



# Keeping you safe from fire in your home

A GUIDE TO FIRE SAFETY





### About this guide

This guide is primarily written for Sage Homes customers living in homes in buildings with shared communal entrances and spaces, such as flats.

However, the principles of fire safety are just the same if you live in a house, a bungalow, or any other type of property. You should find this guide useful too.

If you have any questions about fire safety in your Sage home, regardless of its type, please get in touch, using the details in this guide. We'll be happy to help.

# Contents



## Keeping you safe from fire in your home

### A GUIDE TO FIRE SAFETY

Our responsibilities	4
What to do in the event of a fire	5
How to report a fire	6
Fire doors: keeping you safe	7
Fire safety in your building	9
Your responsibilities	10
Fire safety hints and tips	14



# Your safety is our priority



At Sage Homes, we care about your safety. We always want to do the right thing by providing you with a safe home and, as your landlord, it's also our legal duty.

## OUR RESPONSIBILITIES

It's our responsibility, as part of the Fire Safety (England) Regulations 2022, to:

- let you know what to do in the event of a fire and how to report one
- give you information about fire doors and other safety measures in your building
- and to make this information easily accessible, and remind you of the key facts every year.

Please read the information, hints and tips in this guide carefully, and share it with your family and other household members. Make sure you know what you can do to prevent a fire, and what to do in the event of one happening – it really could save lives.

# What to do in the event of a fire

Every Sage Homes building (in which two or more customers share a communal entrance) has its fire evacuation strategy displayed in **fire action notices**, in its communal areas. You can see an example of a fire action notice below.

All Sage Homes buildings with communal entrances (eg flats) operate a **Stay Put** policy.

## What's a Stay Put policy?

This means:

- If you're not immediately near the fire (eg you're not in the same flat as the fire), you should stay put. Stay where you are unless the fire service tell you to leave.
- If you're in the immediate area of the fire, you should leave the building (if safe to do so) and raise the alarm.



# How to report a fire

## IF IT'S AN EMERGENCY

If the fire poses an immediate risk to life or property, call 999 and follow their instructions.

## IF IT'S NOT AN EMERGENCY

For non-emergency situations, you can contact your local fire and rescue service. You can find yours by entering your postcode, town or village into Fire England's search tool at: [fireengland.uk/find-your-service](https://fireengland.uk/find-your-service)

### Let us know

You should also report the fire to us on 020 8168 0500.





# Fire doors: keeping you safe



**Fire doors are fitted with self-closing devices and are crucial for fire safety. They should shut completely without needing a push.**

They limit the spread of fire and smoke, containing it within the area where it started, and reducing the risk of it spreading to other rooms or floors. They also assist firefighting and rescue operations by providing a protected path for people to evacuate or for firefighters to reach the fire.

## ✔ Please do

- Make sure they remain shut in your home and the communal areas when not in use.

## ✗ Please don't

- Prop them open
- Tamper with or make changes to their working parts. (Please ensure your guests don't either)

## Keep an eye out for faulty doors

Fire doors only work if they've been properly installed and kept in good condition and working order.

To keep everyone safe, in addition to our checks, we need your help to keep an eye out for problems with any fire doors (including your front door). You can see our responsibilities, and how you can help, on the following page.

# Fire doors: Responsibilities and repairs



Your front door is also a fire door

## We will:

- Make sure all fire doors and frames are installed correctly
- Inspect fire doors fitted, as part of our regular fire risk assessment process
- Inspect all communal fire doors during estate inspections
- Keep records of all fire doors fitted and make any necessary repairs to ensure they remain compliant.

## Shared Owners

You're responsible for repairing or replacing your own front door as needed. Please use a good installer to do this and check their technical competence.

## We need your help to report:

- Damage to fire doors, frames or their self-closing devices
- Broken or cracked glass
- Loose or faulty hinges or handles
- Damaged, covered or missing seals around the door
- A gap bigger than 4mm around the edges, or 8mm at the bottom (a £1 coin is 3mm thick)

## Spotted a faulty fire door?

If a fire door is broken or not working properly, please report this immediately:

- using your online account, My Sage Home, at: [mysagehome.co.uk](https://mysagehome.co.uk)
- or by calling our Customer Care Team on 020 8168 0500.



