

Important building safety information

For your safety and others please
remember to keep all communal
areas free of personal belongings.

Property front door fire safety

The fire door is an important part of the safety of you and your neighbours. It will resist fire, heat and smoke passing through the door when it is closed.

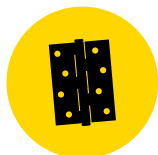
To save lives, it must be closed fully.

Simple checks can be carried out to test the safety of your door.

Your front door to your property is a fire door. The instructions for this door is different to all communal fire doors.

Do not modify your door in any way

Any modifications or additions to your door must be done by our Customer Repairs Team. Contact them for further assistance.



Do not adjust or replace door hinges



You must not drill or nail into doors



Fire door must not be propped open



Do not add additional locks to fire doors



Do not remove or adjust the seals between your door and the frame

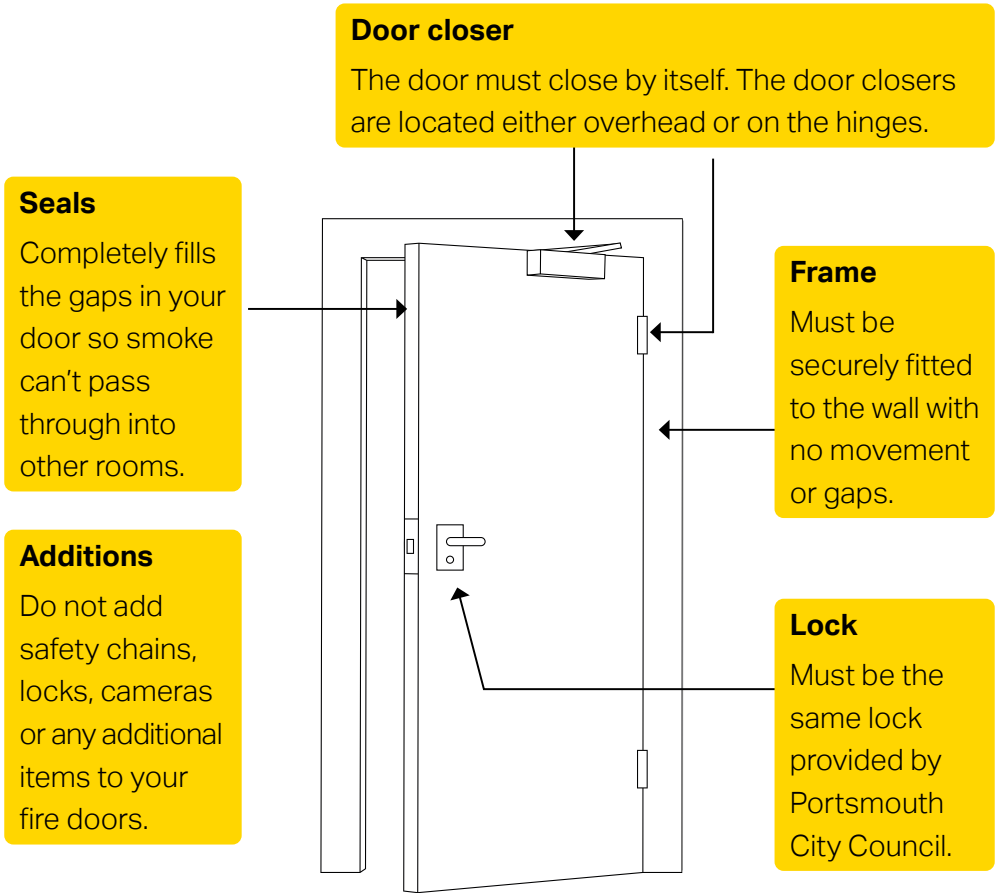


Do not paint door or spray paint the hinges

If your door is damaged, or you notice a defect, or your door is not closing properly you need to contact the Customer Repairs Team for immediate repairs, email **customerrepairsteam@portsmouthcc.gov.uk** or call **023 9284 1311**.

A guide to your fire door

You can carry out small safety checks on your fire door with the information below. If any of these appear damaged please contact Customer Repairs Team immediately. Any modifications or repairs must be done by a trained person. The door in the diagram below is a generic fire door, and may not look the same as your door but the safety measures will be the same across all fire doors.



What to do if a fire starts

If a fire starts in your flat:

1. Leave your property, closing all doors behind you
2. Use the stairs, never the lift
3. Call 999 to report it
4. Wait somewhere safe outside

If a fire starts elsewhere in the building:

1. Close all windows and doors and wait for the fire service to arrive
2. Remain in your home – you are protected for up to an hour

If the Evacuation System is activated in your flat by the Emergency Services:

1. Leave your property, closing all doors behind you
2. Use the stairs, never the lift
3. Wait somewhere safe outside

Remain calm and obey all instructions given by the emergency services.



