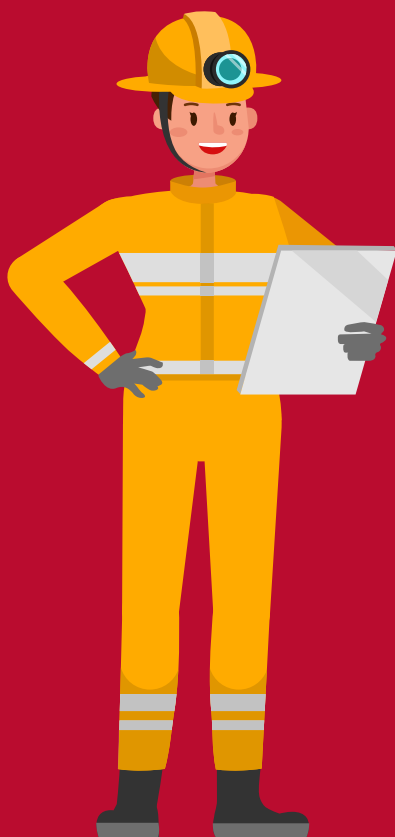


Fire Safety Information



How you can help to prevent fires and keep your family, friends and neighbours safe.

Updated December 2025

Fire safety is everyone's responsibility, and you can help us to keep your family, friends and neighbours safe by taking a few moments to familiarise yourself with the advice given in this leaflet.

If you have any questions about fire safety at home, you can contact our building safety team directly via firesafety@stonewater.org and we'll respond to you within 10 working days.

Know your building's evacuation plan

All customers moving into a block of flats are given a copy of the fire evacuation strategy for their home at the start of their tenancy. This is sometimes called a **Fire Action Plan**.

This plan tells you what to do if there's a fire in your home or another part of the building, and it's important that you take some time to read and understand it so you know what to do in an emergency.

If you, someone you live with, or a neighbour might find it difficult to escape in an emergency, please contact us and request a Person Centred Fire Risk Assessment (PCFRA) to be completed.

Fire action notices can be found on the ground floor and near lifts in all blocks, which provide information on what to do in the event of a fire in your building.

If a fire breaks out in your home, get out, stay out, and call 999.

Defend in place (stay put, if safe)



If you have a 'defend in place' plan, this means it will usually be safe for you to stay in your own flat if there is a fire elsewhere. Your building has been designed to prevent the spread of smoke and fire.

If there's a fire in your home, close the door, get everyone out and **call 999**.

If you see smoke, feel heat, or are told to do so by the fire service **LEAVE IMMEDIATELY**.

If you feel unsafe, get out; stay out.

Full evacuation (simultaneous)



If you have a 'full evacuation' plan, that means that **ALL RESIDENTS** should leave the building when the communal fire alarm sounds.

Don't re-enter until you're told it's safe.



If you think there's a fault with a fire door
where you live email

firesafety@stonewater.org

or call us on **01202 319 119**

Fire doors

Fire doors, which are fitted in most flats, can prevent smoke, heat and fire from spreading between properties. Flat entrance fire doors normally provide between 30- 60 minutes protection, as long as they are well maintained, in good condition and have not been modified in anyway.

You can **help us to make sure fire doors do their job** by:

- Not tampering with the closing device (found either overhead or inside the door)
- Not changing your door without telling us about it first
- Not installing additional locks, chains or viewers to the door which could prevent a fast entry by the emergency services or affect their ability to prevent fire and smoke spreading
- Not changing the locks without telling us
- Not installing any extra security gates
- Not mechanically fixing camera/video door bells to your door with screws or bolts as these can damage the door
- Reporting any repairs to your door such as damaged frames, letterboxes, hinges etc. If your door is damaged, does not self-close, or you have concerns over its condition, contact us.

Fire doors on flats are usually required, unless you access it:

- directly from the street
- from the ground floor and don't walk through an enclosed area
- from an open walkway, and have direct access to a fire exit door or staircase when you leave

Fire door inspections are undertaken as per current regulations (irrespective of ownership), and we'll contact you if we think your door does not meet the required standard and advise you on how we can help.

Electrical appliance safety

There have been many major fires caused by electrical appliances over recent years, most notably the Grenfell fire in 2017.

Manufacturers regularly recall products for safety issues. You can **check for product recall updates** on the Government's website.

You can keep up to date with product recall and safety notices by registering your electrical appliances directly with the manufacturer (details supplied when you purchase), visit registermyappliance.org.uk or scan the QR code for product recall and safety information.



Some electrical heaters can be an efficient way to heat individual rooms, with some using less power, making them cheaper to run. However, they can become a fire hazard if not used safely. Make sure you check the safety information of your heater before you use it.

For advice on heating your home efficiently and support with your energy bills please visit our energy hub at: bit.ly/EHRL2023.

E-bikes, e-scooters, and mobility scooters

Please make sure you **only buy from trusted sellers** that meet UK safety laws. This can help you use them safely and reduces the risk of fires.

- Always use the right charger for the battery.
- Never leave unattended when charging.
- Don't charge overnight.
- Never charge or store them in escape routes or communal areas.