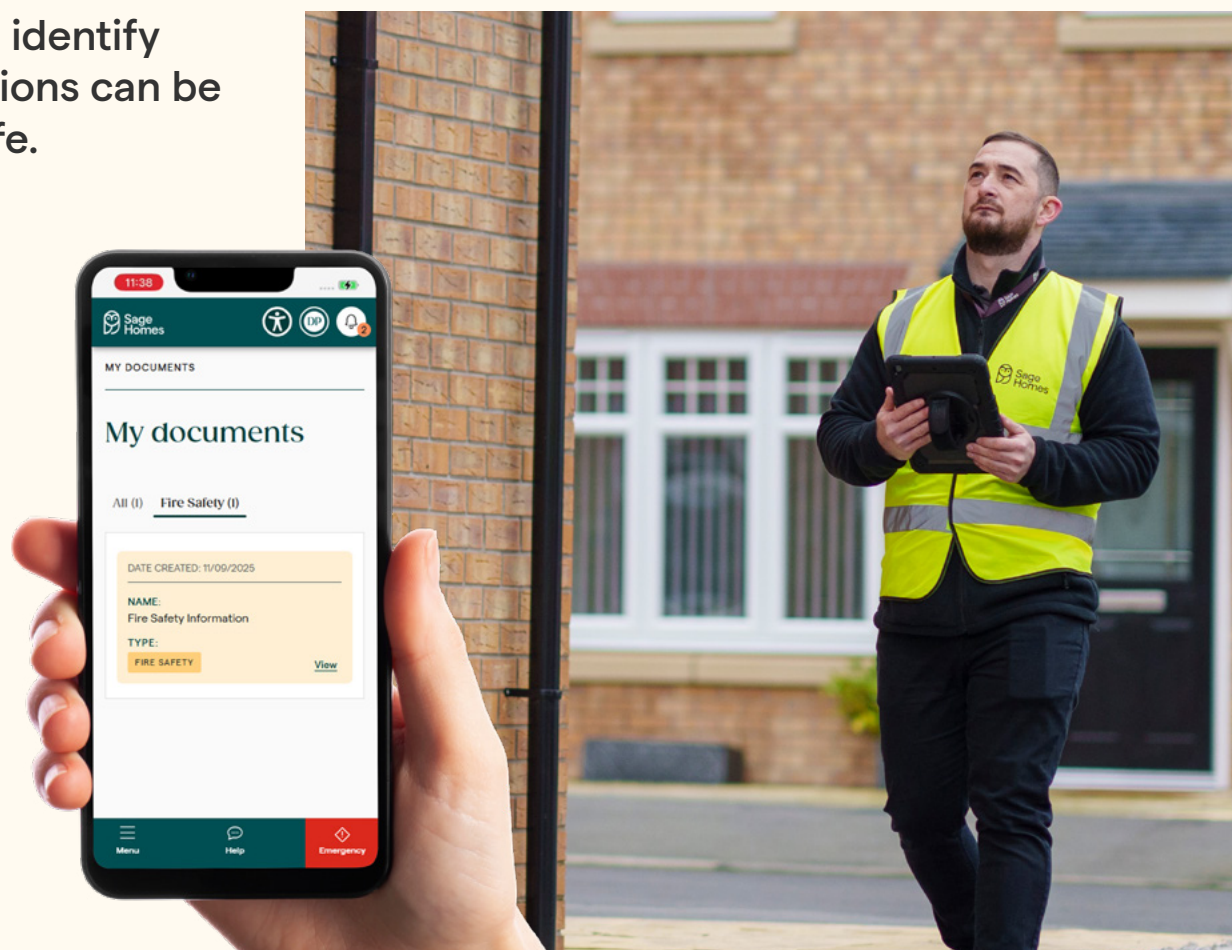
# Fire safety in your building

We check your building regularly to identify any risks, so that fire safety precautions can be made and we can make sure it is safe.

We carry out regular fire risk assessments for your building's communal areas. The assessments happen every one to four years, depending on the type of building. Any safety actions that are noted are usually completed within a year.

As part of this, we're required to provide you with the relevant information about your building. You can find your building's detailed fire safety information, the findings from its risk assessment and any outstanding actions on your online account, [My Sage Home](#).

Under the 'My documents' tab, select the 'Fire safety information' option to find out more.



# Your responsibilities



We're committed to your safety, but you have responsibilities too. The following section contains steps we need **all Sage Homes customers** to follow to keep everybody safe.

We understand that being asked to do things like keep communal areas clear of *any* items (even doormats or door decorations) can cause frustration or disappointment. However, we're sorry, the safety of our customers comes first.

# Electric bike, scooter and balcony safety

## YOUR RESPONSIBILITIES (CONTINUED)



### ELECTRIC BIKES, SCOOTERS AND MOBILITY SCOOTERS

- Please make sure you keep all electric bikes, electric scooters and mobility scooters out of the communal areas as they are a fire risk
- Follow the manufacturer's instructions when charging and unplug the charger when finished
- Keep the chargers and battery packs uncovered when charging.



### BALCONY SAFETY

- Please only use your balcony for a few items of patio furniture and growing plants and flowers
- For fire safety, don't use BBQs, fireworks, patio heaters or fire pits
- Please don't use any type of screening or fencing, or store gas cylinders there.



# Smoking and e-cigarettes

## YOUR RESPONSIBILITIES (CONTINUED)



### SMOKING

- If you smoke, it's safer to do it outside
- Please make sure cigarettes are put right out using an ashtray or bucket of sand
- Don't smoke in bed or anywhere you might fall asleep
- Take extra care if smoking when you're tired.

