

1-24 NORTHIAM

Building and Fire Safety Pack

WE ARE SAFER TOGETHER

Fire safety is up to all of us. Play your part.

camden.gov.uk/fire-safety

 Camden

Introduction

This is a Building and Fire Safety Pack for residents of 1-24 Northiam. This pack is delivered as part of the Building Safety Resident Engagement Strategy for high rise buildings. We are sharing this with you as we want you to:

- know where to access fire safety information in your building.
- have all the information you need to stay safe at home.

Safer homes are up to everyone.

Please read this guide on keeping safe at home so you can keep safe in the event of an emergency in your building.

In an emergency

In an emergency, always call 999.

Evacuation in an emergency

In the event of a fire in your flat:

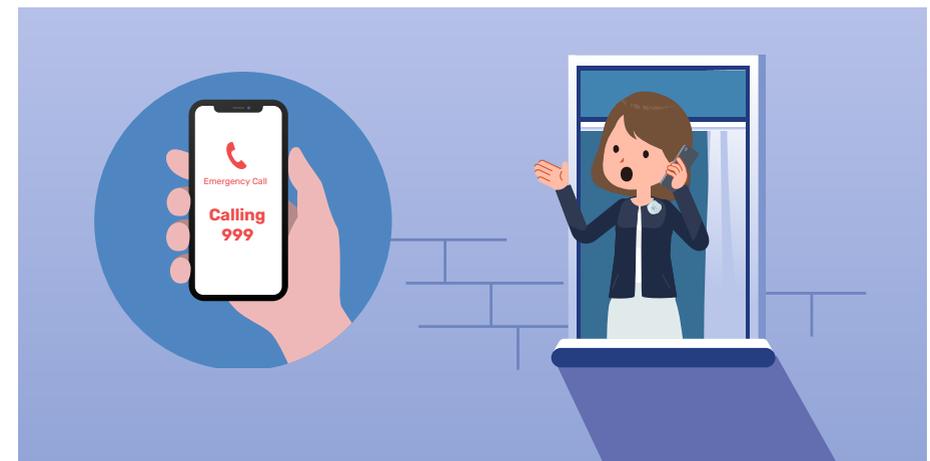
- alert everyone inside your home immediately
- leave the building using the nearest escape route
- call 999 for the London Fire Brigade once you're safely outside.

The evacuation plan for your building is Stay Put.

The London Fire Brigade 'Stay Put' advice applies to your building.

- If there is a fire elsewhere in the building, purpose-built blocks of flats and maisonettes, are built to give you protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes.
- Close your windows and doors and stay in your home.

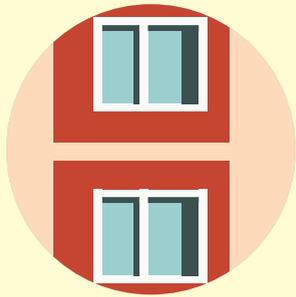
- London Fire Brigade control officers will provide you with guidance until firefighters arrive at the scene.
- Once firefighters arrive be prepared to follow their instructions.
- If you are being directly affected by fire, smoke or heat, alert everyone, leave the building and follow the advice below to evacuate.
 - Leave your home and close the doors behind you.
 - Move as quickly and safely as you can, and don't stop to investigate or pick up valuables.
 - Use the stairs to make your way out of the building
 - don't use the lift.
 - Call 999 as soon as you are safe to do so – don't assume someone else has made the call.



If you are unsure about any part of your evacuation plan, please contact your Building Safety Manager at buildingsafetymanager@camden.gov.uk.

Remember to prepare a fire emergency plan for you and your family. Visit [camden.gov.uk/emergencies](https://www.camden.gov.uk/emergencies) for more information.

Stay safe at home: Window Safety



You're responsible for looking after the windows in your home.

General window repairs are your responsibility, including security locks and replacement keys.

