

## HOUSING SOLUTIONS LIMITED

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	<b>VERSION:</b> 3.0
	<b>OWNER:</b> Group Customer Services Director
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**Housing Solutions Limited**

**Fire Safety Policy and Management System**

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### FOREWORD

This document details the system for the management of fire safety risks in properties owned and/or managed by Housing Solutions Limited.

The document has been revised in line with current legislation and has taken into account the recommendations following the Lakanal House fire in the London borough of Southwark on 3 July 2009 and The Shirley House fire in Southampton on 6 April 2010.

Please read this document and ensure you understand all the issues dealt with. If you have any doubts or questions about this policy or procedures, please contact your manager who will be able to provide you with advice or further information.

This document has been produced in partnership with Watson & Wild Ltd, who are acting as Housing Solution's external health and safety advisers on fire safety.

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### POLICY STATEMENT

Housing Solutions Limited will take all reasonable steps to prevent and control the risk from fire in the properties that it owns:

- Housing Solutions Limited will maintain an open information policy and will work with customers, residents, staff groups, contractors and statutory bodies to agree and deliver solutions to fire safety issues.
- Housing Solutions Limited will implement its fire safety management strategy by empowering designated Operations staff with the appropriate training, skills and resources needed to safely manage fire safety.
- Housing Solutions Limited shall ensure that any properties that prompt remedial action shall be taken to safeguard persons in properties where there is a serious risk from fire.

### SCOPE OF POLICY

The scope of this policy is applicable to all group managed and maintained buildings.

### POLICY DEVELOPMENT

This policy has been developed to allow Housing Solutions Limited to comply with the Regulatory Reform (Fire Safety) Order 2005.

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## LEGISLATION

This Management system will assist Housing Solutions Limited in complying with its duties under:

- The general requirements of the Health and Safety at Work Etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Regulatory Reform (Fire Safety) Order 2005

The Health and Safety at Work etc Act 1974 imposes a statutory duty on employers to ensure; so far as is reasonably practicable, the health, safety and welfare at work of all their employees (except domestic servants in private households). This duty also extends to others who may be affected by the employers' undertakings (work activity) e.g. contractors, tenants, neighbours, visitors and members of the public.

The initial requirement of the Management of Health and Safety at Work Regulations 1999 is for employers to assess the risk to the health and safety of employees and to anyone else who may be affected by the work activity, so that the necessary preventative and protective steps can be identified. It also requires the employer to make arrangements for putting into practice the health and safety measures that follow from the risk assessment.

The Regulatory Reform (Fire Safety) Order 2005 reforms the law relating to fire safety in non-domestic premises. It replaces fire certification under the Fire Precautions Act 1971 with a general duty to ensure, so far as is reasonably practicable, the safety of employees, a general duty, in relation to non-employees to take such fire precautions as may reasonably be required in the circumstances to ensure that premises are safe and a duty to carry out a risk assessment. The Order imposes a number of specific duties in relation to the fire precautions to be taken.

The Order applies to all non-domestic premises, with some minor exceptions, and to all domestic premises with the exception of a house which is occupied as a single private dwelling. The main duty-holder is the "responsible person" in relation to the premises. The duties on the responsible person are extended to any person who has, to any extent, control of the premises to the extent of their control. Part 2 imposes duties on the responsible person in relation to fire safety in premises.

Schedule 1 sets out the matters to be taken into account in carrying out a risk assessment, the general principles to be applied in implementing fire safety measures and the special measures to be taken in relation to dangerous substances.

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### GENERAL GUIDANCE

Housing Solutions Limited as a residential landlord has a general duty to keep its customers home fit for them to live in and ensure that it doesn't endanger their health. This includes ensuring there are no fire hazards in the property. If it is a house in multiple occupation (HMO), Housing Solutions Group has additional responsibilities. An HMO could be:

- a hostel
- a house split into separate bed sits
- a house or flat share, where people have separate tenancy agreements

As a HMO landlord, Housing Solutions Limited has to ensure there are adequate fire precautions (including alarms, extinguishers and fire blankets) and fire escape routes. These must be well maintained and adequate for the number of residents and the size of the property.

HMOs should be fitted with fire warning systems such as fire alarms and heat or smoke detectors. These should be placed throughout the building but particularly in escape routes and areas of high risk, such as kitchens. The fire warning system should be serviced and checked regularly.

Fire equipment such as extinguishers and fire blankets should be provided. There should be at least one fire extinguisher on each floor and a fire blanket in every shared kitchen. These have to be checked periodically and the correct sort of extinguisher must be provided.

HMOs should have an escape route that can resist fire, smoke and fumes long enough for everyone to leave (usually at least 30 minutes). This could be an external fire escape, or internal stairs, corridors or walkways that are specially constructed or treated to resist fire. All the walls, ceilings, floors and partitions along the escape route must be fire resistant. All the doors leading to the escape route must be fire resistant and must close automatically.

If the property is not an HMO, there are no specific laws to comply with but we do have a general duty to keep the property habitable. If we don't believe the property is fire safe, we should seriously consider installing smoke alarms, a fire extinguisher and a carbon monoxide detector. If the problem is caused by disrepair (for example, loose wiring or a faulty electrical heater) we have an obligation to arrange for the necessary repairs to be carried out.

