

Your reference

[REDACTED]

Date

[REDACTED]

30 September 2021



City of **Stoke-on-Trent**

Ms E. Serrano
Area Coroner (Stoke-on-Trent & Staffordshire)
HM Coroner's Office
Stoke Town Hall
Kingsway
Stoke-on-Trent
Staffordshire
ST4 1HH

City Director's Office
Civic Centre
Glebe Street
Stoke-on-Trent
ST4 1HH

Dear Ms Serrano

Regulation 28 Report - Zainab Adam Bargo Hashim and Tafaoul Abdulillia Abdulkarim

In response to your Regulation 28 Report to Prevent Future Deaths dated 16 June 2021 following the inquest into the deaths of Zainab Adam Bargo Hashim and Tafaoul Abdulillia Abdulkarim this letter sets out how Stoke-on-Trent City Council communicates its Stay Put Policy to residents who live in council owned blocks where a Stay Put Policy applies ("Stay Put Blocks") post October 2017, the frequency of that communication and planned future actions.

How the Stay Put Policy is communicated

All residents in Stay Put Blocks receive a copy of the Fire Safety Notice (Appendix A) produced in partnership with Staffordshire Fire and Rescue Service which sets out concisely what they should do in the event of a fire.

The Fire Safety Notice is translated and provided to tenants in their first language. Such information is obtained from tenants when they sign up to the Council's Housing Waiting List. The Council routinely translates the Fire Safety Notice into the 14 languages that are commonly spoken within the city (Czech, Polish, Russian, Bengali, Urdu, Arabic, Farsi, Kurdish, Mandarin, Pashto, Punjabi Pakistan, Punjabi Indian, Slovak and Turkish) and any others as may be required (Appendix B).

The Fire Safety Notice which communicates the Stay Put Policy in English is displayed prominently in communal areas on every floor of every Stay Put Block within the city. It also communicates the circumstances in which 'Stay Put' should be abandoned i.e. if smoke or heat affects a resident's home or if they are instructed to leave by the fire and rescue service.

The Stay Put Policy is verbally communicated to tenants of the Stay Put Blocks when an annual Tenancy Audit Visit is carried out by Housing Officers. Housing Officers are trained on Fire Safety Awareness and how to communicate the Stay Put Policy. This training is refreshed annually.

Tell us if you need this letter in an alternative format

Get in touch

[REDACTED]

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The Council has updated its Fire Safety Scripting Note, which is used by Housing Officers to deliver the Stay Put Policy during the Tenancy Audit Visit, to ensure consistency. It now requires Housing Officers to hand out the Fire Safety Notice and ask tenants the following questions:

- i. Do you know there is a Stay put policy;
- ii. Do you understand the Stay Put Policy; and
- iii. Do you know that as a tenant you are responsible for advising other members of their household / visitors about the Stay Put Policy?

The Tenancy Audit form requires tenants to sign to confirm they are aware that there is a Stay Put Policy.

Housing Officers do not sign off a Tenancy Audit Visit and leave a tenant's flat until they are satisfied that a tenant has fully understood the Stay Put Policy.

Tenants are asked to sign a written declaration at the start of their tenancy, at the 6 week New Tenancy Visit and all subsequent Tenancy Audits to record they have received the following information:

- fire safety information (including the Stay Put Policy) has been provided and fully explained to them;
- the language the fire safety information was provided,
- that they have understood the fire safety information and
- they will provide this information to all members of their household to ensure that they also understand the importance of fire safety.

Where English is not a tenant's first language, the Lettings staff will employ the services of a translator to attend Sign Up Visits with them to translate the Stay Put Policy (amongst other things) and to interpret any questions asked. This service is free of charge to tenants. This process is recorded in a recently developed Fire Safety Advice Check List. If a tenant requires ongoing translation support at Tenancy Audit Visits this is provided by arranging for the attendance of family and friends who speak English or if necessary the services of a professional translator will again be provided by the Council.

To ensure the Stay Put Policy is communicated effectively to residents of Stay Put Blocks who may have a learning style not suited to text information, the Fire Safety Notice also contains illustrative imagery next to key points. This also helps to reinforce understanding.

Housing Officers ensure that they communicate to tenants with disabilities in a manner which is best suited to their needs, using written or verbal communication and also the support of family and friends or other Council department / other agencies as appropriate.