Your property responsibilities are listed on pages 85-86 of your tenants' guide. Visit [camden.gov.uk/tenantguide](https://www.camden.gov.uk/tenantguide) for more details.

Window restrictors

Windows are normally fitted with restricting devices or catches. These devices allow you to safely open the window and let fresh air in, but prevent the window from opening wide enough for anyone to climb through.

All windows above a ground floor should have restrictors to protect residents. If you do not have window restrictors inside your home and you are a council tenant, we will fit them for you. Do not attempt to fix your own restrictors.

If your window is above ground floor level and does not have a restrictor, you can request an installation through [camden.gov.uk/report-a-housing-repair](https://www.camden.gov.uk/report-a-housing-repair)

Windows in shared areas of your building

If a window restrictor, or frame is damaged or not working in a shared area of your building, you can raise a repair or alert your Neighbourhood Officer by calling **020 7974 4444**. To raise a repair, message or call **07360 277 909** in your preferred language. This service is available 9am to 12pm and 2pm to 5pm.

You can also raise an emergency repair by calling **020 7974 4444** outside of the hours listed.

Young children and vulnerable people

Young children and vulnerable people are at higher risk of falling from a window if left unsupervised, even for a short time. Children and vulnerable people should be supervised if a window is open, and avoid placing furniture in front of the window's opening, as this could be used as a step to access the window

Make sure your windows are safe

- Check your window restrictors regularly to ensure they are in good working order and are engaged.
- Do not allow children or anyone else to tamper with window restrictors.

Cleaning

If you need to fully open your window restrictor to clean your windows, make sure to reconnect it afterwards and never leave your windows unattended whilst open without the restrictor.

Safety in your building

Fire safety is up to all of us.

Here, we've provided essential tips and guidelines to keep you and your neighbours safe.

Resources to help keep you safe at home

- Check out our fire safety video 'how to keep safe in your home' at [camden.gov.uk/fire-safety](https://www.camden.gov.uk/fire-safety)
Search 'Fire safety: how to keep safe in your home' on our YouTube channel at [youtube.com/@CamdenCouncil](https://www.youtube.com/@CamdenCouncil).
- Keep shared areas clear of fire hazards. Personal belongings left in these spaces (like hallways or staircases) can block escape routes and prevent people from getting out safely during a fire.
- If you need to dispose of large items, book a bulky waste collection at [camden.gov.uk/bulky-waste-collection](https://www.camden.gov.uk/bulky-waste-collection) or call **020 7974 4444**, and ask for 'bulky waste collection'.
- Never block exits and doorways with items like bikes, scooters, or wheelchairs. Make sure you do not store these items in communal areas, as this puts yourself and your neighbours in danger and could prevent you leaving your home quickly in an emergency. To stay safe, keep your e-bike, scooter, or wheelchair near an existing smoke alarm or fit a new one where you keep it.
- E-bike and e-scooters have powerful lithium batteries. For more information about how to store e-bikes and e-scooters safely, check out the London Fire Brigade's guidance at [london-fire.gov.uk/safety/lithium-batteries](https://www.london-fire.gov.uk/safety/lithium-batteries)

- Make sure you are storing items safely as laid out in your 'What can I keep in communal areas?' leaflet at [camden.gov.uk/shared-areas](https://www.camden.gov.uk/shared-areas)
- Never use a barbecue indoors or on a balcony. Barbecues on balconies have caused serious fires in Camden.
- Revisit your tenants' guide for more information on fire safety, gas safety, housing repairs and your tenancy duties. You will have received this when first moving into your property. Read your tenants' guide at [camden.gov.uk/tenantguide](https://www.camden.gov.uk/tenantguide)
- Get a free Home Safety visit from The London Fire Brigade to fit free smoke alarms by visiting [london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit](https://www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit)

Here are a few reminders:

