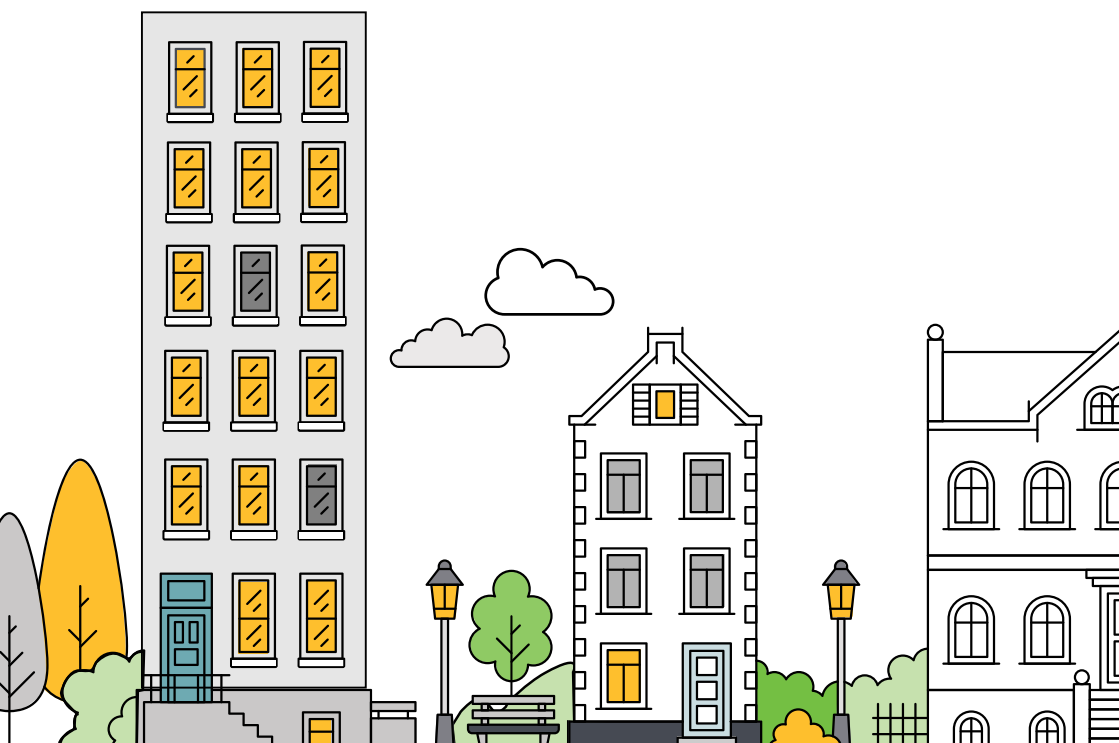




# Staying safe

## Fire safety

Fire safety is really important. Make sure everyone in your home knows what to do if a fire breaks out. Here are some helpful reminders and tips to keep you safe.



# Fire doors

Fire doors are essential to prevent a fire from spreading through your building. Your front door and the communal doors are fire doors.

## Inspecting your fire door – the five-step check

The main door to your home is also a fire door designed to keep you safe. Follow the five-step check to ensure that your door is as safe as can be:

1. Verify certification labels and compatibility. All locks, latches, closures and hinges must be CE marked and compatible with the door's certification.
2. Ensure the sealing on glazing is not broken or loose.
3. Check gaps and seals are consistent and around 3 – 4mm (use a £1 coin as a rough guide).
4. Check the closer shuts the door onto the latch from any position. Make sure hinges are fitted correctly with no broken or missing screws.
5. Confirm the door closes securely.

Any faults or damage to doors should be reported immediately. Please allow access for checks of flat entrance doors.

## Maintaining your fire door

- Never wedge open any fire doors.
- Never remove or tamper with the self-closing device
- Never drill or cut into fire doors
- Never make changes without consulting your housing manager
- Keep fire doors shut when not in use
- Don't paint over the seals
- Report any issues straight away

Report concerns at:  
[homegroup.org.uk/report-a-repair](https://homegroup.org.uk/report-a-repair)



# Cooking safely

- Test smoke and carbon monoxide detectors weekly
- Keep cooking areas clear of flammable items (tea towels, oven gloves, packaging)
- Never leave pans unattended. Avoid chip pans
- Clean your oven and grill regularly
- Stay in the kitchen while cooking
- Turn appliances off when finished
- Keep hot surfaces clear

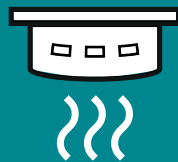


## Overloading sockets

- Check electrical appliances are in good condition. Do not use damaged wires
- Unplug items such as TVs and chargers before bed where possible
- Do not overload sockets or plug extension leads into each other
- High-powered appliances (like washing machines) should have a single plug

## Smoking in your home

- It is safest not to smoke indoors
- Ensure cigarettes are fully extinguished
- Never smoke in bed
- Take extra care if tired, on medication, or after drinking alcohol
- Use a proper ashtray that cannot tip over
- Be aware emollient creams can leave a flammable residue
- Never leave smoking materials unattended



### Smoke and carbon monoxide detectors

We will supply alarms and check them regularly. You should also check them yourself and replace batteries if needed.

