



Introduction

Welcome to your guide on resident safety for Cliff House.

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 Manager

Your building has dedicated Property Managers who are responsible for the following:

- Being your first point of contact for any issues or queries you may have
- Monitoring service standards such as cleaning
- Supervising building maintenance and ensuring it is delivered in a timely way and to a good standard
- Engaging with you and sharing building safety information

How we'll communicate with you

- Send quarterly 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 Managers on the noticeboard in the ground floor lobby 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 by emailing hammersmith.office@a2dominion.co.uk or for emergencies by calling the Accommodation office 0208 825 1968

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 and potential disruptions. 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:

- **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. Never leave cooking unattended-this is the cause of most fire alarm activations in your building, and you may be charged if your cooking sets off the fire alarm
- **Smoking:** this is a no smoking building.
- **Keep communal areas clear of personal items and rubbish:** Make sure your flat kitchen and corridor are clear of rubbish and other household items including shoes, 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 not propping open fire doors in your building.
- **Keeping your home maintained and all safety items serviced:** Allow access for our teams to maintain fire safety equipment. If you see a problem with smoke detectors in your home please report this as a repair. Also, any detector heads or fire alarm sounders must never be covered-they are there to help save lives!

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 has a Simultaneous evacuation procedure

In the event of a fire your building's communal alarm system will alert all residents so they can evacuate the building. This is known as a Simultaneous Evacuation Procedure.

What to do if a fire breaks out in your building

It's important for us to be clear that if there is a fire within your home or another part of the building where you live, you must leave immediately and call the Fire Service.

- Leave the room where the fire is straight away, and close the door behind you
- Do not stop to collect personal belongings
- Close the entrance door to the flat behind you
- Do not stay behind to put the fire out
- Leave the building and wait outside in the designated assembly point for your building. The location of the assembly point is adjacent to the Sports and Social Club . Please follow the emergency exit signage
- Call the Fire Service by dialling 999

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
- Emergency service calls are free of charge

If you smell smoke or see or hear of a fire in another part of your building

- The evacuation plan for this building requires all residents to leave the building and proceed to the assembly point when the fire detection and alarm system sounds.
- You must also leave immediately if smoke or heat affects your home, or if you are told to do so by the fire service.
- If you are in any doubt, get out.

How you can get involved

If you'd like to get more involved with building safety discussions for Cliff House, or find out more about information set out in this guide, please contact your Property Manager . You can do this by emailing hammersmith.office@a2dominion.co.uk

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