

Staying safe in flats

We want you and your family to be safe in your flat. There are certain things that you should or should not do to make sure that you and everyone else in the building stay safe.

Fire

Fire safety information is provided in a separate leaflet called 'Fire safety in your home'. However, if you live in a flat there are some additional things that you need to know or do.

Flats are usually built to be fireproof, and most fires don't spread further than one or two rooms. However, you will need to know how to get out if there is a fire in your flat.

Plan an escape route, and make sure that everyone in your family knows it. Fire instruction notices are provided in high-rise buildings. Make sure that you have read them, and that your family knows what they say.

The door at the front of your flat is designed to protect you from a fire in the corridor outside your flat for at least half an hour. If this door is in any way damaged or altered, it may no longer provide the right level of protection. You must not replace this door with one of your own or make any alterations (such as fitting your own locks, letterbox, spyhole or vents) to this door. You must report any damage to the door to our Repairs Contact Centre as soon as possible on **0115 915 2222**.

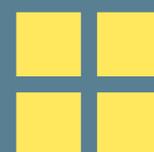
There may be additional fire doors in the corridors outside your flat. These are designed to prevent fire spreading along the corridor. You must not prop these doors open at any time.

If there is a lift in your building, you must not use it if there is a fire. It may stop working and you may get trapped in it.

Corridors, stairs and landings

You must keep communal stairs, landings and corridors free of any items that might cause an obstruction or trip somebody up. You must not keep furniture, motorbikes or bicycles, toys or any other large item in these areas.

You will normally be allowed to place a small doormat, your milk bottles or one or two small plant pots immediately outside your flat door, provided that they are not likely to trip anybody else up, although this is not normally permitted on long corridors that are used by a lot of people. You must remove any items from these areas if asked to by your Housing Patch Manager or Independent Living Co-ordinator.



If you need a wheelchair or mobility scooter, you must keep them in your flat or in allocated areas if there are any. You must not keep them in communal corridors unless you have written permission from your Housing Patch Manager or Independent Living Co-ordinator.

Smoking

You may smoke in your flat if you wish, or on any balcony that is only used by you or your family. You may not smoke in any shared part of the building, including corridors, stairs, landings, balconies, common rooms, laundries or shared kitchens or toilets. It is against the law to smoke in these areas and you may receive a fixed penalty fine if you do so.

Window restrictors

Restrictors are fitted to all windows above ground floor level to stop them opening more than 10cm, unless a child-proof mechanism is disabled. If your restrictors are missing or don't work properly, then please call the Repairs Contact Centre on **0115 915 2222**. If you are a leaseholder, we strongly recommend you have a restrictor privately fitted to your leasehold property windows, if you are above ground floor level and they're not already present.

Waste materials and rubbish chutes

You must not place any waste materials or unwanted furniture in common corridors. This may be a fire hazard or cause an obstruction or injury to someone else. You must not on any account throw any item, including waste, from any balcony or window.

Please do not use the refuse chutes for any items other than general household waste. These chutes are designed for use with carrier bags or small bin liners – not large refuse sacks. Please do not try to force a large refuse bag full of waste into a chute as it will block the chute.

Please do not remove a waste chute cover or leave the door to the chute room open as these are designed to help prevent the spread of fire.

Security

Please try and keep the building secure. Always close the entrance door behind you, and never prop it open. Anybody who has official business in the building will have their own key or will carry identification with them. Always ask to see identification if somebody asks you to let them into the building.

Pets

You may not keep cats or dogs in flats unless you have access to a private enclosed garden or you have an assistance dog.

Parking

Please park considerately outside the flat, in marked parking areas if possible. You may not park in any hatched area, or directly outside any access or fire exit door. Please make sure that you leave enough space for ambulances and fire engines to get to flats and turn around.

Repairs

As well as reporting faults in your own flat (if you are a tenant), please report faults or damage in communal areas. This helps keep everyone in the building safe. You can report faults on **0115 915 2222** or online at www.nottinghamcityhomes.org.uk/your_repairs/

