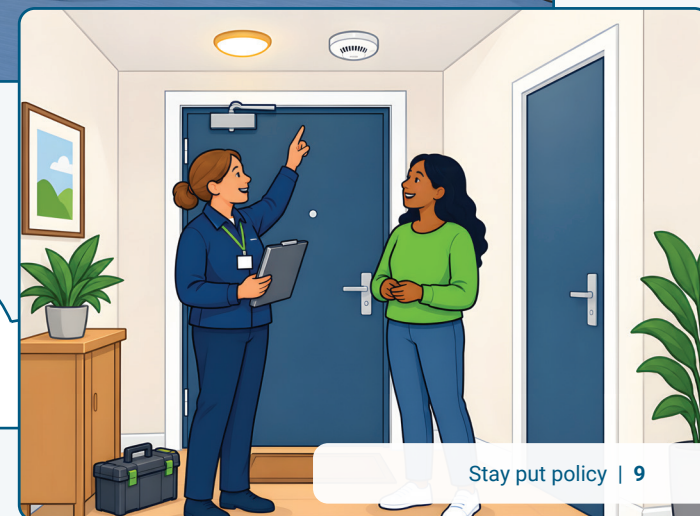
If you discover a fire in a communal area

- Leave the building using the nearest escape route.
- Do not use lifts.
- **CALL 999 IMMEDIATELY.**
- Do not stop to collect belongings.

After a fire

Please notify Hightown as soon as possible after the incident so that:

- Fire safety systems can be checked.
- Any damage can be repaired.
- Support can be provided to affected customers.
- The cause of the incident can be investigated.



2. Keeping your building safe

Fire Risk Assessments

Hightown regularly carries out Fire Risk Assessments (FRAs) to identify:

- Potential fire hazards.
- Risks to customers and visitors.
- Improvements needed to maintain fire safety standards.

Any actions identified through these assessments are monitored and completed as necessary.

To request the FRA for your block, call us on **01442 292300** or email: **building.safety@hightownha.org.uk**

What to report

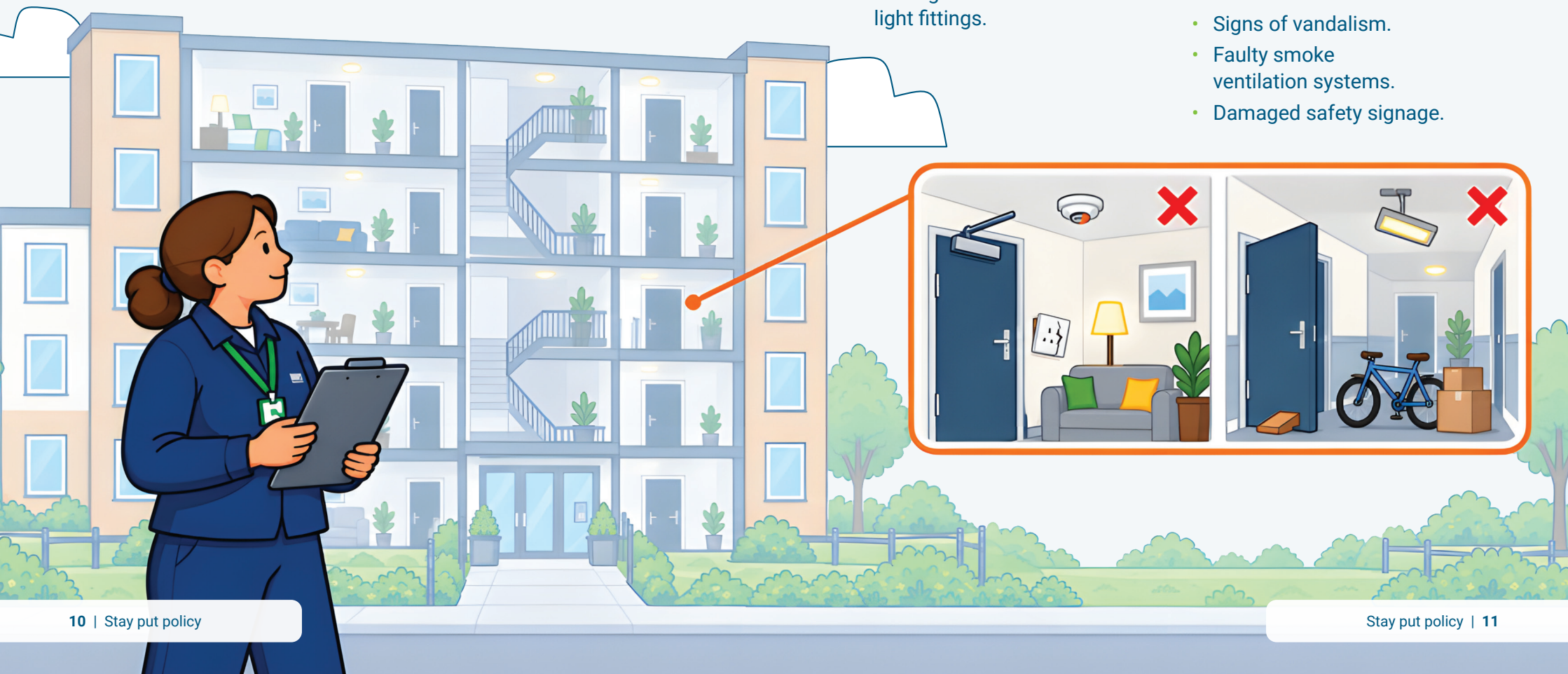
Please report the following issues immediately:

