

Stay put

Fire safety information

2025



L&Q

Introduction

This leaflet provides you with important information on what to do in the event of a fire. We have also included tips on what to do to prevent a fire from occurring.

Please take the time to read this information, as well as the notice board in the entrance lobby of your building.

If you have any questions about the information in this booklet, or to report a problem to L&Q, phone our customer service team on **0300 456 9996** who can give you advice. If you're a resident in the North West, please call **0300 777 7777**.

To report a fire call 999.

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1. What to do in the event of a fire

Your building has a Stay Put Strategy

What you do, in the event of a fire, depends on where the fire is and where you are. Please take time to read the three scenarios below and familiarise yourself with the correct procedure.



If you discover a fire in your home:

- Leave your home and close the door behind you
- Make your way to the nearest emergency exit route and leave the building. Do not use the lift
- When it is safe to do so, telephone **999** and report the fire, giving the address and your flat number
- Do not return to your home until you have been told it is safe by the Fire Service.

If the fire is somewhere else in the building:

A Stay Put procedure applies.

Your building has been designed and inspected to prevent fire from spreading to more than one home or common area. This means that if you are in your home, and there is a fire elsewhere in the building, the safest option is for you to stay in your home until the Fire Service tells you to leave.

You must keep your doors and windows shut, and phone 999 to report the fire.

You should only evacuate if you:

- Feel unsafe in your home
- Spot fire and smoke in your home
- Are instructed to evacuate by the Fire Service.

If you discover a fire and you are not in your home:

- Make your way to the nearest emergency exit route and leave the building. Do not use the lift
- Telephone 999 and report the fire. Give the address where you are and the location where you believe the fire has broken out
- Do not return to your flat to collect your belongings
- Do not return to your flat until you have been told it is safe to do so by the Fire Service.



If at any point you feel unsafe, your home is affected by fire and smoke or if the Fire Service instruct you to leave – **evacuate immediately.**



What to do after a fire:

- After calling 999 to report a fire, and when it is safe to do so, you must also contact L&Q to let us know what has happened
- This will allow us to check that you and other residents are ok, and to check that any fire systems are working correctly and any repairs can be carried out
- We will also try and understand how the fire started and if anything can be done to prevent a future incident.



2. Keeping your building safe

Fire Risk Assessments

We regularly inspect buildings we manage to make sure the risk of fire is as low as it can be. These inspections are called Fire Risk Assessments (FRA).

An FRA is a legal requirement and is used to identify any fire hazards or people who may be at risk. Each FRA conducted can produce a series of actions for L&Q, to ensure that we are minimising the risk of a fire or keeping you safe should one occur.

Our inspections consider fire hazards such as faulty electrical equipment, fire alarms and exit routes, and fire extinguishers amongst other checks.

You can request a copy of your building's FRA by emailing **Firesafety-engagement@lqgroup.org.uk** or contacting us through our website at **www.lqgroup.org.uk/building-and-fire-safety/request-a-fire-risk-assessment**

What to look out for and how to report it

Examples of issues that should be reported quickly are:

Within your home

- Damaged flat entrance doors or internal fire doors. Damage could be broken glazing, broken self-closers, broken letter plates, damages to the main door panel, broken or missing strips and seals
- Faulty smoke, heat or carbon monoxide detectors for example intermittent beeping of detectors
- Faulty electrics like damaged sockets, light fittings, frequent tripping of the circuit breaker.

If L&Q are responsible for carrying out repairs in your home, please report faults by phoning our customer service team on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



Examples of issues that should be reported quickly are:

In communal areas

- Damaged fire doors and flat entrance doors. Damage could be broken glazing, broken self-closers, broken letter plates, damages to the main door panel, broken or missing strips and seals
- Faulty alarms or detectors like damaged panels, intermittent beeping from panels or detectors
- Items that could catch fire, such as chargers or fuel containers in communal areas
- Items that block escape routes, such as mobility scooters, bicycles, push bikes, prams
- Faulty electrics like damaged sockets or light fittings
- Damaged or unlocked service riser or plant room doors
- Faulty smoke control systems in communal areas, like open shaft doors or faults on panels
- Loose or missing signage such as fire exit and no smoking signs
- Signs of antisocial behaviour or vandalism
- Rubbish left in communal areas and around bin areas.

