

Fire & Gas Safety Your Guide to Staying Safe

You share this home with other people. Everyone's safety depends on everyone following these rules.

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Fire or gas explosion — call 999 straight away

Tell them your full address. Get outside. Do not go back in for any reason. Wait for the fire service.

Your agent — available 24 hours
01782 971961

Gas emergency — if you smell gas
0800 111 999 — free, 24 hours

WHY FIRES START

A fire needs three things at the same time: something HOT, something that can BURN, and AIR. Take any one away — and the fire cannot start. Your everyday choices make a real difference to everyone in this house.

Heat

Open flames, hot cooker rings, faulty appliances, cigarettes

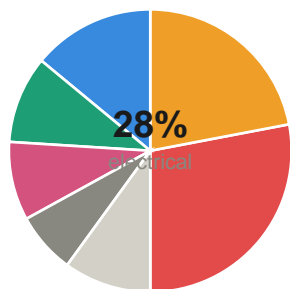
Fuel

Furniture, bedding, curtains, paper, cooking oil, clothing

Oxygen (air)

The air that is always in every room of your home

WHAT ACTUALLY CAUSES FIRES IN RENTED HOMES — REAL DATA



Main causes of fire claims in rented homes

Electrical faults	28%
Cooking / kitchen	22%
Arson / deliberate	14%
Heating equipment	10%
Candles / naked flames	9%
Smoking materials	7%
Other / unknown	10%

Source: Total Landlord Insurance 5-year claims to Nov 2023 & UK Fire & Rescue stats 2024.

THINGS YOU MUST NEVER HAVE OR DO IN THIS HOME

<p>Portable electric heaters Oil heaters, fan heaters, any plug-in heater — all banned</p>	<p>Non-UK approved chargers & cables Only use chargers with the UK approval mark. No unbranded or foreign-market chargers</p>	<p>More than one extension lead per socket Never plug one extension into another — this overloads the circuit</p>	<p>Cooking equipment not provided by the landlord Do not bring your own toasters, microwaves, hot plates or air fryers</p>
<p>Candles and tea lights Any type of open flame in your room or anywhere in the house</p>	<p>Smoking anywhere Cigarettes, vapes, e-cigs — inside or outside the property</p>	<p>E-bikes and e-scooters inside Their lithium batteries can explode and cause fires you cannot stop</p>	<p>Blocking hallways and stairs No bikes, bags or anything left in corridors, landings or exits</p>

IF YOU SMELL GAS — STOP EVERYTHING AND DO THIS NOW

Gas can cause an explosion. Act immediately.

Gas is invisible. If you smell rotten eggs — that is gas. Every second matters. Follow these steps right now.

0800 111 999

<p>Step 1 Stop touching all switches Don't press any switches on or off. No matches. Don't use your phone inside.</p>	<p>Step 2 Open all doors and windows Let fresh air flow through. This clears gas and reduces explosion risk.</p>	<p>Step 3 Turn off gas at the meter Turn the handle 90° so it sits across the pipe. Usually under stairs or in the kitchen.</p>
<p>Step 4 Get everyone outside Leave the front door open as you go. Wait well away from the building.</p>	<p>Step 5 Call 0800 111 999 outside Free 24-hour National Gas Emergency Service. Then message your agent on 01782 971961.</p>	<p>Step 6 Do not go back inside Not for anything. Only return when the engineer says it is safe to do so.</p>

Your home has a carbon monoxide (CO) detector fitted next to the boiler

Carbon monoxide is a gas you cannot see or smell — but it can kill. If the CO detector alarm sounds, treat it exactly like a gas leak: get everyone out straight away, leave the door open, and call 0800 111 999. Then contact your agent on 01782 971961 immediately. Do not ignore it or silence it and go back to sleep.

YOUR SMOKE ALARM

<p>Every month — your job Press and hold the test button Hold 5–10 sec. Must beep loudly. If it doesn't — tell us straight away.</p>	<p>If it doesn't beep WhatsApp us right away Message 01782 971961. Do not try to fix it yourself.</p>	<p>Never, ever Cover, remove or tamper with any alarm This is against the law. It puts every person in this house in danger.</p>	<p>If cooking sets it off Don't take the battery out Open a window and wave smoke away. Then message us to let us know.</p>
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We test the communal smoke and fire alarms regularly

Your management team tests all communal smoke and fire alarms periodically in line with regulations. If the alarm sounds and we are not performing a test — treat it as a real fire and evacuate the building immediately following the steps below.