Inside your home

- Damaged flat entrance doors.
- Damaged internal fire doors.
- Faulty smoke alarms or heat alarms.
- Electrical faults.
- Burning smells from electrical equipment.
- Damaged sockets or light fittings.

In communal areas

- Damaged fire doors.
- Fire alarm faults.
- Broken emergency lighting.
- Stored items blocking corridors or stairs.
- Mobility scooters stored in escape routes.
- Rubbish accumulation.
- Signs of vandalism.
- Faulty smoke ventilation systems.
- Damaged safety signage.



Your responsibilities



Keep escape routes clear

Communal corridors, stairways and entrance areas must remain free from:

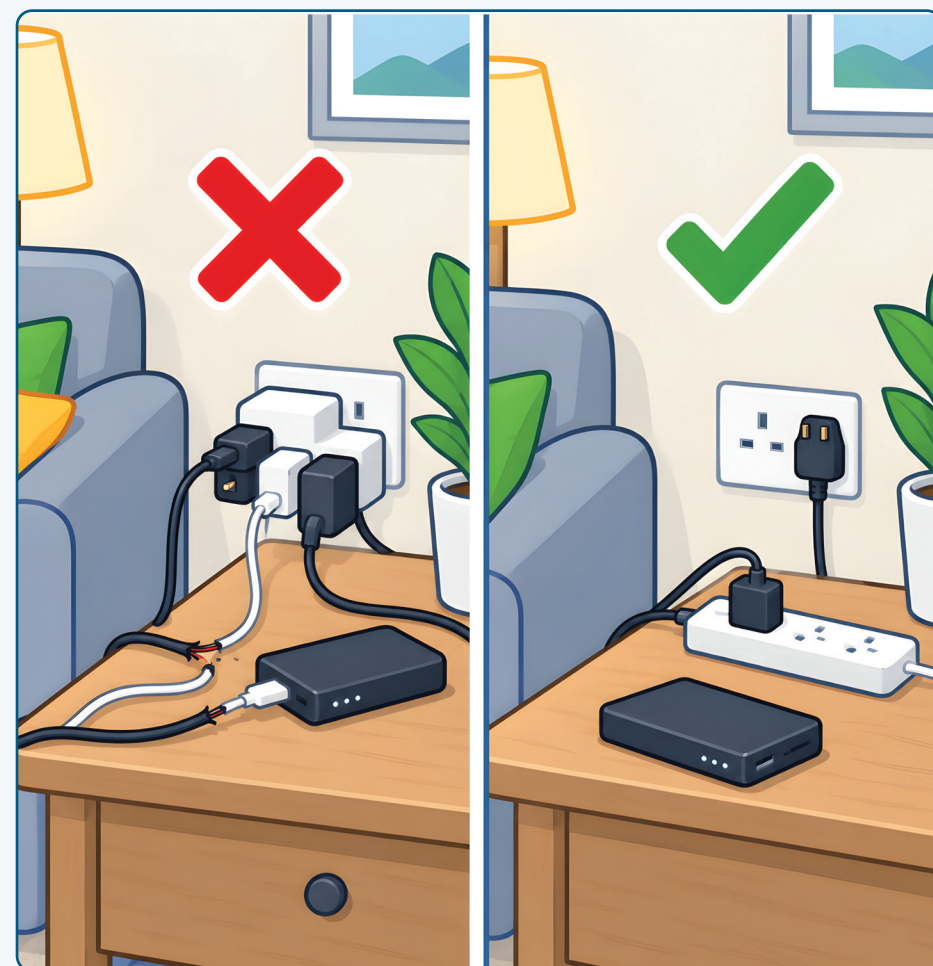
- Furniture
- Bicycles
- Prams
- Mobility scooters
- Rubbish
- Personal belongings

These items can make it difficult to leave your home in an emergency and increase fire risk.



