



Introduction

Welcome to your guide on resident safety for 1-74 Barrington Court, SW1V 1AJ

Customer safety is our number one priority and we're committed to ensuring your building is managed and maintained to a good standard. In this document, we've explained:

- Who to contact for any issues relating to your building
- Our responsibilities as your landlord
- Your responsibilities
- Evacuation strategy for your building
- How you can get involved

Who to contact: Property and Safety Manager

Your building has a dedicated Property and Safety Manager who is responsible for the following:

- Being your first point of contact for any issues or queries you may have
- Monitoring service standards, like no storage in communal areas.
- Supervising building maintenance and ensuring it is delivered in a timely way and to a good standard
- Maintaining accurate records of service charge costs
- Engaging with you and sharing building safety information

How we'll communicate with you

- Send monthly newsletters to provide updates on operations and outstanding issues relating to building safety. These will be sent via email unless you have requested a different communication method. Please let us know if you change your email address.
- Gather your views and share safety information for your building through a variety of methods. This could include speaking to you in person or online, via post, or electronic messaging to seek your views and share building safety information.
- Send occasional surveys to understand how you are feeling and what more we can do to improve our services or the safety of your development.
- Provide communications suited to your accessibility needs, including translations and printed versions of materials, on request.

You can find the contact details for your Property and Safety Manager on the noticeboard on the ground floor of your building.

What we're doing: Our responsibilities

Repairs and maintenance

We're responsible for repairs to your building's structure, including the roof and guttering, and repairs to shared parts of the building, such as lifts and communal stairways. We're also responsible for your building insurance which helps to protect the entire building from accidents and disasters.

We're also responsible for most repairs in your home, which include:

- electrical wiring
- gas pipes and boilers
- heating and hot water
- chimneys and ventilation
- sinks, baths, toilets, pipes and drains

You can report a repair through MyAccount or by calling our Customer Contact Centre on 0800 432 0077.

Building safety

We're responsible for all building and fire safety matters. We have a legal duty to ensure that a Fire Risk Assessment (FRA) is carried out in your building to identify and remove any fire risks and hazards, or to reduce these as far as possible. We also carry regular servicing and maintenance in your building, including lifts and electrical items.

Whenever we need to make decisions relating to safety in your building, we'll consult you first, through individual resident meetings and group sessions. If we need to carry out safety works where you live, we'll provide you with detailed information through webinars and resident meetings. For example, detail on what will be done, timescales, risks, potential disruptions, or costs. We'll also explain the options being considered and your views will be considered, and we'll let you know the final outcome in terms of the works that will go ahead. And we'll also keep you informed of the day-to-day activities involved in managing and maintaining your building as outlined in the 'How we'll communicate with you' section above.'

Working together: Your responsibilities

Fire safety

It's important that you know what to do in the event of a fire in your home or building. Here are some steps you can take:

- **Check smoke alarms:** Please test your alarm at least once a month, even if your smoke alarm is mains powered, as it needs backup batteries, so the device works in a power cut. If the alarm is not working, try changing the batteries. If it's still not working after the batteries have been changed, please report this to us calling 0800 432 0077.
- **Cooking:** If you're using your cooker, keep tea towels, cloths and other flammable materials away from the cooker when it's in use. Make sure your cooking appliances are switched off properly when you're not using them.
- **Smoking:** We recommend using glass, metal or ceramic ashtrays. Make sure you stub out your cigarette fully before disposing correctly. Don't smoke in bed or in communal areas.
- **Keep communal areas clear of personal items and rubbish:** Make sure your communal areas are clear of rubbish, pushchairs, mobility scooters and other household items, to ensure that fire escape routes are accessible for everyone. Report any safety issues or hazards.
- **Familiarise yourself with the fire signs and exits:** This includes where the stairs are (do not use lifts in the event of a fire). Don't interfere with safety items which includes removing or propping open fire doors in your building.
- **Keep your home maintained and all safety items serviced:** Allow access for our teams to maintain fire safety equipment.

