

# **My Home**

## **Fire Safety Guide**



**Keeping you and your home safe.**

**Essential information, advice and support.**

# Peace of mind

**Peace of mind starts with trust. That's why we're committed to transparency, action, and always doing the right thing for you and your community.**

This booklet contains all the information we need you to be aware of about safety measures in place for your building.

Please see our other booklets 'Safety guide', 'Personalised emergency evacuation planning', and 'Keeping you and your building safe' for additional information.

We carry out **regular checks** on all **communal fire safety equipment** in your building, and we record these checks for your peace of mind. Your home entrance door is checked annually. If you ever want more information about these checks, we're happy to provide it.

## Have a question or need more information?

We're here, ready to listen and act.

For any questions about the content in this booklet, or to request a copy of your building's Fire Risk Assessment, or inspection records, please contact the Building Safety Team at [buildingsafety@isha.co.uk](mailto:buildingsafety@isha.co.uk) or by calling **0300 131 7300**, asking for the team.



## THE LEGAL BIT:

**Responsible person:** Islington & Shoreditch Housing Association (ISHA)

**Accountable person:** Islington & Shoreditch Housing Association (ISHA)

ISHA, 102 Blackstock Road, London N4 2DR.

# 'Stay put if safe'

Your building has a 'Stay put if safe' evacuation strategy.

This means in the event of a fire, only residents in the area of the building affected by fire or smoke need to evacuate. Residents in other areas do not need to leave the building. See page 4 for further details.

## **IF YOUR HOME IS ON FIRE**

then follow your evacuation procedure and call 999.



## **IF YOUR CARBON MONOXIDE ALARM SOUNDS**

leave your property and call Cadent Gas on 0800 111 999.



! Sometimes evacuation strategies are changed temporarily. If you are ever unsure what applies to your building please contact the **Building Safety Team** on **0300 131 7300**.

# Fire procedures - What to do in an emergency

Your building has been designed with **Stay Put If Safe** evacuation procedures.

This means that the building has been built to contain the fire within the flat it started in, using strong **fire doors** and compartmentation (for details see p6) to prevent it from spreading. You only need to evacuate if you are in an area where there is **fire, smoke, or heat**. *See pages 7-9 for further details.*

The safest course of action is always to **get out, stay out, call 999**, and let the professionals handle the situation.

## Fire extinguishers

Fire extinguishers are not provided for residents to use, in line with the approach taken across England and Wales as this can be extremely dangerous.

## Planning for emergencies with your family

When it comes to fire safety, a little preparation goes a long way. The best way to protect yourself and your loved ones is to **have a clear plan in place** — just in case. A well-thought-out plan can **make evacuation quicker, calmer, and safer**.

**Here are a few things to think about:**

### Who will you help first?

Is it your children, a relative who needs assistance, or even your pets?

### How will you exit quickly and safely?

- ! Think about the routes you'd take and have a backup plan.
- ✓ Practice your escape route occasionally with your household so everyone feels confident.

### Does anyone have additional needs?

- ! If they do, please see our dedicated leaflet '**Personalised emergency evacuation planning**', and contact us to create a bespoke plan. We've also left space on the back of this booklet for you to make notes about your plan.

### FOR MORE TIPS AND ADVICE ON CREATING YOUR HOME FIRE PLAN, VISIT:

**London Fire Brigade –  
Home Safety**

Prevention is better than cure, please see our separate booklet '**Safety guide**' containing hints and tips on keeping your home safe and fire free.

# In case of fire within your home

## 1. Alert everyone in your home right away.

Make sure everyone is awake and aware of the fire.

## 2. Start evacuating immediately.

Don't wait — every second counts. If you hear your fire alarm, begin your evacuation calmly and quickly.

## 3. Close all doors behind you *if it is safe to do so*.

This helps stop the spread of smoke and flames.

## 4. Leave your home, making sure your home entrance door is fully closed behind you. This helps protect your neighbours and supports firefighters.