For more information on **buying an e-bike or e-scooter safely** please visit gov.uk/buy-safe



Fire detectors

All our homes should be fitted with a fire alarm and fire detection system.

If your home is not already fitted with a fire alarm and fire detection system contact firesafety@stonewater.org.

Homeowners who sublet their home are required by law to ensure smoke (and carbon monoxide alarms are installed (where a gas appliance or flue is installed), before letting their home.

We will visit your home every year to test your smoke alarm (and carbon monoxide alarms where installed) but it's really important to **test your alarm weekly** to make sure it's working.

If it's working correctly, the alarm will sound for 10 to 20 seconds then stop.

It's also a good idea, if you're able, to **dust the alarm once a month** to make sure to wipe away any cobwebs or dust that might stop it from working properly.

If you **think your fire detector is broken** or it starts to 'beep' (this means the backup battery needs replacing), you should contact us.



Cooking and Kitchens



- Never leave your cooker unattended when in use.
- Keep your hob, oven and grill clean – build-ups of fat and grease are a major fire risk.
- Keep flammable items like tea towels and other fabrics away from your cooker.
- Don't store objects on top of microwaves as this can block ventilation.

There are lots of ways to stay safe while cooking. Scan the QR code or visit: bit.ly/lfb_cooking



Electrical Heaters



- Don't cover heaters or dry clothes on them.
- If possible, secure your heater against a wall so it can't fall over.
- Keep heaters away from bedding, curtains and furniture
- Don't leave your heater unattended or fall asleep with it on.
- Don't leave children or pets unattended near heaters.
- Don't power heaters from an extension lead.

For more information scan the QR code or visit:

bit.ly/SW_ElectricalSafety



Barbecues



Customers living in blocks of flats are not permitted to use barbecues inside their homes, including balconies or roof terraces. We also don't allow the storage and use of gas canisters in our homes (i.e. Calor gas) as these can be extremely dangerous.

If your flat has a private garden, you can use wood or charcoal fuelled barbecues, but we ask that you take every precaution to make this as safe as possible for you and your neighbours.

For more BBQ safety tips scan the QR code or visit: bit.ly/lfb_bbqs



Balconies

Don't store combustible items on your balcony, they could catch light and help a fire to spread.

Smoking



Smoking is a major cause of fire in homes.

Smoking is not allowed in any communal areas of any of our buildings.

For more information scan the QR code or visit: bit.ly/lfb_smoking



Candles

Candles, tea lights and incense burners, like any open flame, can be dangerous if left unattended, which is why we don't allow them to be used in communal areas.

If you're using them in your own home scan the QR code or visit: bit.ly/lfb_candles



Keeping communal areas tidy and safe

It's really important that communal areas, such as corridors, stairwells and lounges, are kept clear of any personal items at all times so that, in the event of an emergency, everyone can get out as quickly and safely as possible.

This also helps the emergency services to get in as quickly as possible without any obstructions or trip hazards.

Sleeping safe

Most fires occur in the home in the late evening and at night when people are asleep, so you should carry out some fire safety checks before you go to bed.

One of the simplest things you can do is to test your smoke alarm, as this could save your life in the event of a fire in your home.

For more information visit:
bit.ly/bedtime_checks

Celebrations

Here's our top tips for making sure that celebrations are remembered for the right reasons:

- Check that any lights carry the British Safety Standard sign.
- Paper decorations can burn easily, don't attach them to lights or heaters
- Never overload electrical sockets.
- Always switch fairy lights off and unplug them before going to bed.
- Avoid cooking if you have been drinking alcohol
- Make sure your family and visitors now how to escape in an emergency.
- Make sure cigarettes are stubbed out properly.

Temporary structures such as Sukkahs can be extremely hazardous. We ask that customers don't put these up on balconies or in communal areas, and keep any decorations within your home.

Bonfires and fireworks

Bonfires and firework displays can be extremely dangerous, and are not recommended on Stonewater estates.

For everyone's safety, we recommend that you only attend organised firework displays run by experienced professionals.



How to report a fire

If you've had a fire in your home or you're aware of a fire in a communal area of your building, please let us know about it by calling our Customer Services Centre on 01202 319 119 and we'll do what we can to help.

You can also report minor incidents, such as bin fires or arson attempts by emailing: firesafety@stonewater.org

Fire alarm activations

If your building has an automatic fire alarm system and it activates, please follow your fire action plan instructions. Once you know you're safe, contact us on 01202 319 119 to let us know that the fire alarm has sounded.

The Fire Service will silence the fire alarm when they attend and we'll arrange for an engineer to reset the panel. Please be assured that the alarm system is fully operational in the interim. You do not need to try and silence or reset the panel yourself. Any errors caused by this may cause the system to work incorrectly.

How to get in touch:



Go to

myhome.stonewater.org

Report repairs, set-up a direct debit
and manage your tenancy 24/7

Call us on

01202 319 119 

Lines are open Mon-Fri 8am-8pm
and Saturday 9am-1pm

Go to

stonewater.org 

For the latest news and livechat



Join the conversation

discuss.stonewater.org

Give feedback and more

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