Electrical safety

- Do not overload sockets.
- Do not interfere with or modify wiring connected to the consumer unit.
- Avoid using damaged chargers.
- Unplug appliances when not in use.
- Use extension leads safely.
- Take particular care when charging lithium-ion batteries.
- Obtain permission from Hightown before installing any hardwired electrical equipment such as an EV charging point.



Cooking safety



Cooking remains one of the leading causes of fires in the home.

Always:

- Stay in the kitchen while cooking.
- Keep combustible items away from hobs.
- Never cook while tired or under the influence of alcohol or drugs.
- Take extra care when frying food.
- Never leave food containers or leftover food in the oven.



Smoking

If you smoke:

- Fully extinguish cigarettes.
- Never smoke in bed.
- Never dispose of cigarettes from balconies.
- Use suitable ashtrays.

Smoking is not permitted in enclosed communal areas.

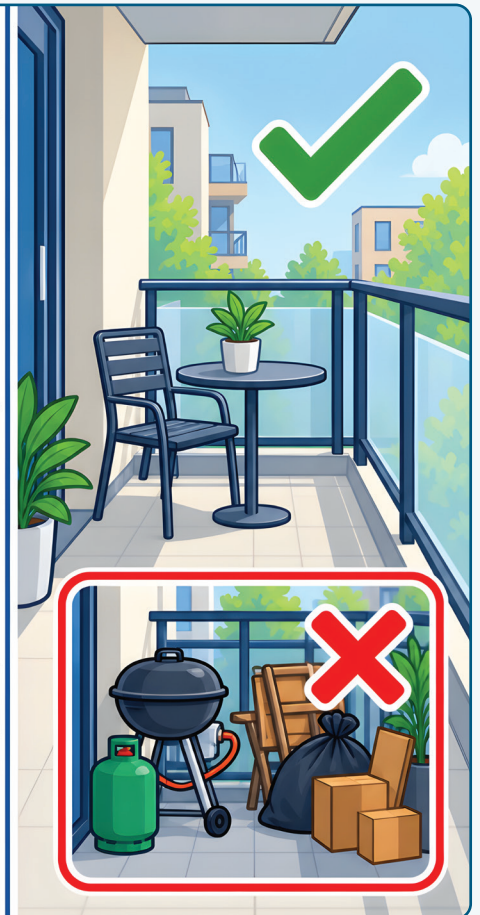


Balconies

To reduce fire risk, do not:

- Store combustible materials.
- Use barbecues.
- Store gas cylinders.
- Install combustible screening.
- Allow excessive clutter.

Keep balconies clean and well maintained.



3. Fire doors

Why fire doors matter

Fire doors are designed to:

- Slow the spread of fire and smoke.
- Protect escape routes.
- Provide valuable time for customers and firefighters in the event of a fire.