## 5. Call 999 as soon as you are outside. Ask for the London Fire Brigade and clearly give your building's address.

## 6. Wait at a safe distance and, if possible, meet the fire crews when they arrive. Let them know where the fire is.

## 7. Never go back inside until the Fire Brigade confirms it is safe to do so.

## In case of fire elsewhere in the building

If there's a fire in another part of your building — whether in a neighbour's home or a communal area — acting quickly and calmly can make all the difference.

### If you discover a fire in the communal areas:

✓ **Alert others nearby** — make sure anyone in the communal areas is aware of the fire so they can leave safely.

✓ **Close all doors** in the communal areas behind you *if it's safe to do so* — this helps contain smoke and flames.

✓ **Evacuate the building immediately.** Do not delay. Do not go back for belongings.

✓ Once safely outside, **call 999 right away** and ask for the **London Fire Brigade**.

✓ **Clearly give the building address** and stay at a safe distance until the Fire Brigade arrives.

✓ When fire crews arrive, **meet them if possible** and tell them where the fire is.

✗ **Do not re-enter the building** until the Fire Brigade confirms it is safe to do so.

✗ **Do not use lifts** unless told otherwise by the emergency services or if it is part of a pre-agreed evacuation plan.

# Access and facilities for London Fire Brigade

When seconds matter, **easy access for emergency services** can make all the difference. That's why we ask every resident to help keep routes and safety features **clear and unobstructed**.

If your building is over **11 metres tall**, it must have wayfinding signs on every floor. These signs are critical in helping London Fire Brigade navigate your building quickly and efficiently in an emergency, please never damage or remove these. Likewise, please never interfere with the red box outside - this is a Secure Information Box (SIB) - which holds important details about your building's layout, safety systems, and procedures for firefighters to respond rapidly and effectively.

## Please:

- ✗ **Do not tamper with or remove** any fire notices or signs. They're in place to save time – and lives – when it matters most.
- ✗ **Do not block fire hydrants** – they are typically painted yellow and must remain visible and accessible.
- ✓ **Keep dry riser outlets and inlets clear** – these are vital for fire-fighting operations.
- ✗ **Do not block vehicle access routes** – fire engines need space to reach the building.
- ✗ **Do not install security gates** on or around your home – these can delay emergency crews from getting in to help.
- ✗ **Never tamper with lift doors** – they are part of the building's safety system and must function properly during emergencies.



# What's compartmentation?

Compartmentation is a safety feature that divides the building into separate sections (or “compartments”), each protected by **fire-resistant walls, floors, ceilings, and doors**. This helps contain a fire within the area where it started, preventing it from spreading throughout the building.

## How it works:

### Fire-resisting walls and floors

Your home is built with fire-resisting walls and floors designed to keep you safe. These walls are specially engineered to stop fire from spreading to other areas, giving you more time to evacuate if necessary.

### Three levels of compartmentation

Your building has three levels of compartmentation, ensuring a comprehensive protection system throughout the structure.

## **NO HOLES PLEASE!**

**NEVER** create holes in your walls or floors. These could compromise the fire protection in your home. If you spot any holes, **report them immediately**, and we will arrange repairs.



# A word about doors



## FIRE DOORS IN YOUR HOME

These doors play a critical role in slowing the spread of fire and smoke, giving you more time to escape safely.

Every door in your home provides some level of protection against fire spreading even if it's not specifically marked as a fire door.

**Close your doors at night:** especially kitchen and living room doors.

In the event of a fire, **close all doors** as you leave, but only if it is safe to do so.

**Keep fire doors closed** when not in use. This ensures that they're ready to do their job if needed.

## Your home entrance door – a key line of defence

Your home entrance door is a critical part of your fire protection plan. It plays a vital role in containing fire and smoke, not only protecting you but also helping to keep your neighbours and fire-fighters safe while the fire is dealt with.

### Self-closing device

**!** It's essential that your home entrance door has a self-closing device. If this device is missing or not working properly, please contact us immediately so we can arrange for a repair.