FIRE DOORS — THIS IS REALLY IMPORTANT

Keep fire doors shut at all times	When the alarm goes off
— They have a spring at the top — this closes the door automatically	— Close your bedroom door — but do NOT lock it
— A closed fire door holds back fire and smoke for up to 30 minutes	— A locked door stops firefighters getting in to rescue you
— 30 minutes is enough time for everyone to escape and be rescued	— Never use the lift — always walk down the stairs
— Never prop them open with a bag, shoe, or wedge — dangerous	— Don't grab anything — just get out immediately
— Tell us straight away if a door is broken or won't close	— Every fire door you close behind you protects others



This is a door closer — fitted at the top of every fire door

The metal arm pulls the door shut automatically when you let go. Never remove it, wedge it open, or tamper with it. If the arm is missing or broken — report it to us immediately.

How to check your fire door — takes less than 60 seconds

Do this on your bedroom door and any communal fire door you use regularly. Report anything wrong the same day.

[Full guide: \[firedoorsafetyweek.co.uk/toolkit/five-step-fire-door-check\]\(https://www.firedoorsafetyweek.co.uk/toolkit/five-step-fire-door-check\)](https://www.firedoorsafetyweek.co.uk/toolkit/five-step-fire-door-check)

<p>1 Check the label</p> <p>There should be a small label or plug on the top edge of the door proving it is a certified fire door.</p> <p>Use your phone camera on the top edge. No label — report it.</p>	<p>2 Check the gaps</p> <p>Close the door. The gap around the top and sides must be less than 4mm. A £1 coin is about 3mm — it should not pass through easily.</p> <p>Gap at the bottom can be up to 8mm. If you can see light — report it.</p>	<p>3 Check the seals</p> <p>Run your finger along the door edge and frame. There should be a continuous rubber or foam strip with no gaps, damage, or thick paint covering it.</p> <p>These strips expand in heat to block fire and smoke. Missing or damaged — report it.</p>	<p>4 Check the hinges</p> <p>There should be at least 3 hinges. Open the door and check each one — no loose screws, no wobble. A door that drops or feels unstable has failed.</p> <p>3 hinges minimum, all screws tight. Any wobble — report it.</p>	<p>5 Check it closes on its own</p> <p>Open the door halfway and let go. It must swing fully shut and click into the frame by itself without sticking on the floor or frame.</p> <p>If it needs a push or does not latch — report it immediately.</p>
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If any step fails — tell us the same day.

WhatsApp or call 01782 971961. A faulty fire door is an immediate safety risk for everyone in the building. Do not wait until the next inspection.

WHEN THE FIRE ALARM GOES OFF — DO THESE 6 THINGS

1	<p>Get out of your room right now</p> <p>Don't stop for your phone, keys, or anything. Leave immediately.</p>
2	<p>Close your door — but don't lock it</p> <p>A closed door slows fire and smoke. An unlocked door lets firefighters in.</p>
3	<p>Walk to the exit using the stairs</p> <p>Walk — don't run. Use stairs only. Follow the escape route signs on the wall.</p> <div style="border: 1px solid #004a99; padding: 5px; background-color: #ffe0b2;"> <p>If you pass a red call point box on the wall, break the glass or press the button — this alerts the whole building</p> </div>
4	<p>Go outside and move away from the building</p> <p>Get well clear of the building. Wait for the fire service.</p>
5	<p>Call 999 if nobody has yet</p> <p>Don't assume someone else called. Tell them your full address clearly.</p>

Do not go back inside — for anything

Not for your phone, passport, or any belongings. Wait for the all-clear.

IN THE KITCHEN — DO THIS, NOT THAT

Do this	Never do this
✓ Stay in the kitchen while cooking — every time	✗ Walk away from cooking — even for one minute
✓ Use the fire blanket on the wall if a pan catches fire	✗ Use water on oil or chip pan fires — it causes an explosion
✓ Turn the hob off when you are done every time	✗ Overload one socket with lots of plugs or extension leads
✓ Keep the hob and extractor fan clean and free of grease	✗ Charge your phone or laptop under a pillow or duvet

IF YOU ARE TRAPPED AND CANNOT GET OUT

— Close the door and push towels or clothes against the bottom gap to block smoke
— If you passed a red call point box on the way — break the glass or press the button to alert the building
— Call 999 and tell them exactly which room you are in and which floor
— Go to the window and shout or wave so people outside can see you
— Stay as low as possible — smoke rises so the air near the floor is cleaner

It is against the law to tamper with, cover or remove any fire safety equipment.

Do not tamper with smoke alarms, fire door closers, fire extinguishers or emergency lighting. Anyone who does could face a large fine or even prison. It is also a serious breach of your tenancy agreement.

PLEASE SIGN TO CONFIRM YOU HAVE READ THIS

I have read this guide and understand what to do. I will follow all fire and gas safety rules in this home.

Full name

Signature

Date
