

VIVID

Autumn 2023

Fire safety update

Ark Royal House



Fire safety works update



We're continuing to try to resolve the issue with water ingress coming from the roof. We've appointed a specialist consultancy to help us to find the source and identify a solution to resolve the leak. We're hopeful that their expertise will allow them to identify the underlying cause and allow a package of works to be delivered to put things right. We'll keep you updated on their findings.

Need help evacuating in the event of a fire?

Part of our role is to ensure that you're able to safely evacuate your home in the event of a fire. If this is something you're concerned about, please contact us so we can create a personal evacuation plan if needed. If you have any questions, phone us on 0800 652 0898 or email: PersonalEvacuationPlan@vividhomes.co.uk

Fire door checks

We're working with a company called Insight, to complete quarterly checks on communal fire doors. During their visits they'll also be checking all front doors and they'll report back to us with any issues. The first visit will take place on **17 and 18 October**. They'll be knocking on doors as they'll need to have access to the back of the door to complete the check. These checks are important, so please let them in. Each front door needs to be checked once a year. Don't worry if you're not in, they'll try again on their next visit.

Welcome to the first of our quarterly fire safety updates. Our aim is to provide you with relevant fire safety advice, as well as information on how the Fire Safety Act 2021 is being implemented and adhered to throughout your building and within your home.

View your building's fire safety information.



Over the past year, we've been developing a new platform to store all the fire safety information for your block in one place! You'll be able to view drone footage of your building, access floor plans which outline all the fire safety measures in place and more. Keep an eye out for further updates!

Fire safety must-do's

- Keep fire doors closed when not in use - please don't wedge them open
- Keep fire escapes free of any items or clutter, ensure you store your possessions within your flat, or take to the bin store

Make sure you know what to do if there's a fire within Ark Royal House



To protect yourself in the event of a fire, we need you to know what to do to keep yourself, your family, and neighbours safe, if there's a fire in your home or your block.

If there's a fire in your own home:

- Quickly get out of the room where the fire is and close the door behind you.
- Tell everyone in your home that there's a fire and to get out too.
- Don't stop to get any of your things and shut the front door behind you.
- Don't try to put the fire out yourself.
- Wait outside away from the building and call the fire service on 999 immediately.

The fire strategy for your block is 'stay put'.

If there's a fire in the building (including in someone else's flat) here's what you need to do:

- Your building's designed to contain a fire inside the apartment where it started and protect you from the effects of smoke and fire.
- If the fire isn't in your apartment, close all your doors and windows and stay inside.
- Dial 999 right away, just in case the person whose apartment is on fire hasn't been able to
- If smoke or heat from the apartment on fire starts to affect your home then leave immediately, if it's safe to do so, or if the fire service tells you to leave.

Helpful fire safety tips

Here's some helpful tips if you use a device, like a scooter, with a Lithium battery:

- When charging your device, please ensure it's not left on constant charge throughout the day/night
- Disconnect your device once it's charged
- Don't charge your device when you're out of your flat

Autumn fire safety tips



As we move into Autumn the days grow shorter and we move towards Halloween and Bonfire Night, with this in mind:

- Rather than using candles, use battery operated ones, never leave candles unattended
- Do not decorate your balconies with flammable items including candles and decorative materials, or store flammable items
- Do not light fireworks, irrelevant of whether they are indoor/outdoor from your flat, or your balcony
- No decorations or items should be put up in the communal areas

Any questions?

If you have any questions about fire safety, please phone 0800 652 0898 or email: firesafety@vividhomes.co.uk