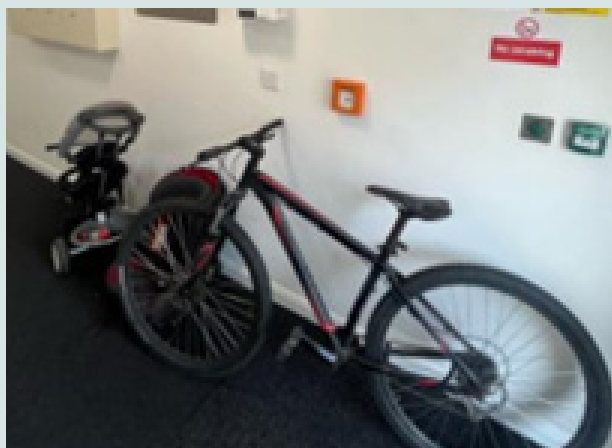


### E-CIGARETTES

- If you're using e-cigarettes, please follow the instructions carefully and buy devices from reputable retailers
- Only use the chargers that came with the device and don't leave them charging unattended or overnight.

# Communal areas and TORT notices

## YOUR RESPONSIBILITIES (CONTINUED)



## KEEPING COMMUNAL AREAS CLEAR

- Please help us by keeping communal areas free from all personal items. We're sorry that this might seem over-the-top, but we have to put your safety first
- This includes items like doormats, pushchairs, play equipment, mobility scooters, and festive wreaths
- If we find these items in communal areas, we'll give a seven-day notice for removal (see right) before we take them away and dispose of them.

**TORT NOTICE**

## **FIRE RISK: MOVE IT OR LOSE IT!**

We'll get rid of this item if you don't remove it in the next seven days. We'll do this to help keep your community safe and secure.

Sage Homes is the landlord of: \_\_\_\_\_

Your personal item(s) has/have been left at this address within the communal area, in the following location: \_\_\_\_\_

Item(s) description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The item(s) listed above must be removed within **seven days of this notice**. Any items that are still at the address after this date **will be removed and disposed of**. Seven days is enough time to allow you to remove the above items.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

This may be a Sage Homes colleague, a managing agent or a contractor.

Online enquiries: [mysagehome.co.uk](https://mysagehome.co.uk)  
Telephone: 020 8168 0500

This is a legal notice that Sage Homes is required to serve. As per section 12 (1)(3) of the Torts (Interference with Goods) act 1977.

 **Sage Homes**

"Sage Homes" is the trading name of the Sage Homes group, which includes Sage Housing Limited, Sage Rented Limited and Sage Homes RP Limited. Further corporate information may be found at [www.sagehomes.co.uk/about-us](https://www.sagehomes.co.uk/about-us)

# Fire safety hints and tips

## SMOKE AND HEAT DETECTORS

**The early warning of fire or smoke provided by smoke and heat detectors saves lives.**

It's a good idea to test your alarms at least once a month. Most alarms in Sage homes are hard-wired to the mains electricity with a long-life backup battery. However, if yours runs on batteries, you should check them every year.

### RENTAL CUSTOMERS

- We install and maintain smoke and heat detectors in our rented homes
- Please allow access to our staff and contractors who need to service or maintain fire equipment, such as smoke detectors.

### SHARED OWNERS

- If you own your home, maintaining detectors and fire equipment is your responsibility
- Your local fire service can provide more information about smoke detection and may even provide free installation (see link on the right)

#### Something wrong with your alarm?

If you spot something wrong with any of your alarms, let us know by:

- using your online account, My Sage Home, at: [mysagehome.co.uk](https://mysagehome.co.uk)
- or by calling our Customer Care Team on 020 8168 0500.



#### To find your local fire service

Scan the QR code or visit:

[fireengland.uk/find-your-service](https://fireengland.uk/find-your-service)





# Fire safety hints and tips

## GENERAL SAFETY AT HOME

Here are a few final hints and tips to help you reduce the risk of, and stay safe from, fire in your home

### GETTING HELP AND GETTING OUT

- Make sure you know what to do in the event of a fire
- Practice your evacuation route
- It's easy to get confused in smoke, so it's a good idea to remember how many doors you need to go through, and stairs you need to go down, to get to safety.

### COOKING AND CANDLES

- Many fires start in the kitchen. If you need to leave the kitchen while cooking, remember to take pots off the heat or turn them down. Avoid leaving children alone in the kitchen
- If you want to use candles make sure they're in proper holders. Avoid leaving them unattended or placing them close to anything flammable.



### FURNITURE AND ELECTRICS

- Make sure your furniture has a fire safety label, showing it meets British Fire Safety Standards
- Avoid overloading electrical sockets
- Turn electrical devices off when they're not in use. For example, turning your TV off, rather than leaving it on standby, can reduce the risk of fire and save you money.

### KEEP IT CLEAR

- Keep exits from your home and communal areas clear
- Take rubbish out regularly. Allowing it to pile up could be a fire risk or a trip hazard.



## Contact us

[mysagehome.co.uk](https://mysagehome.co.uk)

020 8168 0500

[sagehomes.co.uk](https://sagehomes.co.uk)