Where Housing Solutions Limited provides any upholstered furnishings in the property they must be fire resistant. Upholstered furniture includes:

- sofas and armchairs
- beds, headboards and mattresses
- sofa beds and futons
- nursery and children's furniture
- loose and stretch covers for furniture
- cushions and seat pads
- garden furniture that is used indoors

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There should be a symbol on the furniture to state that it is fire resistant. If the furnishings in the property are not fire resistant, they must be replaced. By law, Housing Solutions Limited must:

- Ensure properties are fit for purpose and safe for the occupant to live in.
- Ensure that there are adequate escape routes.
- Make sure that all gas appliances they provide are maintained in a good order and that a gas safety check is carried out every year by a competent person.
- Maintain all electrical installations (fixed wiring etc) and any electrical appliances they provide (cookers, kettles etc) and make sure they are safe to use.
- Make sure any furniture and furnishings provided meet the fire resistance regulations.
- Register any multi-occupancy house with the local authority.

### SPECIALIST ADVICE

This document is not intended to provide detailed technical guidance on handling and dealing with Fire Safety. Staff should refer to the appropriate HSE guidance. Lists of all current HSE publications may be obtained from the HSE Website. Copies of all relevant publications will be issued to all staff trained by Housing Solutions Ltd.

The Department for communities and local government (<http://www.communities.gov.uk/>) has produced a number of Technical Guidance Notes. The most relevant guides are:

- Regulatory Reform (Fire Safety) Order 2005 - A short guide to making your premises safe from fire ([http://www.communities.gov.uk/embedded\\_object.asp?id=1500384](http://www.communities.gov.uk/embedded_object.asp?id=1500384))
- Fire Safety Risk Assessment - Sleeping Accommodation ([http://www.communities.gov.uk/embedded\\_object.asp?id=1500417](http://www.communities.gov.uk/embedded_object.asp?id=1500417))
- Fire Safety Risk Assessment - Residential Care Premises [http://www.communities.gov.uk/embedded\\_object.asp?id=1501886](http://www.communities.gov.uk/embedded_object.asp?id=1501886)
- Approved Document B - Fire Safety [http://www.planningportal.gov.uk/PpWeb/jsp/redirect.jsp?url=http%3A//www.planningportal.gov.uk/uploads/br/BR\\_PDF\\_ADB\\_2000.pdf](http://www.planningportal.gov.uk/PpWeb/jsp/redirect.jsp?url=http%3A//www.planningportal.gov.uk/uploads/br/BR_PDF_ADB_2000.pdf)

External consultancy or specialist advice must be sought through Watson & Wild Ltd ([admin@watsonandwild.com](mailto:admin@watsonandwild.com)) or 07944 789632.

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### RESPONSIBILITY OF INDIVIDUALS

<b>Group Customer Services Director</b>	The Group Customer Services Director is responsible to the Executive Team for this policy.  They will ensure that: <ul style="list-style-type: none"> <li>– The Executive Team is informed of the resources needed to implement this policy;</li> <li>– The Executive Team is informed of the implementation of this policy and procedures;</li> <li>– The Executive Team is immediately informed of any incidents that may affect the image or reputation of Housing Solutions Ltd, or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions Ltd; and</li> <li>– Measures are taken to ensure that this policy and procedures are fully implemented.</li> </ul>
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<b>Head of Asset Management</b>	The Head of Asset Management is responsible to the Group Customer Services Director.  The Head of Asset Management is to ensure that: <ul style="list-style-type: none"> <li>– This policy and procedures is fully implemented; and</li> <li>– Their line manager is fully informed with regards to:                         <ul style="list-style-type: none"> <li>• Resources needed to implement the policy; and</li> <li>• Any difficulties in the implementation of this policy.</li> </ul> </li> <li>– Contractors have received information, instruction and training so that they and their employees know and understand Housing Solutions Ltd policies and procedures.</li> <li>– Routine checks are carried out to ensure that contractors are following Housing Solutions Ltd policies and procedures.</li> <li>– Investigations are carried out and any necessary actions taken to ensure that contractor's employees work safely and comply with Housing Solutions Ltd policies and procedures.</li> </ul>
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<b>Head of Asset Management Cont...</b>	<ul style="list-style-type: none"> <li>- The Group Customer Services Director is immediately informed of any incidents that may affect the image or reputation of Housing Solutions Ltd, or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions Ltd.</li> </ul>
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<b>Property Managers Inc. Asset Investment Manager Community Maintenance Manager Energy Services Manager Operations Manager Surveying Supervisor Supported Services Team Leader Community Services Team Leader Community Housing Officer</b>	<p>Property Managers are responsible to the Head of Asset Management for the daily implementation of these policies and procedures.</p> <p>They are to ensure that:</p> <ul style="list-style-type: none"> <li>- They fully comply with these policy and procedures; and</li> <li>- The Head of Asset Management is fully informed with regards to:                             <ul style="list-style-type: none"> <li>• Any training or resources needed to implement the policy; and</li> <li>• Any difficulties in the implementation of this policy.</li> </ul> </li> <li>- All site operative(s) are working safely and in accordance with Housing Solutions Ltd policies and procedures;</li> <li>- All site operative(s) know and understand the procedures in the event of a fire.</li> <li>- If Site staff or a contractor is not working safely or are not complying with Housing Solutions Ltd policies and procedures, appropriate action is immediately taken.</li> <li>- The Head of Asset Management is immediately informed of any incidents that may affect the image or reputation of Housing Solutions Ltd or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions Ltd.</li> </ul>
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### STAFF TRAINING

The Group Customer Services Director is to ensure that all persons are provided with the necessary information, instruction and training to fulfil their roles and responsibilities under this policy and procedures.