Fire door safety checklist

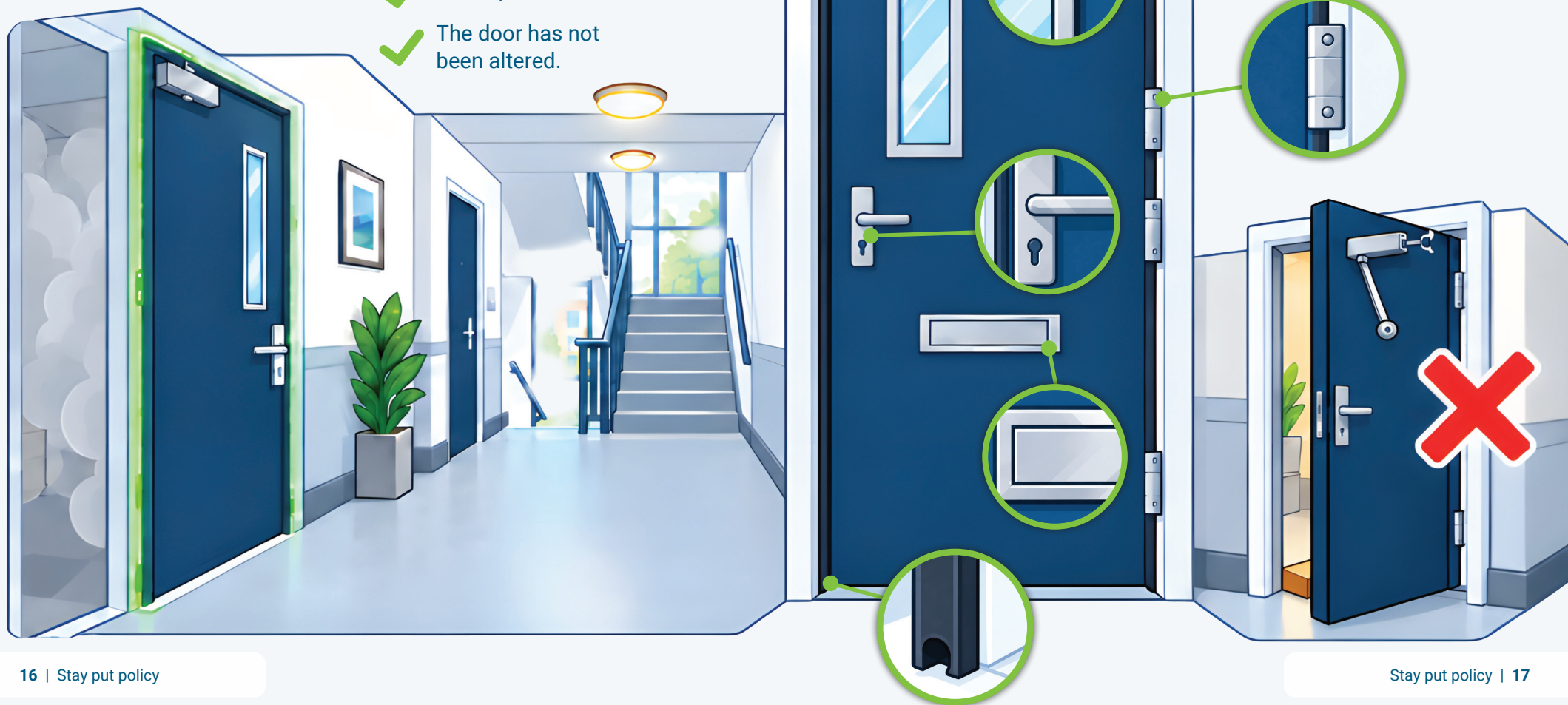
Regularly check that:

- ✓ The door closes fully by itself.
- ✓ Smoke seals and heat seals are present and undamaged.
- ✓ Hinges are secure.
- ✓ Glazing is intact.
- ✓ Letter plates are secure.
- ✓ The door has not been altered.

Never

- ✗ Wedge a fire door open.
- ✗ Remove or disconnect the self-closing device.
- ✗ Drill holes into the door.
- ✗ Replace door components without approval.

Please report any damage to Hightown immediately.



4. Multi-Sensor Smoke Alarms

Many Hightown homes are fitted with modern multi-sensor AICO alarms.

These alarms can detect:

- Smoke particles.
- Rapid increases in temperature.
- Different types of fire more effectively than traditional alarms.

Benefits include:

- Earlier warning of fire.
- Reduced false alarms.
- Improved protection for customers.

Testing your alarm

Test your alarm every month by pressing the test button.

You should also:

- Keep alarms free from dust.
- Never paint over alarms.
- Never remove batteries unless instructed.
- Report faults immediately.

For more fire safety advice, visit your local Fire and Rescue Service website or request a free Home Fire Safety Visit. This can provide you with practical, tailored guidance to help keep you and your household safe.



5. Personal Emergency Evacuation Plans (PEEPs)

Some customers may need additional support during an emergency.

You should contact Hightown's Building Safety team if you:

- Have a disability.
- Have reduced mobility.
- Have hearing or sight impairments.
- Use mobility aids.
- Have a medical condition that could affect evacuation.

We can discuss whether a **Personal Emergency Evacuation Plan (PEEP)** or other support arrangements may be appropriate.

A PEEP helps identify:

- Assistance that may be required.
- Any adjustments needed to support safe evacuation.
- The safest course of action during an emergency.

If your circumstances change, please let Hightown know as soon as possible. A PEEP poster is displayed within your block. If you have a disability or mobility issue that may affect your ability to evacuate in an emergency, please scan the **QR** code on the poster within your block or call **01442 292300** to inform Hightown.



6. Further information

Everyone has a role in keeping their building safe.

Please:

- Follow fire safety guidance.
- Report concerns promptly.
- Attend any fire safety inspections when requested.
- Allow access for essential safety checks and maintenance.



To report any concerns or seek advice
email building.safety@hightownha.org.uk

In an emergency, call 999.

Need this information in another format?

We are committed to ensuring that all customers can access our services and information. If you have any communication requirements, please let us know and we will do our best to meet your needs. This booklet can be provided in large print, braille, audio, Easy Read, or another language.

