



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



Portsmouth
CITY COUNCIL

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**

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 please contact the Customer Repairs Team on
023 9284 1311