Where appropriate, a surveyor will be trained and certified as a competent person to survey buildings for their existing fire precautions.

Fire Safety awareness training will be a mandatory tri-annual training course for all technical staff that:

- Carry out maintenance works or
- Provide advice to tenants.

### NOMINATED COMPETENT PERSONS

The Group Customer Services Director will nominate competent persons to provide advice on the management of Fire Safety in Housing Solutions Ltd properties.

All trained and qualified surveyors may survey properties for structural fire safety.

A list of all nominated persons is to be maintained by the Group Customer Services Director in the format at Appendix 1.

### RISK ASSESSMENTS

The Head of Asset Management will arrange for a risk assessment to be carried out for properties as required. Risk assessments need to be recorded for priority one premises, HMO's registered with the Local Authority and where a property has an alteration order in place. Where it is the responsibility of a care provider to carry out a fire risk assessment, Housing Solutions will also carry out a fire risk assessment. The respective fire risk assessments will be compared to ensure continuity both in terms of the risks highlighted and the measures in place. The risk assessment does not need to be recorded for all other properties. The risk assessment needs to include the following steps:

**Step 1** - Identify the fire hazards within our premises. We need to identify:

- Sources of ignition such as naked flames, or heaters.
- Sources of fuel such as accumulated waste.

**Step 2** - Identify people at risk. We will need to identify those people who may be especially at risk such as:

- People in isolated areas (such as roof spaces).
- Children or parents with babies.
- The elderly or vulnerable and people who have an impairment

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**Step 3** - Evaluate, remove, reduce and protect from risk. Evaluate the level of risk in our premises. We should remove or reduce hazards where possible and reduce any risks we have identified, such as:

- Replacing highly combustible materials with less combustible ones.
- Ensure adequate separation between combustibles and ignition sources.

**Step 4** - Record, plan, instruct, inform and train. We will need to record the hazards and people we have identified if we employ 5 or more persons on the premises. We will also need to make an emergency plan, tailored to our premises. It should include the actions that need to be taken in the event of a fire in our premises or any adjoining premises.

**Step 5** – Review. We should make sure your fire risk assessment is up to date, we will need to re-examine our fire risk assessments as per the following table:

Property Type	Frequency
High Risk – Care Homes/Supported/Sheltered/Furnival/Offices and Mobile home sites	Annually <sup>(1)</sup>
Low Risk- General needs Common Areas	Every 3 Years <sup>(1)</sup>

Please Note:

1. Or following a significant change to the layout or use of the building, if there is reason to suspect that the original fire risk assessment may no longer be valid (e.g. a fire)
2. Fire risk assessments will be carried out on all newly acquired properties and together with all recommendations will be received by Housing Solutions within 12 weeks of handover.
3. The effective date of the fire risk assessment is to be taken as the date of hand over to Housing Solutions (and not the date of the site visit). This date should be used for calculating the review date and also the recommended timescales for any associated remedial work. All completed risk assessments and recommendations will be received by Housing Solutions on the anniversary of the previous handover in line with the table above.
4. Any observations made by the assessor at the time of the assessment that are deemed an immediate risk will be notified to Housing Solutions at that time.

## MEASURES TO MINIMISE RISK

The Property Manager shall ensure that any measures identified by the risk assessment to reduce risk, or comply with the law are fully implemented.

## MAINTENANCE

The Head of Asset Management shall ensure that technical inspections are carried out as per the following table:

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<b>Technical Inspection</b>	<b>Frequency</b>	<b>Responsible Person</b>
Emergency Lighting	Six Monthly	Energy Services Manager
Fire Alarms	3 or 6 months – Dependant on property type and occupancy	Energy Services Manager
Smoke and Heat Detection	Annual	Energy Services Manager
Fire Fighting and Emergency Evacuation Equipment	Annual	Energy Services Manager
Gas Safety Certificate	Annual	Energy Services Manager
Portable Electrical Appliance Test	Annual	Energy Services Manager
Fixed Electrical Installations	5 or 10 years – Dependant on property type and occupancy	Energy Services Manager

The Head of Asset Management shall also ensure that measures are taken to:

- Inspect all works carried out by contactors, upon completion, where the works may compromise passive fire measures to ensure that the integrity of fire walls, etc has not been compromised.
- Make sure any furniture and furnishings provided meet the fire resistance regulations.

### INFORMATION TO STAFF

The Head of Asset Management shall ensure that an up-to-date copy of all fire risk assessments is available in all properties to which it relates. The Property Manager shall ensure that all staff shall be informed of the presence of the risk assessment and any measures which they need to take to comply with the RR(FS)O 2005.

### INFORMATION TO CUSTOMERS

General information about fire safety will be provided through customer newsletters and on our website at [housingsolutions.co.uk](http://housingsolutions.co.uk) for general needs properties.

The Property Manager shall ensure that all customers with special needs are identified and given appropriate information about the action to be taken in event of fire.

### CONTRACTORS

Contractors are to be instructed that:

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- Measures are to be taken to prevent the spread of fire, whilst work is in progress.
- Any breaches in fire walls, etc, are to be made good before they leave site.

