

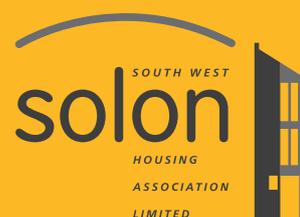
Fire Safety

Keeping

You Safe



SOLON RESIDENTS
FIRE SAFETY
REQUIREMENTS



Fire Safety

Keeping You Safe



We have recently carried out a new inspection (**Fire Risk Assessment**) of your blocks communal area. Following the inspection we have identified some things we need to do to make the block and your home as safe as possible.

Why are we doing this?

As a Landlord, Solon has a duty by Law to comply with fire safety legislation.

We have recently carried out a new inspection (Fire Risk Assessment) of your blocks communal area. Following the inspection we have identified some things we need to do to make the block and your home as safe as possible.

Across all of our properties we have found tasks generally fall into three areas:

- 1.** Housekeeping - keeping communal areas free from items that can either catch fire or cause an obstruction in case of evacuation. (see page 4)
- 2.** The building - make sure the building does not allow fire to spread, such as having fire doors in good condition and electric equipment which is properly protected. (see page 7)

- 3.** Fire alarm system - Mainly for older buildings, making sure there is an appropriate fire alarm system to alert you of a fire. (see page 7)

Our Housing Management team will be in touch with you about clearing your communal area.

Our Asset Management team will be working with our contractors to make sure that the building and fire alarm systems comply with the Fire Risk Assessment recommendations.

Help us to help you!



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Housekeeping - Keeping Communal areas clear

What can be stored?

We work hard to protect the residents who live in our blocks of flats from the risk of fire. One of the ways that we do this is to have a clear policy about what tenants can or cannot keep in communal areas, as these may be a fire risk or a trip hazard and prevent you safely getting out of the building in the event of a fire.

We have got a 'zero tolerance' policy towards any items being stored in communal areas. That means that if there is any doubt about the 'safe escape route' being blocked or obstructed then we will remove that obstruction. The safety of our tenants is most important when deciding what can be kept.

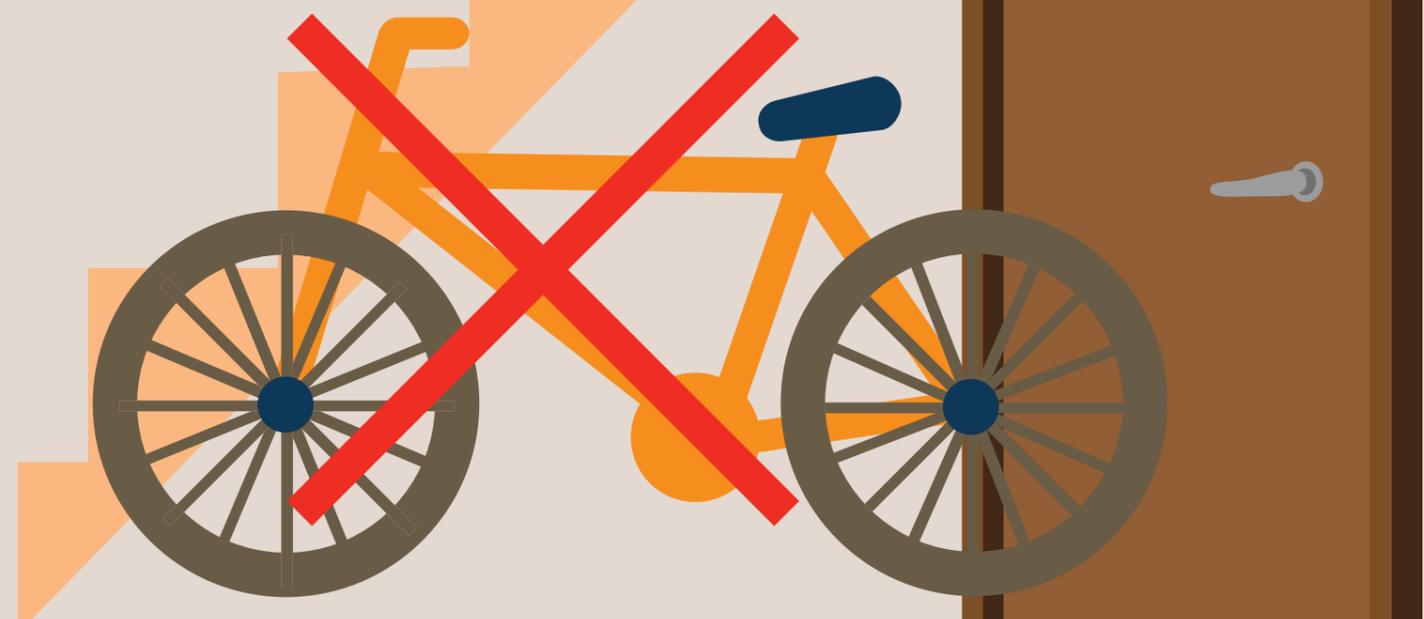
If necessary we will carry out a risk assessment to ensure that only items that cause no or very low levels of risk are permitted in communal areas. Your Estate Management Officer will consider the danger of items present for each individual block. **If in doubt please contact your Estate Management Officer.**

Buggies:

Items such as mobility scooters will always present a risk if inappropriately stored and will not be permitted in communal areas. There is no legal requirement for Solon to provide mobility scooter storage. It is okay for tenants to park and charge mobility scooters inside their own flats. They may not be parked or charged in Communal areas unless an area has been specifically set aside with improved fire safety features.



