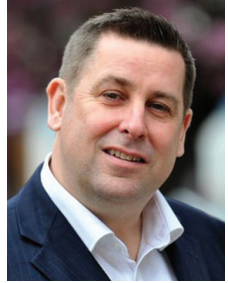




**WE'RE
WORKING
TO KEEP
YOU SAFE**

WE'RE WORKING HARD TO KEEP YOU SAFE

The fire in Kensington has made one thing clear – just meeting minimum fire standards is not enough. The regulations are clearly not good enough. So we've put together this H&F Fire Safety Plus programme, and we're going above and beyond what is required.



We want our residents to know that we care deeply about your safety, we understand your concerns, and we will do everything it takes to keep you safe.

All councils need to do more to make sure tenants' and leaseholders' homes are safe. We've got work to do here – that's why we've developed this H&F Fire Safety Plus programme, to make sure our properties meet higher standards. And we've set aside £20million to pay for it.

Tenants and leaseholders have been working with us to shape our Fire Safety Plus package. We've been visiting estates and hearing residents' concerns and suggestions for improving fire safety – and we're acting on that with a massive programme of works.

A handwritten signature in black ink, appearing to read 'Stephen Cowan'.

Cllr Stephen Cowan

Leader of Hammersmith & Fulham Council

OUR FIRE SAFETY PLUS PROGRAMME

Our Fire Safety Plus programme is about doing more than the minimum requirement to keep you safe. We've set aside the money to fund a major package of testing, building works and free equipment for our residents that live in council owned accommodation.

① Replacement concierges

We are bringing back concierge staff to Edward Woods and Charecroft estates and looking to do the same at other estates where concierge staff have been removed in the past.

② Sprinklers in tower blocks

We are working on a plan which is being discussed with the London Fire Brigade about the feasibility of fitting sprinklers in tower blocks. As we progress we'll be in touch with more details.

③ Better fire assessments

Independent experts are reviewing safety in all communal blocks. Current standards don't require assessments to check the outside of the building (cladding and external panels are not usually checked). Although we don't have the Grenfell fire cladding, we've raised the standards in H&F and asked our expert fire reviewers to look at all external panelling. They will also do much more detailed and thorough assessments than in the past.

4 Free safety checks for every home

We are offering every resident an individual safety check visit, with priority for people in high-rise homes (six stores or more). Depending on what your property needs, this could mean follow up visits to carry out a portable appliance test (PAT), if you want one and to remove and replace any appliance that fails. We aim to do this within 48 hours.

- **New fire doors** – We will work on checking the entire block you live in and organise a programme of works to ensure the block is safe. We will write with more details and updates.
- **Free replacement appliances** – If one or more of your appliances fails a PAT we will cut the plug off immediately and remove the failed appliance and replace it with a good quality, brand new one – for free. We aim to do this within 48 hours.

The fire in Shepherds Court last year was started by a faulty Hotpoint tumble dryer. If you haven't yet checked whether your appliances are on the Hotpoint, Creda or Indesit recall list, please do so and book your upgrade with them. Check whether your tumble dryer is affected at: www.lbhf.gov.uk/checkyourappliance

- **Free heat detectors** – During our visit, we'll also install free heat detectors and check any detectors or alarms you already have to make sure they're working properly.

Book now

To book your Fire Safety Plus visit, please call the customer services centre on 0800 023 4499 or email: firesafetyplus@mitie.com

5 Free plug adaptors

The London Fire Brigade advise residents not to use cube-style plug adaptor/extensions. They say linear adaptors with circuit breakers built in are safer.

If you are presently using an adaptor which looks like this:



Then we will happily swap it for an extension lead which looks like this:



You can exchange your cube-style plug adaptors for FREE for a safer type of extension lead. All you need to do is bring your cube-style plug adaptors down to your local housing office and we will give you new linear adaptors for every cube you exchange. If you want more details on how to avoid fires caused by electrical equipment please visit: www.london-fire.gov.uk/ElectricalEquipment.asp

BLOCKS WITH CLADDING

We have no council blocks in H&F that have cladding like that used on Grenfell Tower.

We have only three blocks that have cladding – all at the Edward Woods estate. We have had both the materials used and the installation tested by independent experts BRE, and the Edward Woods estate has passed these tests.

There are a few housing association blocks in the borough that have failed the cladding tests. None of these are council properties, and the housing associations that own them have notified their tenants and are working to make them safe.

EXTERNAL PANELS

The fire at Shepherds Court in Shepherds Bush on 19 August 2016 was caused by a faulty tumble dryer igniting. There was no loss of life or serious injury and initial fire reports showed the fire was well-contained. However, the fire brigade subsequently raised concerns about external panels below lounge windows.

We commissioned one of the leading firms in the field to carry out additional testing and assessment of these window panels.

We will be removing and replacing the window panels at Charecroft estate and we have round-the-clock fire patrols in all the Charecroft blocks to keep people safe while this work is being done.

We have commissioned a review of all our other communal blocks to check if these panels are used elsewhere, to check their safety, and, if necessary, to replace these too.