### AUDIT

The Fire Safety Management procedures will be audited as per the following table:

Audit Type	Frequency	Responsible Person
Property check*	Quarterly	Head of Asset Management
Internal audit by appointed H&S consultant	Annually	Group Customer Services Director
External audit carried out by external auditors	Bi-annually	Group Customer Services Director

\* To ensure that all properties that require a risk assessment are recorded on the master database with a date for re-inspection.

The Group Customer Services Director must record the findings of an audit. The system should be amended to incorporate the findings of an audit.

### RECORDS

The Head of Asset Management must keep copies of the following records:

- Risk Assessments;
- Fire detection, fire alarms, emergency lighting and fire fighting systems in properties; and
- Service Contracts for the above.

### KEY PERFORMANCE INDICATORS

The Head of Asset Management will be responsible for reporting the following key performance indicators through the Quarterly Directors Health and Safety Report.

All relevant sites have a current risk assessment as per the policy - Target 100%

### COMPLAINTS

All customer complaints relating to Fire Safety will be logged as per the company's complaints policy and procedures.

### ADDITIONAL INFORMATION AND LINKS

Department for communities and local government

<http://www.communities.gov.uk/>

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HSE - Health and Safety Executive

<http://www.hse.gov.uk/asbestos>

Technical indices on-line

<http://www.tionestop.com>

Fire Gateway

<http://www.fire.gov.uk/Workplace+safety/>

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### APPENDIX 1 – NOMINATED COMPETENT PERSONS

Competent persons	Mobile	email
John Herbison – Director Savills Mark Bennett – Fire Safety Inspecting Officer (RBFRS)	07870999606 07585991609	jherbison@savills.com bennettm@RBFRS.co.uk

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### APPENDIX 2 – Fire Safety Plan

Detailed below is a summary of fire safety standards, responsibilities and procedures that must be followed to make sure there is a high fire safety standard at all Housing Solutions Ltd Properties. All of the following guidance will apply:

#### **Fire Risk Assessment**

Housing Solutions Ltd will carry out a Fire Risk Assessment at each of its properties. Housing Solutions Ltd can then use the central database to manage the remedial actions identified within the Fire Risk Assessments Action Plan to bring the building into compliance and improve fire safety.

The Responsible Person will be required to manage the fire risk assessment on a regular basis and Housing Solutions Ltd will ensure that a review of the Fire Risk Assessment is carried out in accordance with Housing Solutions Ltd Policy or following the completion of any works.

Housing Solutions Ltd will ensure that following the review an updated Fire Risk Assessment is filed on its central database. A copy of the Fire Risk Assessment will be issued to third parties where applicable. It is the responsibility of Housing Solutions Ltd Property Managers' to decide if any property-related work needs to be done to reduce risk or improve compliance with regulations

#### **Fire Plan**

Housing Solutions Ltd adopt a stay put policy unless stated otherwise in the fire risk assessment for the building. Staff and residents will be made aware of the policy in each case. Communal areas should have an appropriate action notice. The notice should include:

- The action to take upon discovering a fire (stay put/full evacuation);
- The action to take upon hearing the fire alarm.



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### Fire Action Notices



The Responsible Person has a duty to ensure that the Fire Action Notices are displayed prominently throughout the building (i.e. at each Fire Exit and Fire Alarm Call Point or in the communal area where signage and alarm systems are not provided), giving clear written and pictorial guidance about what people should do if they find a fire and or hear the fire alarm.

### Evacuation Routes (where applicable) in General Needs Flats that Share Communal Areas

In single stair case general needs properties with a non-complex layout signage would not normally be required. In all cases the following conditions apply;

Fire Exit routes must remain free from any obstruction or hazard at all times.

Fire doors on the escape routes should open towards the place of safety and must be clearly marked by a sign above the door and these signs must not be fixed to the door.

However, where there is more than one stair case then the alternative evacuation routes may be indicated by signage. The following additional conditions apply;



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The sign MUST incorporate a pictogram of a running person;

- Any illuminated signs will need periodic testing as per BS5266 Part 1

### **Fire Doors – in both purpose built and converted;**

- The area(s) around fire doors must remain free from any obstruction or hazard at all times;
- Fire doors must not be propped/wedged open. They can be held open with magnetic devices linked to the fire alarm or Dorgards. Fire doors must be subject to regular opening and annual general maintenance;
- Fire doors must be subject to inspection as part of the fire risk assessment;
- The fire doors should be denoted by a sign;



- The cold smoke seals (an intumescent strip, including a smoke seal that runs around the inside of the door frame or routed in as part of the fire door) should remain free from varnish and paint. The gap between the door and frame should be a maximum 3mm.
- Door closer mechanisms must be checked for serviceability as part of the fire risk assessment.

Where signage is considered appropriate final fire exit doors should be indicated as below;



In all cases the following conditions apply;

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### Fire Exits

- Must open with a single action opening device (such as a push bar etc);
- Fire doors should open towards the place of safety and must be clearly marked by a sign above the door stating "Fire Exit" or similar;
- The sign MUST incorporate a pictogram of a running person;
- Fire exit routes must remain free from obstruction at all times;
- External fire escape stairs should have a slip resistant surface, suitable handrails and emergency lighting.

### Signage (Where considered appropriate)



- Directional escape signage should be placed to guide residents and visitors as to the shortest way out to a place of absolute safety.
- These signs should be placed to show each change of level and each change of direction.

### Lighting

All designated escape routes should:

- Be adequately lit at all times;
- Where there is complex layout and there is no borrowed light, have some form of emergency escape lighting installed where failure of the normal lighting could lead to danger or the risk of persons failing to evacuate the building.
- Emergency lighting systems will need periodic testing as per BS5266.