Where you share hallways and stairs with other residents, you must not store any items such as bikes and prams in these areas as they are a health and safety risk



Clearance timetable:

- ✓ Once identified, items will be labelled and the owner asked to remove them in **72 hours**.
- ✓ If the items are not removed, we will make a list and then move them to a **secure storage area**.
- ✓ All items will remain in storage for **14 days**.
- ✓ After **14 days**, all items will be **permanently disposed of**.
- ✓ We will **charge** for removal and disposal of items.
- ✓ We can't give you an exact date of our visit as we have over **100 areas to visit**, but if you see our labels you will know we have been.

Tenancy Conditions

Under Section 5 of your tenancy agreement it clearly states what your responsibilities are as a tenant.

In particular section 5.24, shared areas in flats and maisonettes states:

You, your family and friends must keep shared areas clean, tidy and clear of obstacles.

A breach of this tenancy condition could lead to action being taken to enforce it.

Where you share hallways and stairs with other residents. You must not store any items such as bikes and prams in these areas as they are a health and safety risk and break fire regulations. We will ask you to remove it and if you do not, we will remove the item and dispose of it.

Carrying out works to improve the safety of your block

What type of work might we need to do?

- Carry out repairs to flat front doors. This can be anything from changing the door closer to replacing the door altogether.
- Enclose meter cupboards. Where the electric meters in the communal areas are open, these will have a box built round with doors.
- Filling holes in walls where fire or smoke may spread.
- Carry out alterations or replacement of the fire alarm and emergency lighting system in the communal area and in your flat.

Who will carry out the work?

We will be using Novus to carry out the building work. You may know them as they carry out our response maintenance work.

We will be using Ashton Electrical to carry out the fire alarm system work. You may have heard from Ashton before as they carry out our fire alarm servicing work.



Fire Alarm Panels

As part of the work, we will remove the key / code from the fire alarm panel in your communal area. We need to do this to make sure that we find out if there are any faults with the system that we need to attend to.

If your fire alarm goes off, please contact the following:

- Monday - Friday 8.30 a.m. - 5.00 p.m. - Solon Maintenance on **0117 9167777**
- Monday - Friday 5.00 p.m. - 8.30 am. - Novus Solutions out of hours on **0117 938 6899** and they will contact Ashton Electrical.



Your Support

We need to carry out this work by Law and need your full support to: Clear all your items from the communal area in accordance with

the Housing Team requirements and to keep them cleared.

Work with our contractors to provide access for any work they might need to carry out in your home.

Get in touch with us and we can help

**Solon South West
Housing Association**
1 Newfoundland Court
St Paul Street, Bristol BS2 8AN
Email: solon@solonswha.co.uk
Website: www.solonswha.co.uk

Office hours
8.30am-5.00pm Mon-Fri

Main office 0117 924 4071
Includes voicemail when the office is closed

Maintenance 0117 916 7777
Repairs and emergency repairs (office hours) or
report a non-urgent repair by using our website

Emergency out-of-hours repairs
Gas heating / hot water (Gregor)
0117 947 9034
For all other emergency repairs (Novus)
0117 987 5682

Face-to-face visits
Come to our office or arrange a home visit
(translation and interpretation services available)

Resident involvement 0117 916 7792
Resident communication, meetings, newsletter,
entry for Solon competitions and prize draws

Language Line 0117 924 4071
Call the main Solon number and we will connect
you to the Language Line service immediately

Translation service 0117 924 4071
Ask us if you would like us to translate any
information into a language for you

Allpay 0870 770 0472

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INVESTOR IN PEOPLE



business for neighbourhoods

**Tell us if you
want this
leaflet in
large print,
in a different
language or
in a another
format.**

ARABIC

اذا لم تكن اللغة الانجليزية هي لغتك الام وتحتاج
الى الترجمة فيمكننا مساعدتك في هذا الامر.

BANGLADESHI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন
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CHINESE

如果英文不是您的第一語言，而您需要翻
譯的話，我們可以為您安排。

FRENCH

Si l'anglais n'est pas votre langue natale et que vous
souhaitez une traduction, nous pouvons vous la fournir.

POLISH

Jeżeli język angielski nie jest Twoim
językiem ojczystym i wymagasz
tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua
materna e precisa de uma tradução,
nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਡੀ
ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਥਮ
ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingilisku aanu ahayn alkoaga kowada oo aad u
baahan tahay fujumaad, annaga kuu samayn kara.

THAI

ถ้าภาษาอังกฤษไม่ใช่ภาษาแม่ของคุณและคุณต้องการแปล
เอกสารราชการที่แจ้งเหตุการณ์เปลี่ยนแปลงการที่ทันคุณได้

TURKISH

Eğer İngilizce ilk lisanınız değilse ve bir çeviriye ihtiyacınız
varsa, sizin için bunun yapılmasını sağlayabiliriz.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو
ہم آپ کے لئے فراہم کر سکتے ہیں۔

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