## Household items and appliances

- Avoid using candles. If you do, never leave them unattended and always extinguish before bed
- Do not run washing machines, tumble dryers, or dishwashers overnight
- Keep heaters away from flammable materials
- Turn heaters off and unplug before bed
- Do not use heaters to dry clothes
- Never use a barbecue indoors or on a balcony



## Lithium batteries

- Do not block escape routes with e-bikes or e-scooters.
- Store and charge away from exits.
- Never leave batteries charging unattended overnight.
- Fit smoke alarms where charging takes place.
- Follow manufacturer's instructions.
- Unplug once fully charged.
- Use the correct charger and reputable replacements.
- Ensure products meet UK safety standards.
- Know the warning signs (swelling, leaking, smoke) and dispose of safely.

# Keeping your balcony safe

Balconies are a great place to relax, but they can still present a fire risk. If you have a balcony, it's important to use it safely to protect you, your home, and your neighbours.

Please make sure your balcony is kept clear and safe at all times. You should not store anything that could burn easily or block your escape route in an emergency.

## What you should not do

- Do not store flammable items on your balcony
- Do not block exits or escape routes
- Do not hang clothes, rugs or mats over railings
- Do not use bamboo or straw screening
- Do not use BBQs, fire pits, heaters or gas canisters
- Do not store rubbish, electrical items, or large objects such as bikes or prams

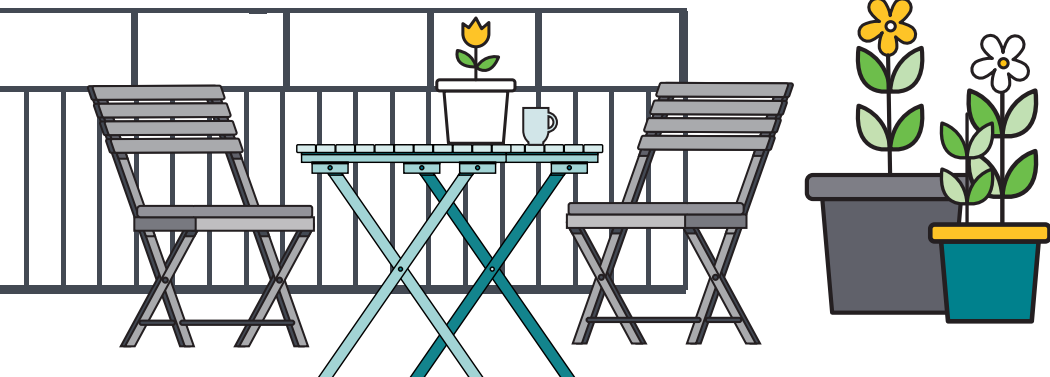
## What you can have on your balcony

You can still make your balcony a pleasant space, but items should be kept to a minimum and must not create a fire risk.

- Small plant pots (non-combustible)
- A low-level clothes airer (below the railing)
- A small table and chairs or foldable furniture

Please also take care when smoking and always make sure cigarettes are fully extinguished.

If you are unsure, or something doesn't seem safe, contact us for advice or to report a concern.



# Contact us

If you have any questions, or would like this information in an accessible format, please contact us.

- Speak to a Home Group colleague
- Visit [homegroup.org.uk/contactus](https://homegroup.org.uk/contactus)
- Email [FireSafety.Team@homegroup.org.uk](mailto:FireSafety.Team@homegroup.org.uk)
- Call **0345 141 4663**

## In an emergency

If a fire breaks out in your home, call **999** immediately

## Further information

Home Group's primary authority partner:

Tyne and Wear Fire and Rescue Service

For more information:

- [www.twfire.gov.uk](https://www.twfire.gov.uk)
- [www.electricalsafetyfirst.org.uk](https://www.electricalsafetyfirst.org.uk)



## Your feedback

Let us know what you think of this information by scanning the QR code and filling in this short feedback survey.



If a fire breaks out in your  
home, call **999** immediately