### Fire Alarm System

Not all purpose built general needs accommodation will have a fire alarm system in the communal areas. However, where one is provided it should meet the following conditions;

The fire alarm system must:

- Be capable of alerting residents, visitors and contractors;
- Be subject to regular maintenance;

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- The common areas should be to minimum LD3 standard;
- Will need periodic testing as per BS5839

### **Fire Extinguishers**

Normally general needs properties would not be provided with fire extinguishers in the communal area apart from a specialist extinguisher in a service area. However, where fire extinguishers are provided they must:

- Be tested and examined each year by service contractors;
- Be maintained, serviced and records held;
- Be wall mounted on brackets or floor mounted in a position where they can be easily reached;
- Be clearly identifiable, preferably from a distance;
- Remain free of obstruction at all times;
- Not be used to prop open fire doors.
- Only used by trained persons

### **Smoke Vents**

Where smoke vents are installed they must:

- Remain free from obstruction at all times;
- Be inspected each year;
- Be maintained, serviced and records held as per BS5839.

### **Lightning Protection System**

Where lightning protection systems are installed they must be subject to a periodic inspection and tested by a competent person/service contractor and service records held.

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### APPENDIX 3 – Communal Areas Safety Plan

Detailed below is a summary of communal areas standards, responsibilities and procedures that must be followed to make sure there is a high health and safety standard at all Housing Solutions Ltd Properties.

Housing Solutions is responsible for ensuring the safety and security of all our properties and customers. This includes ensuring that communal areas are kept free of any and all obstructions, many of which may represent a fire hazard. The storage of items in communal areas is not permitted and said items will be removed.

All of the following guidance will apply:

#### **Aims**

The aim of the communal areas safety plan is to aid the management of communal areas within Housing Solutions stock. It will outline to customers the health and safety risks when storing items in communal areas within a Housing Solutions property.

The plan aims to provide customers with a consistent approach to the disposal of belongings left or stored in communal areas, and will ensure that all customers have fair and consistent treatment from Housing Solutions regarding items stored in communal areas.

#### **Purpose**

This plan applies to all customers who are living in homes that are owned or managed by Housing Solutions.

This plan applies to any and all communal areas, both internal and external at any property or scheme owned or managed by Housing Solutions.

It describes our legal requirements when removing, storing and disposing of customers' goods that have been left in communal areas. It ensures that we dispose of goods appropriately and also explains our duty under fire safety regulations.

#### **Responsibilities**

The Community Housing Officer or Tenancy and Neighbourhood Officer will monitor and enforce the communal areas safety plan.

The Community Services Supervisors or the Tenancy and Neighbourhood Supervisors will assist if there are any queries regarding the plan.

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### Legal Guidance/ Background

- a) **Torts (Interference with Goods) Act 1977** - This Act governs the sale and disposal of goods, particularly abandoned goods. The Act requires a Tort notice to be served before any goods are removed and disposed of. A Tort notice gives the owner of the goods time to remove the items themselves. If the customer fails to remove the goods within the allotted time, the goods can be sold or disposed of.
- b) **The Regulatory Reform (Fire Safety) Order 2005** - This regulation requires landlords to assess the risk of fire in their properties and take adequate precautions to reduce the risk. It places a duty on landlords to keep communal areas in a safe condition and to remove any goods in case they cause a fire risk.
- c) **Housing Act 2004** - places a duty on landlords to carry out thorough risk assessments including fire risk assessments.

### Definitions

The legal definition of 'goods' is anything that has a monetary value. Housing Solutions is will use the commonly accepted definition of goods which include all the items (and others) listed below:

- a) Decorations such as paintings, baskets, vases and statues
- b) DIY equipment such as ladders, tools and tool boxes
- c) Electrical goods such as televisions and stereos
- d) Furniture such as beds, wardrobes and mirrors
- e) Gardening equipment such as lawnmowers, garden tools and buckets,
- f) Items of clothing such as blankets, duvets, shoes and coats
- g) Personal documents, paperwork and boxes of knickknacks
- h) Toys and any other children's' items
- i) Vehicles including cars, bicycles, buggies and pushchairs

### Customer's Responsibilities

It is the responsibility of all customers to abide by the terms of their tenancy agreement, which include requirements to:

- a) Comply with Fire and Health and Safety regulations
- b) Ensure that communal areas are kept free from all obstructions
- c) Not store any belongings in the communal areas

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Managing fire risks inside the home is the responsibility of the customer. If you have any concerns about this we will give you advice as well as put you in touch with the Fire Service for a free assessment of your home.

### **Procedure**

We will make every effort to trace the owner of goods left in a communal area. We may ask neighbours if they know the whereabouts of the owner. Items identified as a potential trip and fire hazard will be stickered (Attachment A) asking for the item to be removed within 7 days.

We will always immediately dispose of perishable or hazardous goods as well as anything that appears to be rubbish.

If customers fail to remove their items in the communal areas by the deadline, we will remove these items.

If we believe that customers may find it difficult to remove the goods themselves, we will assist customers and work with them to find someone who can help.

### **Record Keeping**

We will take clear, detailed records of all goods identified as a hazard. We will take photographs that will be kept on file.