For tenants with disabilities who are likely to require additional support to evacuate in the event of a fire the Council requests that Staffordshire Fire and Rescue Service carries out a fire safety visit to their flat to reinforce the Stay Put Policy and to discuss how they would evacuate if required to do so by the fire and rescue service. This is in addition to the person-centred risk assessments carried out by the Council on all tenants as part of Tenancy Audits.

For tenants who are hard to engage the Council's Housing Officers work closely with other Council Departments (e.g. Adult Social Care), trusted stakeholders including Staffordshire Fire and Rescue

Service, Staffordshire Police, Mental Health Support Workers and General Practitioners to arrange joint visits. As a recent example of this, Housing Officers conducted a joint visit with Staffordshire Fire and Rescue Service and Staffordshire Police to provide reassurance around the Stay Put Policy.

In addition to the above, Proactive Calls to tenants have been introduced whereby the Council will attempt to contact all tenants by telephone and discuss fire safety and to check understanding about the Stay Put Policy where appropriate amongst other matters. This method of communication is also used to update our records of any changes in the tenant's details, and listen to tenant's views on how safe and secure they feel.

The Council has a Tenant Board which represents the diverse demographic residing in Council owned and managed social housing in Stoke-on-Trent, with the purpose of giving tenants a voice on key aspects of housing management. The seven Tenant Board Members are involved in how the Stay Put Policy is communicated and recently participated in trialling the Proactive Calls.

A copy of the Fire Safety Notice is sent to all leaseholders and the Stay Put Policy is also a standing item in the Leaseholder Newsletter.

The Council holds community events which include fire safety (which Staffordshire Fire and Rescue Service attend), to which residents are invited. These community events are held at various locations across the City and are widely publicised to ensure maximum uptake.

The Council has facilitated Staffordshire Fire and Rescue Service attending the surgeries of local councillors in Stoke-on-Trent to reinforce the importance of Stay Put.

The Council also promotes the following services provided by Staffordshire Fire and Rescue Service to its residents:

- to attend Resident Association meetings,
- Community Advice Team which now offers a free home fire safety checks via a free phone telephone number (0800 0241 999 lines are open from 8am-5pm, Monday to Friday).

Following the publication of the Government's White Paper on social housing: The charter for social housing residents in November 2020 which was developed following the tragic fire at Grenfell Tower, the Council has developed a Customer Engagement Strategy which aims to deliver the expectations contained within that charter with particular emphasis on ensuring tenants have a voice and are heard.

Frequency of how the Stay Put Policy is communicated

The Fire Safety Notice is provided to all new tenants when they sign-up for their tenancy along with a copy of a Home Office produced Fire Safety Poster (Appendix C), the Fire Safety Scripting Note and the Fire Safety Check List.

To ensure the Stay Put Policy is regularly communicated Fire Safety Letters and Fire Safety Notices are given by hand to all new tenants at tenancy sign up. A further copy of the Fire Safety Notice is handed to tenants at the 6 weeks new tenancy visits, again at 6 months and then going forward to all tenants every 12 months, as part of annual Tenancy Audit Visits.

If at any time Housing Officers struggle to gain access to a flat the Fire Safety Notice will be put through the letter box (translated into their first language) or it will be emailed to the tenant if that is their preferred method of communication.

The Council continually adapts and improves how it communicates with its residents and when COVID 19 restrictions have prevented home visits, telephone calls have been made to tenants to discuss fire safety and fire safety notices have been posted through letter boxes.

A copy of the Fire Safety Notice is sent to leaseholders at the time they purchase the property from the Council through Right to Buy scheme and when the leaseholder sells their interest on the open market. Leaseholders also receive the Leaseholder Newsletter annually.

Action to be Taken

The Chair and Vice Chair of the Tenant Board will accompany Council Housing Officers when they conduct Fire Safety Audits of Stay Put Blocks. They have received Fire Safety Awareness Training in preparation for this role.

The Council will continue to be guided by the information and best practice shared at its Fire Safety Group Meetings at which Staffordshire Fire and Rescue Service attend.

We have just consulted on our Customer Engagement Strategy and will consider all feedback.

Housing Officers undertaking Tenancy Audit Visits will be required to undertake enhanced training on communicating with tenants who don't speak English as a first language.

We are also in the formative stages of developing a video on fire safety and Stay Put and a series of questions and answers to help to communicate the Stay Put Policy to residents with different types of learning styles. It is intended that the video will be watched during the application process for Council housing by those who have been offered a Council property and be available to all tenants.

