



# FIRE SAFETY

In your home

Your building is designed to resist fire and stop the spread of smoke.

It's important that you know what to do if there's a fire and how you can help keep your home safe.



**NORWICH**  
City Council



## **If there is a fire in your home**

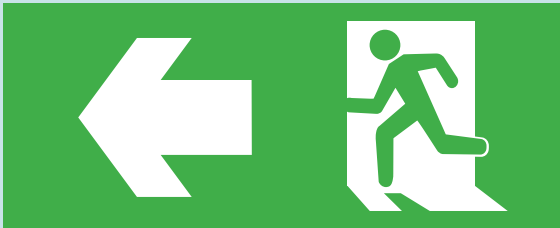
Alert as many people as possible, and leave immediately, closing all doors behind you.

**GET OUT, STAY OUT  
AND CALL 999**

## **If there is a fire in another part of the building**

Stay put, it is normally safe to do so. Listen to all direction provided by the Fire and Rescue Service.

However, if there is any sign of heat or smoke inside your home – **LEAVE IMMEDIATELY.**



## **Be prepared**

Keep all doors in the building closed. Do not smoke in communal areas, lifts, stairs, or landings. Extinguish your cigarettes fully and safely.

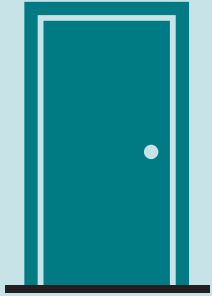
Understand what safety actions you can take in the event of a fire.

## How fire doors keep you safe

Your front door is a fire door and is designed to slow down the spread of a fire.

To make sure your fire door works properly:

- Never make any changes to the door such as painting it or installing a letter box
- Keep the door closed, don't prop it open and never remove the self-closer.
- Report any faults or damage as soon as you notice them.



## Assistance in the event of a fire

Some residents may require extra assistance in the event of an evacuation, such as those with health or mobility issues.

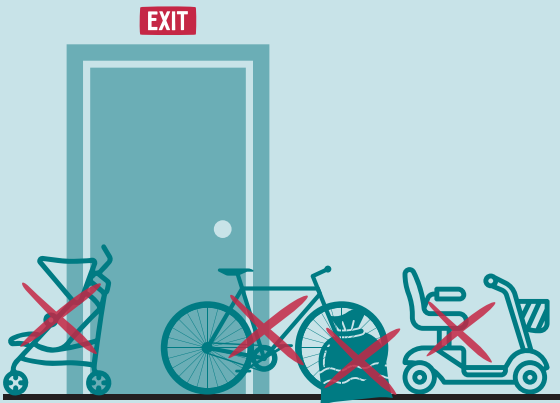
Please let us know if you think you, or someone you know, might need assistance.



## Keeping communal areas safe and tidy

Communal areas are those that you share with other residents such as entrances, landings, stairwells, and gardens.

Items left in communal areas can be dangerous – keep them clear so you can escape quickly in an emergency, avoiding slips, trips, and falls.



Avoid storing or charging devices with lithium batteries (mobility scooters, e-bikes, and e-scooters) indoors. If indoor charging is necessary, choose a room with a closable door. Avoid locations that may obstruct your exit, such as hallways or communal areas.

You can read our communal area policy and report any issues in a communal area at [www.norwich.gov.uk/CommunalAreas](http://www.norwich.gov.uk/CommunalAreas) or scan this QR code with your smart phone.



## Fire safety tips

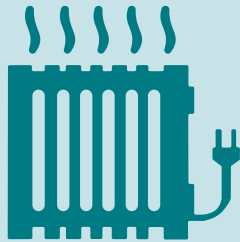
### Electrical safety:

- Don't overload sockets, keep to one plug per socket.
- Do not charge electrical items at night, such as your mobile phones. They are best charged in the daytime when you are awake and aware.



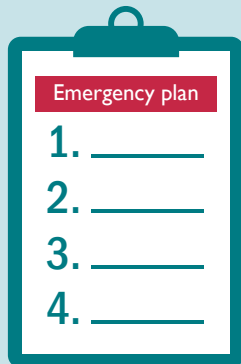
### Heaters:

- Keep electric heaters at least one metre away from people, furniture, and items such as blankets, cushions, and newspapers.
- Never use an electric heater to dry clothes.



### Make an escape plan:

- Plan your escape routes and keep your exits clear. The best route is the usual way in and out of your home.
- Keep door and window keys handy – tell members of your household where they are.



## We're here to help!

Norfolk Fire and Rescue Service offer **FREE** Home Fire Safety Checks for those eligible.

Our crews and staff will check your smoke detection equipment, discuss fire safety within your home and share opportunities for you to reduce any risks.

For further information and advice on Fire Safety in your home, or to register for a Home Fire Safety Check, please contact our Prevention Team on:



Telephone: **0300 1231669**

Email: **hq@fire.norfolk.gov.uk**

Website: **www.norfolk.gov.uk/fire**

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To view the information in this leaflet in other languages please visit **www.norwich.gov.uk/FireSafety** or scan this QR Code with your smart phone.



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