LISTENING TO RESIDENTS

One of the main lessons from the Grenfell fire is that councils should do more to listen to residents and act on their concerns. Here's what we've been doing to make sure residents' voices are heard:

- Fire safety officers have been visiting all our estates to talk to residents, and to check fire safety arrangements.
- We are setting up a residents' advisory group on fire safety, to work with us on our improvement plans.
- We have held advice and listening sessions at the Edward Woods and Charecroft estates in Shepherd's Bush – some of our tallest tower blocks where there have been concerns about cladding and window panels.
- We've written to all residents in high-rise blocks in H&F to offer advice and reassurance where we can. We've also written separately to residents of Edward Woods and Charecroft estates about their specific concerns.
- We've met representatives from our tenants' and residents' associations to hear their views on actions we need to take, and will continue to work closely with local people.

PLEASE HELP KEEP YOUR HOME SAFE

There are some simple ways you can help keep your home and family safe. The following requests are based on fire brigade advice.

- Please keep communal areas and hallways clear of obstructions, such as furniture, bikes and boxes. It could save lives.
- Please don't smoke in bed or leave candles unattended.
- Please talk to your family about your fire plan – and make sure everyone knows what they should do, including children. Each block has its own fire safety procedures, but you can also find general advice from the London Fire Brigade at www.london-fire.gov.uk
- Please talk to your neighbours and help them with their fire plans if they need it, especially older people living alone or people who have recently moved to the area.
- Please don't remove or alter the external fire door to your flat. These are crucial to stopping the spread of fire in any block and give you the protection you need to stay safe until the fire brigade is able to put out any fire.
- We really need you to help us by allowing us access for fire and safety inspections so we can test equipment and fire doors.
- Please check if any of your white goods have been recalled by the manufacturer by using the link below. The manufacturer will replace appliances that have been recalled. <https://www.electricalsafetyfirst.org.uk/product-recalls/>

WHAT TO LOOK FOR IN YOUR BUILDING

Fire safety in all buildings also depends on good maintenance and housekeeping.

Here are some things to keep an eye on.

- All front doors of flats and doors on corridors and staircases must be 'self-closing' fire doors.
- Fire doors must 'self-close' properly, and not be held or wedged open. They are designed to stop the spread of fire.
- Things shouldn't be stored in corridors or staircases. This can block escape routes and stop firefighters doing their job. They can also feed the fire.
- Keep any storage on individual balconies to a minimum and do not use a BBQ on your balcony
- There should be signs that show you how to escape a fire.

If you're concerned about any of these things, please contact your local housing office for more details.

North Area Office

New Zealand Way
White City estate
London W12 7DE

Tel: 020 8753 4808

Email:

hammersmithnorth@lbhf.gov.uk

South Area Office

Clem Atlee estate
Lillie Road
London SW6 7RX

Tel: 020 8753 4327

Email:

fulhamnorth@lbhf.gov.uk

SHOULD I STAY PUT?

Below is the current advice from the fire brigade and their guidance remains the same after the Grenfell fire.

If your home is affected by fire or smoke and your escape route is clear:

- Get everyone out, close all windows and doors and walk calmly out of the building.
- Do not use the lift.
- Call 999, give your address, the number of your flat and state which floor the fire is on.

If there is a fire or smoke inside your home, but your escape route is NOT clear:

- It may still be safer to stay in your flat until the fire brigade arrives.
- Find a safe room, close the door and use soft materials to block any gaps to stop the smoke.
- Go to a window, shout "HELP, FIRE" and call 999.
- Be ready to describe where you are and the quickest way to reach you.

If there is a fire in another part of the building:

- You are usually safer staying put and calling 999. Purpose-built blocks of flats are built to give you some protection from fire. Walls, floors and doors can hold back flames and smoke for 30 to 60 minutes.
- Tell the fire brigade where you are and the best way to reach you.
- If you are in the common parts of the building, leave and call 999.
- Follow the fire safety instructions in your block.

WHY IS IT USUALLY SAFER TO STAY PUT?

The London Fire Brigade's guidance is to 'Stay Put' unless your flat is affected by fire or smoke.

This is because:

- Blocks of flats are usually built to prevent the spread of fire – 'compartmentalisation' includes fire breaks between flats and between floors.
- By leaving your flat, you may walk into smoke or fire in communal areas.
- Opening your fire door may allow the fire into your home and help spread smoke and flames.
- Staying put will also allow firefighters to tackle the fire safely and quickly without being delayed by many residents evacuating down the stairways.
- During the Shepherds Court fire in 2016, residents were advised to follow the standard fire brigade advice for tower blocks and to stay in their homes. Many families remained in the upper floors until the fire was brought under control. This action kept residents safe.
- This 'stay put' advice, together with the swift response to the fire and the building's good-quality fire-retardant systems, led to the initial fire report concluding there had been 'no rapid fire growth', and shows these combined measures can, and do, work successfully.

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Contact us:

www.lbhf.gov.uk/firesafetyplus-translate