Fire Safety Notices will be posted through the letterbox of all leaseholder properties and leaseholders will be made aware that it is their responsibility as landlord to make sure that their sub-tenants are aware of the Stay Put Policy and understand it. This will start with immediate effect.

The Council will review the frequency of how it communicates with leaseholders around fire safety and Stay Put.

The Council has a provisional plan in place for leaseholders to be sent fire safety information with council bills, by way of an additional reminder.

The Council will consider increasing the use of targeted digital communication methods to convey the message of Stay Put to residents in Stay Put Blocks e.g. including this information in mast banners, signature boxes, tenants e bulletins and rent bills.

The Council is also exploring the effectiveness of also displaying an additional notice in communal areas of all Stay Put Blocks explaining that the Fire Safety Notice can be requested in other languages.

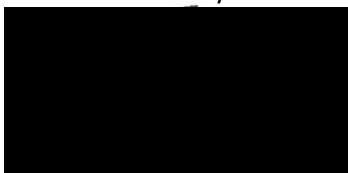
More in depth questioning will be undertaken of tenants in Stay Put Blocks, of their understanding of the Stay Put Policy. Feedback obtained will be used to inform the Council's communication strategy around fire safety going forward.

Conclusion

We thank you for the concerns that you have raised. Stoke-on-Trent City Council places a very high level of importance on fire safety, as demonstrated by our commitment to communicating the Stay Put Policy to our residents effectively and our investment in other fire safety measures such as sprinkler systems. We also await the coming into force of new legislation and the publication of further national guidance later this year in relation to fire safety in blocks of flats as a result of the

Grenfell Tower Inquiry and the Government consultation on Personal Emergency Evacuation Plans in High Rise Residential Buildings and will be monitoring these changes, seeking professional support to implement them and ensure that staff receive formal training on the new legislation and guidance.

Yours sincerely



City Director



Fire action

If fire breaks out in your apartment:

- Leave the room where the fire is straight away. Then close the door.
- Tell everyone in your apartment and get them to leave
- Close the apartment entrance door behind you
- Do not stay behind to put the fire out
- If there is a lift - Do not use it
- Operate a break glass point in your building as soon as you discover a fire IF there is a system fitted. Not all high rise have or need a break glass system.
- Wait outside. Away from the building.
- Call the fire service - dial 999 or 112

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the apartment where it starts. This means it will usually be safe for you to stay in your own apartment if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home or if you are told to leave by the fire service
- If there is a lift - Do not use it
- If you are in doubt - get out
- Call the fire service - dial 999 or 112

To call the fire service:

- Dial 999 or 112
- When the operator answers give your telephone number and ask for fire
- When the fire service reply give the address where the fire is
- Do not end the call until the fire service has repeated the address correctly

DO NOT

Store gas cylinders, paraffin or other highly flammable liquids in your apartment or shed.



Park or block access to the apartments. Access roads and gates are designed to allow fire appliances to get as close as possible to fight fires.



Wedge doors open. Remove wedges if you find them.



Leave objects on the landings that could be in the way when you try to escape.



Smoke in communal areas including the landing and lifts. It is against the law to do so.



Place candles or tea lights on, or near to flammable materials e.g. curtains.



Check your smoke alarms weekly. Visit our website for more information.



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Appendix B

RUSSIAN

Действие во время Пожара

Если в вашей квартире вспыхнет пожар:

- Выйдите из комнаты где возник огонь, потом сразу закройте дверь.
- Сообщите всем в вашей квартире и заставьте их выйти.
- Закройте за собой входную дверь квартиры.
- Не оставайтесь, чтобы погасить огонь.
- Если есть лифт – Не используйте его.
- Как только вы обнаружите возгорание, воспользуйтесь пожарным извещателем с разбиваемым стеклом в своем здании, если эта система установлена. Не во всех высотных зданиях имеется или необходимо система пожарного извещения с разбиваемым стеклом.
- Ждите снаружи. Вдали от здания.
- Вызовите пожарную службу – Наберите 999 или 112.

Если Вы видите или слышите о пожаре в другой части здания:

- Здание спроектировано таким образом, чтобы сдерживать пожар в квартире, где он начался. Это означает, что если пожар возник в другом месте, обычно намного безопаснее оставаться в вашей собственной квартире.
- Вы должны немедленно покинуть помещение, если дым или высокая температура воздуха воздействует на вашу квартиру или пожарные службы сказали вам уйти.
- Если есть лифт – не используйте его.
- Если вы сомневаетесь – Выходите.
- Вызовите пожарную службу – Наберите 999 или 112.