- Test your smoke alarms every week. Remember to change the battery and look after your alarm. Dust and dirt can stop your smoke alarm working – vacuum it once a year.
- Never tamper with or disconnect hardwired smoke, carbon monoxide or heat detectors. When the battery stops working, contact the repairs team on **020 7974 4444**.
- Smoking is not permitted in any communal areas. If you smoke at home, make sure you put cigarettes out fully and dispose of them correctly – don't throw them on the floor and never out of the window.
- Use electrical appliances safely and correctly, don't leave your mobile phone charging overnight, especially on your bed or under your pillow. Only use one plug per socket.
- Find more on how you can help keep yourself and your neighbours safe by visiting our webpage on fire safety at home at [camden.gov.uk/safety-at-home](https://www.camden.gov.uk/safety-at-home)

Fire information and fire safety measures in your block

Fire Risk Assessment

We have completed a Fire Risk Assessment in your building. This assessment covers:

- how safe your building is
- what the fire risks are
- recommendations on how to improve fire safety

Your Building Safety Manager can provide you with a copy of the Fire Risk Assessment for the building and you can also find it online at [camden.gov.uk/your-fire-risk-assessments](https://www.camden.gov.uk/your-fire-risk-assessments)

Fire Action Notices and Signs

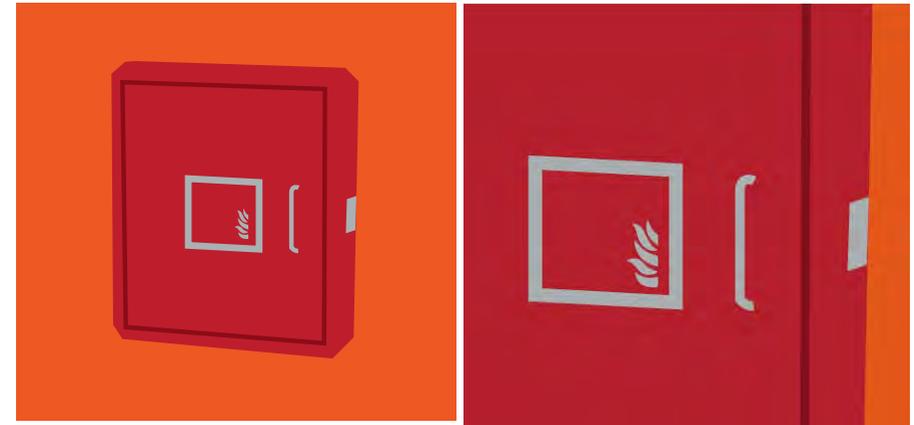


We have installed Fire Action Notices, wayfinding signage, and Fire Exit Signs in your building. Make sure to take a look at the Fire Action Notice in your building. It provides instruction on what to do in the event of a fire. At 1-24 Northiam, Fire Action Notices are found in the corridor.

Wayfinding signage is a visual communication tool to assist the Fire and Rescue Service in locating specific flats as they navigate their way round a building. Fire Exit Signs direct you to the shortest exit route available in the event of an emergency. Wayfinding signage and Fire Exit Signs can be found along the escape route.

Secure Information Boxes

Secure Information Boxes are easily identifiable storage units for documents intended for use by the fire and rescue service during a fire.



If you need help in the event of an emergency such as a fire, due to a physical disability or long term medical condition or another disorder, please let us know.

Please send the following information to buildingsafetymanager@camden.gov.uk:

- Your name, your building name, flat number and floor number
- Details of your disability for example 'I have mobility issues and require a wheelchair' or 'I am partially sighted and will struggle to evacuate.'

Your flat number and floor number information will be stored in the secure premises information box, which the London Fire Brigade will access in an emergency, so they know you need help and are able to support you. We may contact you about an emergency plan or request your consent to refer you to the most appropriate council service.

Alarm systems

If you are a council tenant, you will have been offered an alarm for inside your flat. Leaseholders will have been offered alarms where our Fire Safety Manager has identified a concern.

A communal alarm will not sound in this building in an emergency.