### **Storage**

Housing Solutions may in exceptional circumstances decide to store goods in a safe, dry and secure location for a maximum of five working days. This is at the complete discretion of the Housing Solutions employee. We will inform the customers where the goods are being stored and the deadline for collecting any goods. If the tenant fails to collect the goods within the allotted deadline, we will exercise our right to sell the goods or dispose of the goods.

There may be a charge for the collection and storage of items, and associated administration costs.

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### Operational procedure for the removal of goods in communal areas

- Make every effort to trace owner of goods left in communal area.
- Arrange for immediate disposal of perishable or hazardous goods.
- Items identified as a potential trip and fire hazard will be stickered (see example sticker below) giving customer 7 days' notice to remove item.
- Caretaker to remove the item on their cleaning round if item been there longer than 7 days. The item will be then be disposed of at the local recycling centre.
- If property is cleaned on a monthly basis job raised in the office for item to be collected by Caretaking team.
- In exceptional circumstances, it is up to the TNO/Caretaker to use his/her discretion as to whether we store the item.
- Inform the Customer where the goods are being stored and the deadline for collecting any goods.
- If the tenant fails to collect the goods within the allotted deadline, we will exercise our right to sell the goods or dispose of the goods.

#### Example Sticker



## Housing Solutions

### IMPORTANT FIRE SAFETY NOTICE

This item has been identified as a potential trip and fire hazard.  
Please remove it immediately.  
Failure to remove this item within 7 Days will result in its removal  
and disposal for which you may be re-charged.

Housing Solutions will not be liable for any loss or damage caused by such action.

Any enquiries to: Housing Management, Housing Solutions, Crown House,  
Crown Square, Waldeck Road, Maidenhead, Berkshire SL6 8BY.

Telephone: 0800 876 6060

Date and time \_\_\_\_\_



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### APPENDIX 4 – Evacuation Procedures –HSL Offices















## HOUSING SOLUTIONS LTD



### Emergency Evacuation Procedure - Crown Square

**Please ensure you are aware of the following Emergency Evacuation Procedure for your own and others safety. This is what you need to do in the event of discovering a fire or emergency or if the Fire Alarm sounds:-**

-  If you see a fire starting or an emergency situation - set off the nearest alarm yourself, which is linked straight to the emergency services.
-  Do not attempt to put a fire out yourself, unless it is very small and contained **and** you are a fire warden and have been trained in the proper use of fire extinguishers.
-  You must leave the building immediately when the Alarm Bell rings continuously (*Please note alarm tests occur on Fridays at 9.15am*).
-  Do not delay in leaving the building - take portable valuables and a coat with you **only** if it will not delay your exit.
-  Any disabled visitor/staff on the first floor who cannot use the stairs must be assisted to the Refuge Area which is by the lift on the first floor. Their location must be reported to the the Main Co-ordinator to inform the Fire Brigade whose first priority will be to evacuate them from the building.
-  Leave the building via the nearest clearly marked Fire Exit Door (use the push bar or button release) - **do not use the lifts** - do not use the main staircase unless it is identified as your escape route. Maps and plans overleaf show appropriate exit points.
-  The Assembly Point is on the path or grass verge on the other side of Waldeck Road (see map) - **PLEASE TAKE CARE WHEN CROSSING THE ROAD** and assemble with your own department or group so your manager can check your presence. The Main Coordinator is easily identifiable by their high visibility yellow jacket.
-  Managers should check staff off against their list, take visitor's names and report the current status quickly to the Main Co-ordinator (especially any missing people).
-  The designated Fire Wardens will leave their area last after checking the offices and toilets and report the area clear to the Main Co-ordinator before joining their department.
-  First Aiders should take their First Aid Boxes with them and assemble with the Main Co-ordinator, so they are readily identifiable in case they are needed.
-  Do not, under any circumstances, go to your car and drive off - you may be reported as missing. If you are driving back to the offices, do not attempt to enter the area or park.
-  If you are in the underground car park leave immediately on foot by the main exit up the pedestrian ramp or through the Fire Exit Door - do not re-enter the main office building.

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*If the fire alarm sounds out of office hours, when a co-ordinator may not be available, any office key holder present should act as co-ordinator because they know how to read the alarm system - report to them.*