Для вызова пожарной службы:

- Наберите 999 или 112
- Когда оператор ответит, дайте свой телефонный номер и попросите пожарную.
- Когда пожарная служба ответит, дайте адрес где возник пожар.
- Не кладите трубку, до того как пожарная служба не подтвердит верный адрес .

Не

Храните газовые баллонны, парафины или легковоспламеняющиеся жидкости в своей квартире или в пристройке.



Не осуществляйте парковку и не блокируйте доступ к квартире. Подъездные пути и ворота спроектированы таким образом, чтобы пожарные приборы могли максимально приблизиться к огню и бороться с пожаром..



Не открывать двери с дверным упором. Если вы найдете дверные клинья, удалите их.



Не оставляйте объекты на лестничной площадке, которые могут помешать при попытке убежать.



Не курите на территории общего пользования, включая лестничную площадку и лифт. Это противозаконно.



Не размещайте свечи или чайные свечи вблизи с воспламеняющимися материалами, например, занавесками.



Проверяйте свои датчики дыма еженедельно. Посетите наш веб-сайт для дополнительной информации.



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火灾应急措施

如果你的公寓发生火灾:

- 离开着火的房间，然后关闭房门。
- 告诉公寓里的每个人，让他们离开。
- 关上你身后的公寓门。
- 不要留在后面把火扑灭。
- 如果有电梯 - 不要使用它。
- 如果公寓楼内装有玻璃碎压报警器 (break glass point)，请在发现火灾的第一时间敲响它。并不是所有的高层都装有或需要一个玻璃碎压报警器。
- 在外面等候。远离公寓楼。
- 拨打火警电话 - 999 或 112。

如果你看到或者听到公寓楼另一处发生火灾:

- 公寓楼按照有火灾发生时的标准设计。也就是说，如果别处着火，呆在自己的公寓里，一般是安全的。
- 如果你家受到了浓烟和热浪的影响，或者消防人员告知你要离开，你必须立刻离开。
- 如果有电梯 - 不要使用它。
- 如果你不知所措 - 请离开。
- 拨打火警电话 - 999 或 112。

拨打火警电话:

- 拨打 999 或 112
- 接线员应答时，留下你的号码并要求接通消防部门
- 消防部门应答时，提供发生火灾的地址
- 消防部门正确地重复了地址后再挂断电话

请勿

在你的公寓或储藏室存放燃气瓶、石蜡或其他高度易燃液体。



在公寓入口停车或堵塞公寓入口。道路和大门的设计是为了让消防设备尽可能靠近火场。



用楔子将门顶开。如果看到楔子，请将它们拿掉。



将物品搁置在楼梯间，这可能会挡住逃生的出路。



在公共区域吸烟，包括楼梯间和电梯。这样做是违法的。



放置点燃的蜡烛或小烛台，并使其靠近易燃材料，如窗帘。



每周检查烟雾报警器。如需获取更多信息，请访问我们的网站。



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نہ کرو



گیس سلنڈر، پیرامین یا دوسے آگ پھڑن والے تیل اپنے گھریا شیڈ وچ رکھنا۔



گھر وچ داخل ہون والے رستے نوں روکنا یا اونٹے گڈی کھڑی کرنا۔ گھروں آدن والیاں سڑکوں تے گیٹ اونچ ڈیزائن کیتے گئے نیں تاں ہے آگ بجھاون والا سامان آگ دے زیادہ توں زیادہ نیڑے لیاںدا چلے۔



دروازیاں نوں کھول دینا تے دروازے نوں بند کرن والے سٹاپر نظر آون تے ہٹا دینا



شیواں نوں لینڈنگ تے ای پھنڈ دینا ہے اورستے وچ رکاوٹ بنن جدوں کسی باہر دل چاہے او



سانجھیاں جگھاں تے جیویں لینڈنگ تے لفٹ وچ سگریٹ پینا۔ اونچ کرنا قانون دے خلاف اے



موم جی یا چاند نوں گرم رکھن والی جی نوں آگ پھڑن والیاں شیواں دے نیڑے آگ لانا جیویں پر دے



آگ لگ جاوے تے

ہے تہاڈے گھر وچ آگ لگ جاوے تے:

- نیڑے کرے وچ آگ لگی اے اونوں فوراً پھنڈ دیو تے دروازہ بند کر دو۔
- اپنے گھر وچ ساریاں نوں دوسے اوٹاں نوں کڈھو۔
- اپنے پیچھے گھر وچ داخل ہون والے دروازے نوں بند کر دیو۔
- آگ نوں بجھاون لئی پچھے نہ رکو۔
- ہے اوٹھے لفٹ ہے تے اونوں بالکل نہ در تو۔
- جیویں ای تہاںوں آگ دا پتہ لگدا اے تے ہے عمارت وچ "بریکٹ گاس پوائنٹ" ہے تے اونوں در تو۔ ساریاں اُچیاں عمارتاں وچ "بریکٹ گاس سسٹم" نہیں ہوندا تے نہ ہی ہونا ضروری اے۔
- عمارت توں دور باہر انتظار کر دو۔
- فائر سروس نوں - 999 یاں 112 تے فون کرو۔

ہے کسی عمارت دے دوسے حصے وچ آگ دیکھو یا اس بارے میں سنو:

- عمارت دا نقشہ اس طراں بنایا گیا اے ہے آگ نوں اُس حصے توں لگے نہ دو حصن دتا جائے جنہوں شروع ہوئی اے۔ ایس دا مطلب اے ہے آگ کسی ہور جگہ لگی اے تے کسی اپنے گھر وچ محفوظ او۔
- ہے تہاڈے گھر وچ سیک یا دھواں وڈہ جائے یا فائر سروس والے تہاںوں نکلن لئی آکھن تے تہاںوں اک دم باہر نکل جانا چاہیدا اے۔
- ہے اوٹھے لفٹ ہے۔ اونوں بالکل نہ در تو
- ہے تہاںوں کسی قسم دا ٹک ہوندا ہے تاں باہر نکل جاو۔
- فائر سروس نوں - 999 یاں 112 تے فون کرو

فائر سروس توں فون کرنا:

- 999 یاں 112 تے رابطہ کر دو
- جدوں آپریشن بولے تاں اپنا ٹیلی فون نمبر دوسو تے آگ بارے پچھو
- جدوں فائر سروس جواب دیوے تے اوٹاں نوں آگ والی جگہ بارے دسو
- اُس ویلے ٹیکر فون بند نہ کر دو جدوں ٹیکر فائر سروس والے پتہ نوں ٹھیک طریقہ نال ناں دہراون

دھوئیں دے الارم نوں ہر ہفتے چیک کر دو۔ ہور جان لئی ساڈی ویب سائٹ نوں دیکھو۔



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PRAVIDLÁ PRI POŽIARI

Ak dôjde k požiaru vo vašom byte:

- Odíďte ihneď z miestnosti, kde je požiar. Potom zavrite dvere.
- Povedzte to všetkým vo svojom byte a prinúťte ich odísť.
- Zatvorte za sebou vstupné dvere bytu.
- Nezostávajú pozadu, aby ste uhasili oheň.
- Ak sa tam nachádza výťah - Nepoužívajte ho.
- Hneď po zistení požiaru vo vašej budove, rozbite sklo v určenom bode, **AK** máte nainštalovaný tento systém. Nie všetky výškové paneláky majú alebo potrebujú systém rozbíjanie skla.
- Počkajte vonku. Vzdialene od budovy.
- Zavolajte hasičskú záchranú službu - vytočte 999 alebo 112.

Ak uvidíte alebo počujete o požari v inej časti budovy:

- Budova je navrhnutá tak, aby zadržala požiar v byte, kde začal. Znamená to, že ak je oheň niekde inde, zvyčajne je pre vás bezpečné zostať vo vlastnom byte.
- Musíte okamžite odísť, ak dym alebo teplo ovplyvní váš dom, alebo ak vás o to požiada hasičská záchraná služba.
- Ak sa tam nachádza výťah - Nepoužívajte ho
- Ak máte pochybnosti – odíďte.
- Zavolajte hasičskú záchranú službu - vytočte 999 alebo 112.

Ak chcete zavolať hasičskú záchranú službu:

- Vytočte 999 alebo 112
- Keď zdvihne operátor, dajte mu svoje telefónne číslo a požiadajte o hasičov
- Keď sa ozve hasičská záchraná služba, uveďte adresu, na ktorej je požiar.
- Hovor neprerušte, pokiaľ hasičská záchraná služba správne nezopakuje adresu.