If you need this booklet in another format or language,
please contact us on **01442 292300**.

Other languages

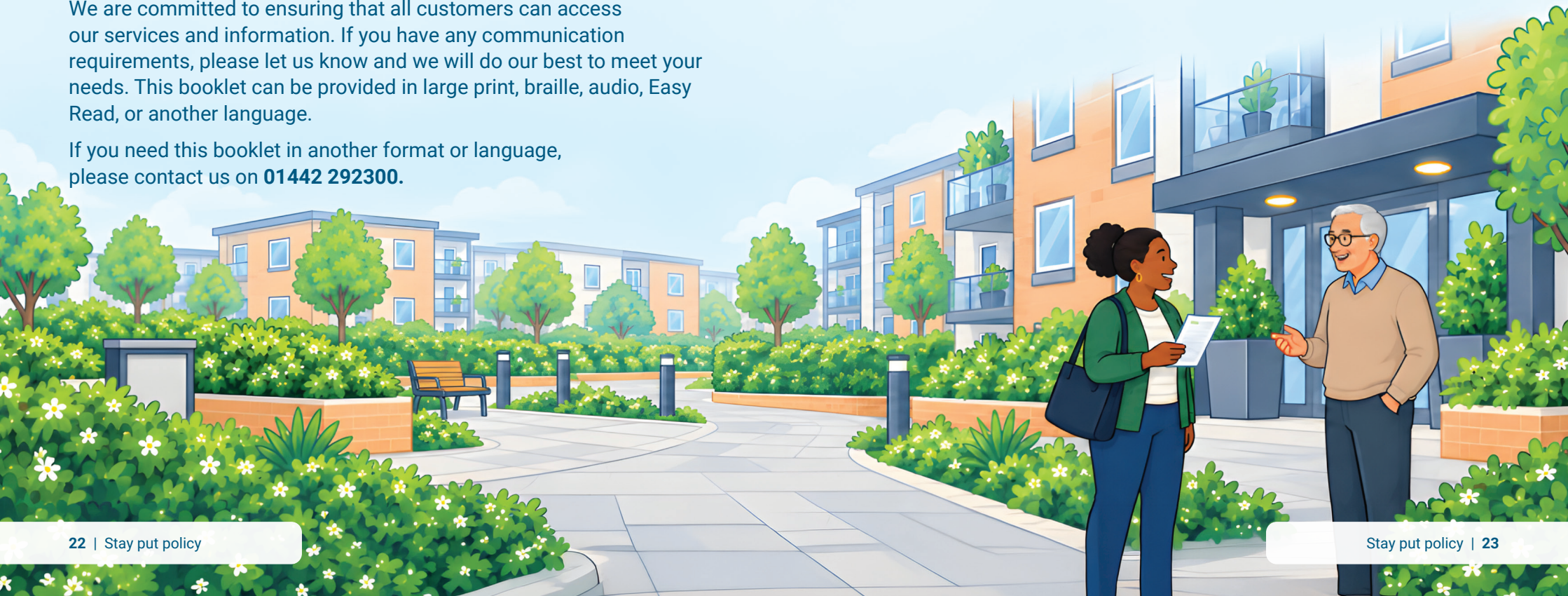
Jeśli potrzebują Państwo tej broszury w innym formacie lub języku,
prosimy o kontakt pod numerem **01442 292300**.

Dacă aveți nevoie de această broșură într-un alt format sau într-o altă
limbă, vă rugăm să ne contactați la numărul **01442 292300**.

اگر آپ کو یہ کتابچہ کسی اور فارمیٹ یا زبان میں درکار ہو تو براہ کرم
ہم سے **01442 292300** پر رابطہ کریں۔

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਪੁਸਤਕੀਕਾ ਕਸਿ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵੱਲੋਂ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ
01442 292300 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

إذا كنتم بحاجة إلى هذه الكتيب بصيغة أو لغة أخرى، يُرجى الاتصال بنا على
الرقم **01442 292300**.



Contact us

Call: **01442 292300**

Visit: **www.hightownha.org.uk**

Email: **building.safety@hightownha.org.uk**

Write to: **Hightown Housing Association,
Maylands Avenue, Hemel Hempstead,
HP2 4XH**



Contact your fire service

Hertfordshire: **www.hertfordshire.gov.uk/fire**

Bedfordshire: **www.bedsfire.gov.uk**

Buckinghamshire: **<https://bucksfire.gov.uk>**

Request a free Home Fire Safety Visit from your local Fire and Rescue Service for personalised advice on how to keep you and your household safe from fire.



Hertfordshire



Bedfordshire



Buckinghamshire