Let us know if you have any changes in your circumstances or living arrangements that could make it difficult for you to leave the building in an emergency. This will ensure we can put plans in place to support you if needed. Please also make sure that you tell us about updates to your personal details, such as a new email address or phone number, so we can keep you informed.

Your building is a “Simultaneous Evacuation” procedure

What is the fire strategy for the building?

The current strategy is a ‘Simultaneous Evacuation’ procedure.

In the event of a fire in the building, the alarm system will activate to alert residents. You must immediately leave the building and make your way to the assembly point. Please ensure everyone from your household is with you and that you close all doors on your way out.

Why has the buildings fire strategy changed to Simultaneous Evacuation?

Due to the issues identified with the buildings external wall system, the fire engineers have concluded a Simultaneous Evacuation is required in the event of a fire.

Once the external cladding has been replaced, we will write to you to confirm when the fire strategy will return to ‘Stay Put’. For the time being, please follow the below instructions that are currently required for the building. Please also take note of the fire action notices that are displayed around the building.

How is fire detected in the building?

We have installed a temporary fire detection and alarm system (interlinked) to alert all residents in the event of a fire. Automatic heat detectors have been installed to all areas where there is an opening onto the external wall.

There are also standalone smoke alarms within your apartment that were installed when the building was built. These smoke alarms are designed to alert the resident/s of the apartment only.

If fire is to develop within the apartment, the heat detector forming part of the temporary system will activate, sounding a building wide evacuation signal.

What should I do if there is a fire in the building?

All residents are to leave the building as quickly and safely as possible, taking extra care on the stairs and being mindful of other residents who are also leaving.

What is the escape route to leave the building?

In the event of a fire, residents should leave the building via the communal corridors and stairwell, and then out through the main entrance door onto Wilton Road.

An alternative route is also available through the rear service corridor on ground level and then out through the car park onto Gillingham Street

Where is the Assembly Point?



The assembly point is opposite Barrington Court, outside the office buildings, on the corner of Gillingham Street and Wilton Road.

What if I am unable to leave the building?

We have made note of residents who are unable to evacuate the building without assistance. This information is stored in the buildings secured Premises Information Box, the Fire & Rescue Service will have access to this and will know which properties may require assistance. Please meet the fire rescue crew at your front door.

Who do I contact to advise I am unable to leave the building without assistance?

You can inform your Property & Safety Manager

Maaz Khan – maaz.khan@a2dominion.co.uk - 07860 411 268

Please note it is your responsibility to contact us if your circumstances change. Please also contact us if you no longer require assistance.

What should I do if there's a fire in the communal corridor or stairwell?

Communal corridors and the single stairwell should be sterile areas; therefore, it is highly unlikely that a fire would occur in these areas because there should be no combustible material, or ignition sources present. They are also protected from other areas of the building by fire doors and are built using fire resistant construction. There shouldn't be anything combustible in these areas, nor any sources of ignition and this is maintained by regular inspections.

How can I help to reduce the risk of fire spread?

1. All communal areas/corridors including stairs should be kept clear, no personal belongings are to be stored in the communal parts of the buildings.
2. Keeping all communal doors closed as they are built with a level of fire resistance.
3. Dispose cigarette butts away from the building.

4. Correct disposal of waste, no bulk waste left in communal areas or bin stores. Should you require assistance with the removal of bulk waste or large items, please contact Westminster council who offer a service to collect large items (this may be at an additional cost). <https://www.westminster.gov.uk/collections/how-dispose-bulky-waste>

Calling the Fire Service

- Dial 999 ask for the Fire Service and give your telephone number
- When the Fire Service replies, give the address where the fire is
- Do not end the call until the Fire Service has repeated the address correctly
- Don't assume someone else has called 999. If you see a fire, make the call

How you can get involved

If you'd like to get more involved with building safety discussions for (name of building) or find out more about information set out in this guide, please contact your Property and Safety Manager.

Maaz Khan – maaz.khan@a2dominion.co.uk - 07860 411 268

Please let us know if you would like this guide translated or in a different format.

Please keep a copy of this guide in a safe place for future reference