NIKDY

Neskladujte fľaše so stlačeným plynom, parafín alebo iné vysoko horľavé kvapaliny vo svojom byte alebo prístrešku.



Neparkujte alebo neblokujte prístup do bytov. Prístupové cesty a brány sú navrhnuté tak, aby sa hasiace prístroje dostali čo najbližšie k uhaseniu požiaru.



Nepodpierajte dvere klinom na ich otvorenie. Ak kliny nájdete, vyberte ich.



Nenechávajte predmety na medziposchodiach, mohli by sa stať prekážkou, keď sa budete pokúšať utiecť.



Nefajčite v spoločných priestoroch vrátane medziposchodia a výťahov. Je to v rozpore so zákonom.



Neumiestňujte sviečky alebo čajové sviečky do blízkosti horľavých materiálov, napr. záclon.



Každý týždeň si skontrolujte detektory dymu. Viac informácií nájdete na našich webových stránkach.



www.staffordshirefire.gov.uk



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Action en cas d'incendie

Si un incendie se déclare dans votre appartement :

- Sortez immédiatement de la pièce où se trouve l'incendie. Fermez la porte.
- Informez et faites sortir toutes les personnes dans votre appartement.
- Fermez la porte d'entrée de votre appartement derrière vous.
- Ne restez pas pour éteindre le feu.
- S'il y a un ascenseur, ne le prenez pas.
- Si un système d'alarme à bris de glace est installé dans votre bâtiment, déclenchez-le dès que vous découvrez l'incendie. Les systèmes à bris de glace ne sont pas toujours nécessaires ou installés.
- Attendez à l'extérieur, à distance du bâtiment.
- Appelez les sapeurs-pompiers en faisant le 999 ou le 112.

Si vous voyez ou entendez parler d'un incendie dans une autre partie du bâtiment :

- Le bâtiment est conçu pour contenir un feu dans l'appartement où il se déclare. Ainsi, si l'incendie est ailleurs, il est généralement sans danger de rester dans votre appartement.
- Si vous remarquez de la fumée ou de la chaleur chez vous, ou si les sapeurs-pompiers vous l'ordonnent, vous devez sortir immédiatement.
- S'il y a un ascenseur, ne le prenez pas.
- En cas de doute, sortez.
- Appelez les sapeurs-pompiers en faisant le 999 ou le 112.

Pour appeler les sapeurs-pompiers :

- Composez le 999 ou le 112.
- Donnez votre numéro de téléphone à l'opérateur et demandez les sapeurs-pompiers.
- Donnez l'adresse du lieu de l'incendie aux sapeurs-pompiers.
- Ne raccrochez pas tant que les sapeurs-pompiers n'ont pas correctement répété l'adresse.

IL EST INTERDIT

de conserver dans votre appartement ou cabanon des bouteilles de gaz, de la paraffine ou autres liquides très inflammables.



de se garer ou bloquer l'accès aux appartements. Les voies et portes d'accès sont conçues pour permettre aux dispositifs de lutte contre l'incendie de s'approcher le plus possible.



de bloquer les portes ouvertes. Débloquez les portes laissées ouvertes.



de laisser des objets sur les paliers qui pourraient bloquer les issues de secours.



de fumer dans les parties communes, notamment le palier et l'ascenseur. C'est interdit par la loi.



de poser des bougies sur ou à proximité de matières inflammables, comme des rideaux.



Vérifiez vos alarmes d'incendie une fois par semaine. Consultez notre site Internet pour plus d'informations.



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APPENDIX C

Fire safety in your home

Top tips for keeping you and your family safe

Plugs



Turn off appliance plugs when not in use.

Doors



Do not leave a fire door open and never disconnect an automatic closer.

Appliances



Do not leave appliances running when no one is home.

Smoking



Do not smoke in bed and always put out cigarettes fully.

Smoke alarms



Test your smoke alarm weekly and do not cover or remove.

BBQ



If you have a balcony, do not have a BBQ on it.

Cooking



Do not leave cooking unattended.

Belongings



A tidy home with fewer belongings can reduce the risk of a fire spreading.

Candles



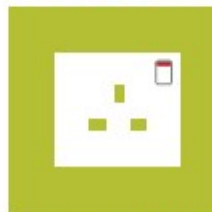
Do not leave candles unattended and always put out fully.

Matches



Store matches and lighters in a safe place, away from children.

Electrical



Do not overload electrical sockets and switch them off when not in use.

Flammable



Do not store anything flammable such as petrol in your home.