Please report items in communal areas and faults to flats and communal doors to our customer service team.

South East
contact@lqgroup.org.uk
0300 456 9996

North West
contactnw@lqgroup.org.uk
0300 777 7777



Your responsibilities

Alarms

It's better to prevent a fire from happening, but if one does occur, ensuring that you have working smoke and heat alarms will give you the early warning giving you extra time to escape.

You should also test your alarms regularly by pressing and holding the test button for a few seconds.

If we are responsible for maintenance of your home, we will provide smoke alarms and service these every five years as part of your electrical inspection.

If you do not have a smoke alarm on each level of your home, or they are not working when you test them, please contact us so that we can replace them.

If L&Q are responsible for carrying out repairs in your home, please report faults by phoning our customer service team on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



If you own part or all your home, you will be responsible for installing and maintaining your smoke and heat alarms. If you need them, they are easy to install and they're available from most DIY and high street supermarkets.

Make sure any alarms you buy meets British Standards and are marked with the kitemark logo, UKCA or European (CE) safety mark.



British Standards
kitemark



UK Conformity
Assessed mark



European conformance
CE mark



"China Export"
CE mark



Your responsibilities (continued)

The communal areas of your building may contain equipment vital to your safety. These could include fire doors, fire alarm panels and detectors, automatic doors or windows and other items.

Please do not interfere with, or cause damage to, any of this equipment. Doing so may break it and could increase maintenance costs.

Please report any damage to us immediately on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



Sprinkler Systems

A sprinkler system may be installed in buildings and is designed to fight fires. Where provided, L&Q will service sprinklers annually which will include a visual inspection of all sprinkler heads in your home.

If you have a sprinkler system installed in your home, make sure you:

- Provide access to L&Q staff/contractors when requested for inspection of sprinkler system
- Ensure the equipment within your home is accessible such as pipework within cupboards
- Do not tamper with sprinkler systems within your home or the communal parts of your building. This includes but is not limited to painting, covering up or blocking off sprinkler heads, connecting any equipment to pipework, tampering with valves etc.

If you have any problems with your sprinkler system, please report it to us immediately on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



Steps you should take to prevent fires:



Do not wedge open fire doors or leave them open. Please do not remove door closers from communal doors or your own front door. They are designed to stop fires spreading. We will take action where this happens.



It is against the law to smoke in communal areas. If smoking in your home **always make sure your cigarette is out properly** and never smoke in bed or anywhere you could fall asleep.



Keep the corridors near your home free from rubbish or anything which could be a hazard.



Keep any storage cupboards, accessed via any communal areas, locked at all times. Flammable liquids should not be stored in these cupboards.



Don't store bottles of flammable gas in your home.



Take care with electrics. Keep appliances in good working order. Don't overload plug sockets and check toasters are away from curtains and kitchen roll. **Don't forget** to turn off appliances, such as cookers and hair straighteners, when you are not using them.



Never leave candles unattended and ensure that they are properly extinguished.



Set up a routine and check your home for fire risks before you go to bed.



Portable heaters should be kept well away from clothes, curtains, furniture and other flammable materials. Never use heaters to dry clothes. Make sure they're switched off and unplugged before you go to bed.



Don't store materials that could catch fire (clothes, papers, cleaning materials etc) close to your **electricity meter, boiler or fusebox**.



Cooking is the top cause of accidental fires in homes. Never leave cooking unattended. Take care when frying, and use alternatives rather than a chip pan. Never cook when under the influence of alcohol.



Don't store electric or mobility scooters in communal areas, as well as providing fuel for fires and blocking exit routes, these can start fires.

Do you have a balcony?

Balconies are there for your enjoyment, but residents need to use them responsibly to stay safe (remember they form part of the structure of your building).



You must never have a BBQ or store a BBQ on your balcony (this is a serious breach of your tenancy).



Plants need to be in non flammable container, please **do not use wooden containers**.



Do not fit artificial turf to your balcony floor.



Do not store timber materials or fit bamboo screening.



Do not keep waste bins or bags of rubbish on your balcony.



Do not store flammable fluids such as petrol or paint on your balcony.