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Do not:

- smoke in communal areas and lifts
- prop open doors in your flat or communal areas
- obstruct communal areas with rubbish or personal belongings
- block emergency access routes to your building
- keep gas bottles or similar in your flat or in the block
- put lighted objects into rubbish chutes or external bins
- leave cooking unattended

Always:

- carry out a weekly check on your hardwired smoke alarm/ fire detector. If you don't have one tell your local housing office
- allow us access to carry out routine gas and electricity maintenance
- avoid deep fat frying as this poses a fire risk



If you have any questions, contact the **Customer Repairs Team** on **023 9284 1311**.

Lithium batteries can cause fires



Li symbol



Mobility scooter



E-bike



E-scooter

You can identify if a device has lithium-ion batteries by reading the manual or finding the symbol Li on your device.

Charging

Don't

- ✗ Don't store in communal areas or block escape routes
- ✗ Don't charge in bedrooms or where escape routes can be blocked, like hallways
- ✗ Don't overload sockets or use extension leads plugged into each other
- ✗ Don't cover chargers or battery packs when charging
- ✗ Don't charge batteries when sleeping and not at home

Do

- ✓ Buy from retailers that mark the product with CE or UKCA (UK safety standards)
- ✓ Follow the instructions for charging
- ✓ Unplug when not in use and do not over charge
- ✓ Charge and store in cool places to avoid overheating
- ✓ Keep them away from flammable materials, like sofas or curtains

Stop charging your battery immediately if you notice any of the following:



Overheating

Battery feels extremely hot to the touch



Performance

Battery does not fully charge or is taking longer to charge than normal



Smell

A strong smell coming from the battery



Noise

Battery is making hissing or cracking sounds



Appearance

Battery looks swollen or any type of lump or leaking from the device



Smoke

Battery or device is smoking

Damage and disposal

- ✓ Check batteries and products regularly for signs of damage and don't use if you spot any
- ✗ Don't put batteries in your household waste or recycling as this can result in fires in bin stores or bin lorries

Battery safety information

For further information on battery safety, visit the Hampshire and Isle of Wight Fire and Rescue service's website.

Living at height safely

If you're living at height it's really important to check your windows regularly.



Use window opening restrictors. If you don't have them or they're not working, contact us and we'll install new ones.



Do not sit on or lean too far over your window sill.

If you have a balcony, it's important to be aware of safety for you, your family and visitors. We've put together some guidelines:



Never allow young children access to a balcony without an adult present. Keep your balcony door locked when not in use.



If you have young children, consider installing a child-proof gate that you can lock when you're not in the room and don't want to lock the balcony door.

Here's a few other things to remember to keep you safe on your balcony.



Never lean over, sit, or climb on the balcony wall or railing.



White goods like fridges should not be stored or used on balconies.



Never try to pass items to someone on another balcony.



If you smoke on a balcony, extinguish cigarettes properly - do not discard them on or over your balcony.



Never try to climb onto another balcony from your balcony.



Don't modify your balcony, including adding screening such as reeds or artificial leaves.



Keep balcony furniture away from the railing, and never let children climb on it.



Remember that netting to prevent birds accessing your balcony is not safety netting.



Don't store items on your balcony, including rubbish.



Do not store or use BBQs, gas bottles and heaters on your balcony.

To report problems with your windows or balconies, contact the Customer Repairs Team. Email customerrepairsteam@portsmouthcc.gov.uk or call **023 9284 1311**.



NO GAS BOTTLES OR CANISTERS

ALLOWED IN THE BUILDING OR IN SHEDS



Gas BBQs



Gas bottles



Gas heaters

This is to keep yourself and others safe

If you have any of these, please let us know by calling **023 9268 8444** and we can give you advice about safe disposal. If you have oxygen tanks for medical reasons please contact your housing office.

Help us to help keep you safe

Your behaviours and actions can affect the safety of your building.

This means you must:

- not damage, remove or interfere with relevant safety items, such as fire doors, signage, sprinklers, smoke alarms or fire extinguishers
- not do anything that could increase or create a risk of spread of fire or structural failure, for example carrying out refurbishment or building work that increases or creates a building safety risk
- help by giving us any information we ask for that we need

You should

- let us in to your property to complete our safety checks, building safety surveys and tenancy update visits
- allow us to complete gas and electric checks
- allow us to complete fire door checks, smoke detection tests and other servicing

Help us by

- checking your smoke alarms, doors and windows regularly - report any concerns to the Customer Repairs Team
- keeping communal areas clear of personal belongings
- letting your housing officer know if you would have any difficulties evacuating in the event of a fire

Report any building safety concerns by emailing

buildingsafety@portsmouthcc.gov.uk



You can request this information in large print, Braille, audio or in another language by calling 023 9284 1193