### Close your entrance door when escaping

**!** If a fire occurs, close your entrance door behind you as you exit. This helps keep the fire contained within your flat, protecting others.

### Never tamper with your door

**X** Do not drill through your door or frame – this can damage the door and reduce its ability to protect you in a fire. Also, please do not change your entrance door without first getting approval from us.

### Tampering with fire doors is illegal

**X** Never remove or tamper with any fire doors in your home or your home entrance door. Doing so is a criminal offence, and you could face legal action.

## HOME ENTRANCE DOOR CHECKS - WE'RE HERE TO ENSURE YOUR SAFETY

If your building has an upper storey that is over 11 metres, it is a legal requirement for ISHA to check your home entrance fire door every year.

### Access for checks

We'll need access to your property to carry them out, so please make sure to keep our appointment.

**Failure to allow access** may result in legal action in line with the terms of your tenancy or lease agreement.

## Fire doors in the common parts – protecting your escape routes

These doors ensure that you and others can safely exit in case of emergency.

- ✗ **Never prop or wedge them open** — this compromises their ability to contain smoke and fire.
- ! **Report any faults to us straight away.**

## Escape routes & security gates – safety comes first

In an emergency, every second counts. That's why your escape route must always be clear and accessible.

- ✗ **Do not install locks or security gates** on escape routes. These can slow you down or trap you in a dangerous situation.
- ! If your home already has a **security gate**, we strongly recommend you remove it for the safety of you and your family.



# Smoke alarms



Every **tenanted property** is equipped with at least one **smoke detector** per floor.

## Test your alarms

It's **essential to test** your smoke alarms **every month**. Simply press the 'test' button on each alarm to make sure it's working. If you notice any issues, let us know right away.

## Faulty or missing smoke alarms?

If your smoke alarm is **missing** or **defective**, don't wait – reach out to us so we can sort it out for you.

**Email us at:** [buildingsafety@isha.co.uk](mailto:buildingsafety@isha.co.uk) or by calling **0300 131 7300**, asking for the team.

## Smoke ventilation – keeping escape routes clear

Many of our buildings are fitted with **smoke ventilation systems**, such as automated windows or openings, designed to keep escape routes clear during a fire.

- ✓ These systems are often operated by firefighters during an emergency to help everyone evacuate safely.
- ! It's vital these **are not tampered with or blocked**. They're here to protect lives – including yours, your neighbours', and emergency responders.
- ! If you notice anything unusual about this equipment, **please report it to us right away**.

## SMOKE ALARMS – FOR LEASEHOLDERS AND PRIVATE RENTERS

If you're a **leaseholder**, you are **responsible for installing and maintaining** your own smoke alarms.

If you **rent out** your home, it is your **legal responsibility** to ensure the property is fitted with **working smoke detection**.

For more detailed information about your responsibilities, visit: **London Fire Brigade – Landlords' Responsibilities**.

**Please do not remove, cover, or tamper** with any alarms. They are there to protect you, your tenants, and your neighbours in the event of a fire.

# After a fire

Once the London Fire Brigade has extinguished the fire, our first priority is to make sure that the building is safe to re-occupy. We'll conduct thorough checks to ensure the environment is secure for everyone.

## Support with accommodation

If you've been affected by the fire and need alternative accommodation, we are ready to assist. We will work with you to find the best solution and ensure you have a safe place to stay. Please contact the **Tenancy Team** on **0300 131 7300**.

## How to reach us:

If you need any assistance or have questions about what happens next, don't hesitate to get in touch. Please contact the **Building Safety Team** on **0300 131 7300**.

## CONTENTS INSURANCE

While we insure your building, insuring the belongings that make it your home is your responsibility. We've teamed up with the *Royal & Sun Alliance* to provide affordable contents insurance, in case the worst should happen.

Visit our website [www.isha.co.uk](http://www.isha.co.uk) to find out more.



# Your escape plan

**RECORD YOUR FIRE ESCAPE PLAN HERE:**

**DATES PRACTICED:**