### **RESPONSIBILITIES**

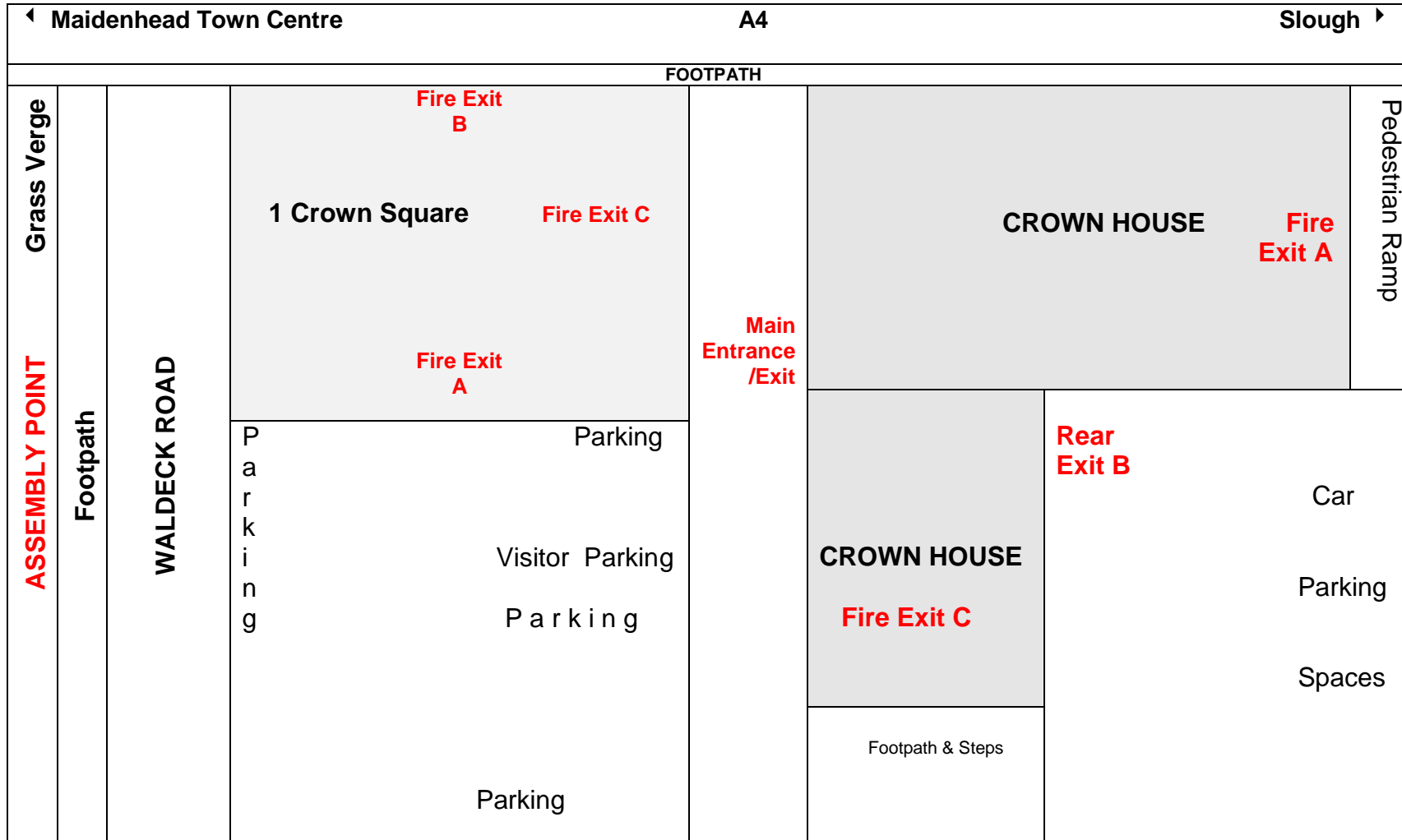
Your *minimum* responsibility is to get yourself and your visitors out quickly & safely and assemble with your department at the Assembly point, unless you have one of the special roles below:-

**All Staff** must leave the building immediately but safely via the appropriate exit and meet at the Assembly Point with their own department for the Manager to check them off - only take portable valuables/coats if it will not delay exit. Staff must accompany their visitors to the Assembly Point and give the names to the manager for reporting to the Co-ordinator to check against the Visitors Book.

**Managers** must ensure that readily accessible up-to-date lists of all staff (including temps) are maintained and taken with them (*or a designated deputy in their absence*) in the event of a building evacuation to check that no-one is missing. They should also check the In & Out Board on the way out. Managers must give the following information to the Main Co-ordinator: (a) all their section is present and accounted for, and (b) the names of any visitors with them or their staff, or (c) the names of any 'missing' people - immediately. Please ensure that any temporary or agency staff know what to do in the event of an emergency evacuation as soon as possible on arrival in the department.

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	OFFICE BUILDING	RAMP FOR CARS
		Entrance to Underground Car Park

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### EMERGENCY EVACUATION PROCEDURE - CROWN HOUSE

**Please ensure you are aware of the following Emergency Evacuation Procedure for your own and others safety. This is what you need to do in the event of discovering a fire or emergency or if the Fire Alarm sounds:-**

- 🔔 If you see a fire starting or an emergency situation - set off the nearest alarm yourself, which is linked straight to the emergency services.
- 🔔 Do not attempt to put a fire out yourself, unless it is very small and contained **and** you are a fire warden and have been trained in the proper use of fire extinguishers.
- 🔔 You must leave the building immediately when the Alarm Bell rings continuously (*Please note alarm tests occur on Fridays at 9.00am*).
- 🔔 Do not delay in leaving the building - take portable valuables and a coat with you **only** if it will not delay your exit.
- 🔔 Any disabled visitor/staff on the first floor who cannot use the stairs must be assisted to the Refuge Area which is by the lift on the first floor at the top of the stairs. Their location must be reported to the the Main Co-ordinator to inform the Fire Brigade whose first priority will be to evacuate them from the building.
- 🔔 Leave the building via the nearest clearly marked Fire Exit Door (use the push bar or button release) - **do not use the lifts** - do not use the main staircase unless it is identified as your escape route. Maps and plans overleaf show appropriate exit points.
- 🔔 The Assembly Point is on the path or grass verge on the other side of Waldeck Road (see map) - **PLEASE TAKE CARE WHEN CROSSING THE ROAD** and assemble with your own department or group so your manager can check your presence. The Main Coordinator is easily identifiable by their high visibility yellow jacket.
- 🔔 Managers should check staff off against their list, take visitor's names and report the current status quickly to the Main Co-ordinator (especially any missing people).
- 🔔 The designated Fire Wardens will leave their area last after checking the offices and toilets and report the area clear to the Main Co-ordinator before joining their department.
- 🔔 First Aiders should take their First Aid Boxes with them and assemble with the Main Co-ordinator, so they are readily identifiable in case they are needed.
- 🔔 Do not, under any circumstances, go to your car and drive off - you may be reported as missing. If you are driving back to the offices, do not attempt to enter the area or park.

