

FIRE SAFETY



ESSENTIAL INFORMATION

FOR ALL FORTIS LIVING CUSTOMERS

Your safety is our priority. In light of the tragic events at Grenfell Tower we want to reassure you about our approach to fire safety and share some facts about your home.

OUR HIGH RISE HOMES

We have 3 high rise blocks in Worcester.

Renovation work took place there in 2013/14, which included external wall insulation, designed to improve energy efficiency and reduce heating bills.

The insulation fitted there is NOT the same as the rainscreen system used on Grenfell Tower or any of the high rise buildings that have failed the recent fire safety tests. It is a structural wall render system that's made up of a layer of fire retardant insulation covered with 3 layers of 25mm (1") thick non-combustible render coat.

Other safety measures in place at the High Rise blocks include:

- **Fire Risk Assessments** – carried out annually by qualified, independent fire safety consultants. These make sure all safety measures are in place and operating properly.
- **Joint working** with Hereford and Worcester Fire Service. This includes regular fire safety audits and on-site training events and operational exercises to test their emergency response.
- **Mains smoke detectors** in every flat linked to the communal fire alarm system.
- **Periodic electrical inspections** in flats and communal areas.
- **Visits by Housing Tenancy Workers** to check and test safety systems.
- **Regular servicing** of all safety systems including smoke detectors, emergency lighting, smoke vents, dry risers, lifts and fire alarms.
- **No gas supplies and installations** – these have been removed from the high rise blocks.



In the aftermath of the Grenfell Tower fire, together with Hereford and Worcester Fire and Rescue Service, we met residents to reassure them about the structural wall render system and to explain the safety measures we have in place.

OUR OTHER HOMES

For a number of years we have been working to improve energy efficiency and reduce heating costs of our low rise homes by installing various cladding and insulation systems.

The systems we have used are NOT the same as the rainscreen system used on Grenfell Tower or any of the high rise buildings that have failed the recent fire safety tests.

Other safety measures in place include:

- **Fire risk assessments** of internal communal areas.
- **Mains smoke alarms** within all our homes.
- **Periodic electrical inspections** in our homes and communal areas.
- **Visits by Housing Tenancy Workers** to check and test safety systems within communal areas.
- **Regular servicing** of gas, oil and solid fuel heating installations.

You can be assured that any work identified in the Fire Risk Assessments is undertaken as a priority.

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WHAT CAN YOU DO?

We take fire safety very seriously and you should too. Here's what you can do to make sure you are as safe as possible.

- Test your smoke detector regularly
- Keep all exits clear, both communal corridors and in your home
- Make sure your door and window keys are easy to get to
- Know how to isolate your gas, electric and water supply and **report any repairs immediately on 0330 123 0700**
- Get to know your neighbours – know who might need help in an emergency
- Please make sure your home contents are insured. Call 0345 450 7228 to find out more about our low cost scheme.



IN THE EVENT OF A FIRE...

- If you live in a house or bungalow please evacuate the building immediately.
- If you live in a block of flats or scheme for older people then please take the time to know what the emergency plan is for the building – 'full evacuation' or 'stay put'. If you are unsure please contact us.
- If it is 'full evacuation' get out of the building using emergency fire exit routes and stairs (never use the lift).
- If it is 'stay put' unless the fire is in your flat or an immediate neighbour, keep your front door and windows closed and wait for instructions from the emergency services – the fire service will knock your door if they need you to evacuate.
- In all cases **CALL 999** – never assume someone else has called unless you can see the fire service are already there.



We are continually reviewing our approach to fire safety, and will continue to do so in light of any changes in legislation and government guidance. Please look out for future communications from us.

IF YOU HAVE ANY QUERIES ABOUT ANYTHING IN THIS NEWSLETTER PLEASE CONTACT US