Your Building Safety Manager

The Building Safety Manager is an accountable person for the fire and structural safety of the building. Your Building Safety Manager is:

- the point of contact for you to share any questions or concerns about fire and building safety.
- the point of contact for the Building Safety Regulator, who oversee building safety in high-rise buildings.
- able to provide advice and information on any construction, maintenance, repair, or servicing works, such as construction or repairs, taking place in your building.
- able to support in helping keep you and your family up to date on fire safety.



Your shared area policy

Keep all hallways, stairwells and balconies clear.



Hallways, stairwells and lobbies are examples of shared or communal areas in your building.

Your building has a shared areas policy. This means that there are rules for what can be kept in shared areas like hallways, staircases, and the space outside your home.

We want you to be able to enjoy your home and personalise your space, but we also need you to think about your safety and the safety of everyone living around you. Please make sure everyone in your household knows what can stay in shared areas and what needs to be taken away.

All shared areas on the escape route should be free of combustible items and free from obstructions that could impede residents escaping and the Fire Brigade carrying out their duties. Read the full policy is available on our website at camden.gov.uk/shared-areas

Removal of items from shared areas

If we find an item that is not allowed to be stored in a shared area, you will have 7 days to remove it. If an item is an immediate fire risk, it may be removed straight away.

A notice will be attached to the item to let you know that we will remove it from the shared area. If we must remove an item, it will not be stored and may be disposed of immediately. If you have not removed the item within 7 days, a council officer will attempt to speak to you in person before removing the item.

Your shared area policy

Storing electric bikes, scooters, and wheelchairs

The number of fires caused by the lithium batteries that power these items are increasing. We want to make sure that you, and everyone living in your building, know how to store and charge them safely.

Policy for electric bikes, scooters, and wheelchairs

You are not allowed to store or charge e-bikes, scooters, or wheelchairs in the communal areas of your building. Our team will ask you to remove them or will take them away if we're not able to speak to you.

How to use lithium batteries safely

- Only buy batteries from a trusted seller to make sure they meet safety standards. Faulty or poor-quality batteries can cause fast spreading fires if they catch alight.
- Follow the manufacturer's instructions to charge the battery and unplug the charger when you've finished using it.
- Charge batteries on hard flat surfaces so that they don't overheat and never leave a battery charging when you are asleep or away from home.
- Check batteries regularly to make sure they are in good condition – they can be dangerous if they have been damaged.
- Keep batteries out of sunlight and put them somewhere cool, especially on hot days.
- Leave the battery to cool down after you have used your vehicle before charging again.

You can find more information about lithium batteries and how to keep yourself safe at london-fire.gov.uk/safety/lithium-batteries

Contacts

Reporting fire and building safety issues

If you live with someone who would need help to get out in an emergency, tell your Building Safety Manager by emailing buildingsafetymanager@camden.gov.uk or leave a voice message at **0207 974 2585**

Contacting us about safety repairs

- You can report an emergency repair seven days a week by calling **020 7974 4444**
- You can also report a repair online at camden.gov.uk/report-a-housing-repair

Support and information

- If you are worried about your communal areas or other residents behaving in an unsafe way, contact your Neighbourhood Housing Officer on **020 7974 4444** or at camden.gov.uk/FindYourNHO
- If you have general questions about fire safety or fire risk assessments, contact our Fire Safety Advisors at fireadvisors@camden.gov.uk or leave a voice message for an advisor at **0207 974 1964**.

Fire and building safety works

To see if building works are scheduled to take place in your building, visit camden.gov.uk/buildingsafetyworks



Request a translation of this document by emailing **safertogetherstrategy@camden.gov.uk** or translate online at google.translate.co.uk.

اس دستاویز کے ترجمہ **safertogetherstrategy@camden.gov.uk** کی درخواست کریں پر ای میل کر کے

(urdu) : اطلب ترجمہ هذه الوثيقة عبر البريدي **safertogetherstrategy@camden.gov.uk** (Arabic)

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