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 If you are in the underground car park leave immediately on foot by the main exit up the pedestrian ramp or through the Fire Exit Door - do not re-enter the main office building.

***If the fire alarm sounds out of office hours, when a co-ordinator may not be available, any office key holder present should act as co-ordinator because they know how to read the alarm system - report to them.***

## **RESPONSIBILITIES**

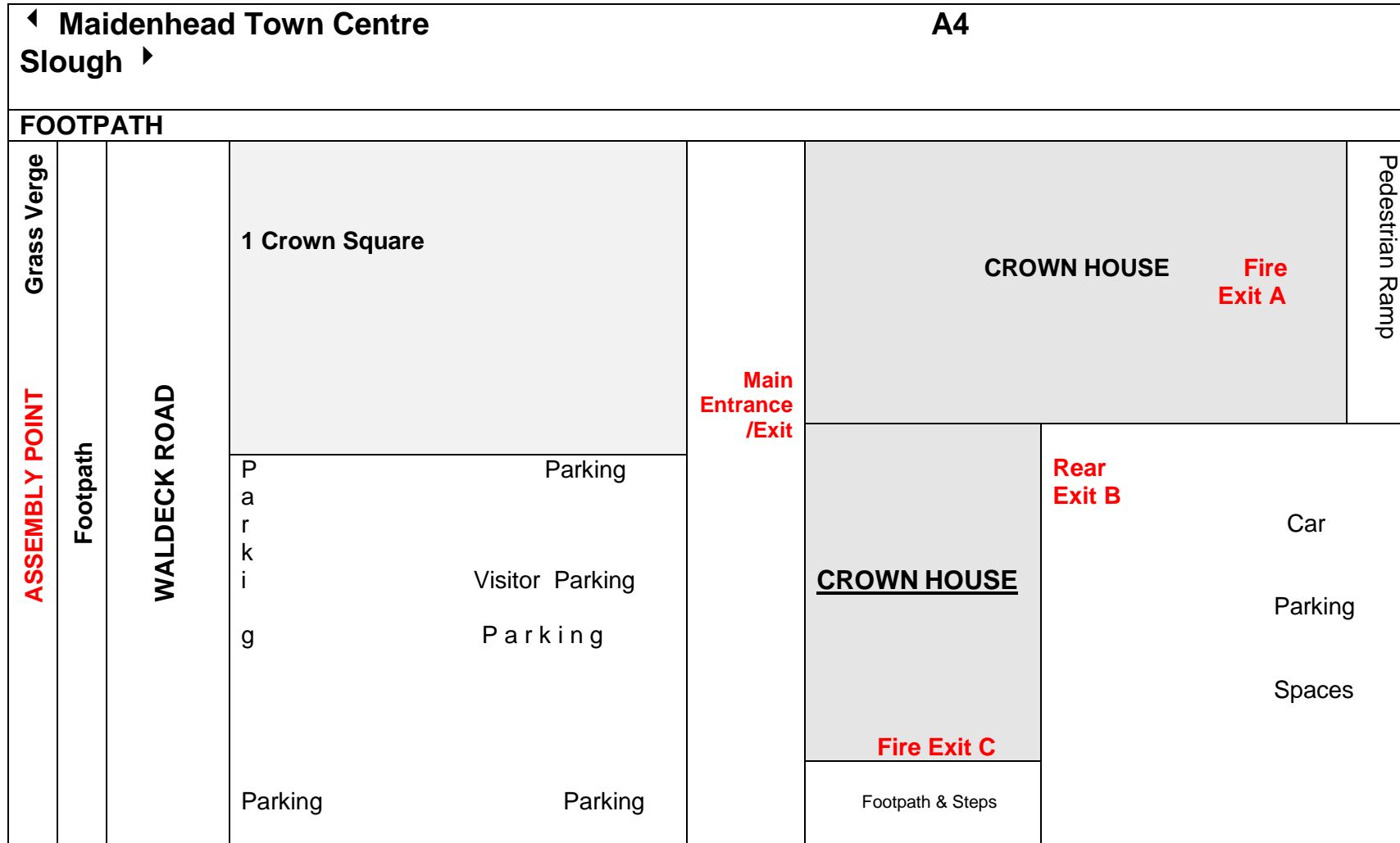
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**Managers** must ensure that readily accessible up-to-date lists of all staff (including temps) are maintained and taken with them (*or a designated deputy in their absence*) in the event of a building evacuation to check that no-one is missing. They should also check the In & Out Board on the way out. Managers must give the following information to the Main Co-ordinator: (a) all their section is present and accounted for, and (b) the names of any visitors with them or their staff, or (c) the names of any 'missing' people - immediately. Please ensure that any temporary or agency staff know what to do in the event of an emergency evacuation as soon as possible on arrival in the department.

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	OFFICE BUILDING	RAMP FOR CARS
		Entrance to Underground Car Park



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APPENDIX 5 – Regulatory Reform Order 2005 – Short Guide

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/14879/making-your-premises-safe-short-guide.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14879/making-your-premises-safe-short-guide.pdf)