

## Fire Safety Guidance for Sheltered Housing Service Users

Thankfully, for most of us fires are not a common occurrence. However, we all need to be prepared for the worst case scenario and make sure that we know what to do if a fire occurs in your home or Sheltered Housing Complex.

It is important that everyone takes fire safety seriously and we urge all tenants, carers and other visitors not to store combustible materials in and around common areas. Corridors and stairways, in general, must be kept clear to ensure that there is a clear means of escape should a fire occur.

Outwith times when alarms are being tested, if the fire alarm is activated our automated alert system will contact Scottish Fire & Rescue Service. **You should also dial 999 and advise the operator that the fire alarm has been activated in your home or within the complex.**

### **If a fire occurs:-**

- Dial 999
- **If you are able to and it is safe to do so, leave the property and make your way to the Fire Assembly Point**
- If smoke is present keep low down if you need to get below the smoke level
- Close doors behind you including the front door to prevent smoke and fire spread
- **Don't** return to investigate or fight the fire
- **Don't** use the lifts always take the stairs to exit the building

### **If you are unable to leave :-**

- Dial 999
- keep the front door closed to help prevent the spread of smoke or fire
- Pack a towel or sheets around the bottom of the front door to stop smoke getting in
- Go to an open window and wait for the arrival of the Scottish Fire and Rescue Service who will assist with your evacuation

## Fire prevention and safety

The safety of our tenants and other services users is of prime concern to ACHA.

ACHA staff carry out regular fire safety checks of common areas. These checks include testing alarms, removal of hazards from common areas and ensuring that fire safety equipment and signage is in place.

We also have regular Fire Risk Assessments carried out at all of our Sheltered Housing common areas by Independent Fire Safety experts.

Your Community Support Assistant will discuss with you fire safety issues and keep you up to date with any new information or initiative relating to fire safety at your sheltered housing property.

We liaise regularly with Scottish Fire and Rescue Service (SFRS) and we will assist tenants with referrals to the Service for home fire safety visits which are **FREE**.

ACHA also invite SFRS to give regular talks to tenants in the complex which we would encourage you to attend.

You can also arrange for a fire safety visit direct by :-

Calling 0800 0731 9999

Text FIRE to 80800



[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

If you have any concerns about the fire safety of your ACHA property, please contact your local Community Support Assistant or call us on 0800 028 2755 or email to [achacustomerservicecentre@acha.co.uk](mailto:achacustomerservicecentre@acha.co.uk)