Do not allow your balcony to become overly cluttered or turned into a storage area, as this poses a fire risk.



If you smoke on your balcony, **make sure any cigarettes are fully extinguished and disposed of properly**, never throw cigarette butts into a timber pot or near anything that could catch fire.

3. Fire doors in your building

Why are they important?

Fire doors prevent the spread of smoke and fire, allowing residents and visitors to escape. They will also protect Firefighters as they work. As long as they are in good condition.

Where will I find a fire door?

If your home shares an escape route with others, your front door should be a fire door that is able to close shut (into the frame) on its own when released.

Other fire doors can be found in escape routes, such as those separating corridors and staircases. These doors should again be able to close shut (into the frame) on their own when released.

Your responsibilities

Your responsibility is to ensure you do not do anything that can prevent a fire door from working, such as;

- Don't wedge them open, keep doors shut when not in use
- Don't cause damage to them
- Don't remove/tamper with the self-closing device
- If you are a leaseholder or homeowner, it is your responsibility to ensure your front door is a fire door and remains functional
- Report any damage to L&Q immediately.

Service cupboards such as electrical cupboards are required to be locked shut when not in use. If you have access to these doors, it is important that you lock them.



What is a 'self-closing device'?

This is a device that closes the door into its frame when released. This device is essential as it will close the door behind you, on its own, if you are fleeing a fire.

What is 'damage'?

Any damage to the frame, the door itself, or its fittings such as a letter boxes or glass panels.

Please report any damage to us immediately on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



4. Information for disabled residents

If you have a **disability** or may need extra help in the case of a fire or emergency, please contact us on **0300 456 9996**. If you're a resident in the North West, please call **0300 777 7777**.



5. Further information

The law requires that residents be informed as to who is responsible to ensure the building complies with current fire safety standards. Under fire legislation, L&Q is known as the 'Responsible Person' for your home.

Responsible Person

London & Quadrant Housing Trust
29-35 West Ham Lane, Stratford, London E15 4PH

Any enquiries or concerns should be directed in the first instance to your local housing lead.

We will be writing to residents, every year, to remind you of your evacuation strategy.

Translation request

Need help with translating this information?

If you need to change the way we communicate with you, including document translation, braille, audio transcription or larger print, please contact us on **0300 456 9998**. If you're a resident in the North West, please contact us on **0300 777 7777**.

Once you speak to an Advisor, please let us know your chosen language and we will connect you to an interpreter who will assist you. For British Sign Language translation, please visit **www.interpreterslive.co.uk/directory**

Bu bilginin tercüme edilmesi için yardıma mı ihtiyacınız var?

Belge çevirisi, Braille, ses transkripsiyonu veya daha büyük baskı dahil olmak üzere sizle iletişim kurma şeklimizi değiştirmemiz gerekiyorsa lütfen **0300 456 9998** numaralı telefonda bizimle iletişime geçin. Kuzey Batı bölgesinde ikamet ediyorsanız lütfen bizimle **0300 777 7777** numaralı telefonda iletişime geçin.

Bir Danışmanla görüştüğünüzde size yardımcı olacak bir tercümana bağlanmak için lütfen seçtiğiniz dili bize bildirin.

আপনার কি এই তথ্য অনুবাদ করার জন্য সহায়তা প্রয়োজন?

আপনি যদি ডকুমেন্টের অনুবাদ, ব্রেল, অডিও ট্রান্সক্রিপশন [প্রতিলিপি] বা বড় হরফে মুদ্রণ সহ আপনার সাথে আমরা কিভাবে যোগাযোগ করব তার উপায় পরিবর্তন করতে চান তাহলে অনুগ্রহ করে আমাদের সাথে **0300 456 9998** নম্বরে যোগাযোগ করুন। আপনি যদি নর্থ ওয়েস্টের বাসিন্দা হন, তবে অনুগ্রহ করে আমাদের সাথে **0300 777 7777** নম্বরে যোগাযোগ করুন। যখন আপনি একজন পরামর্শকের সাথে কথা বলেন, তখন অনুগ্রহ করে আপনার পছন্দের ভাষাটি আমাদেরকে জানান এবং আমরা আপনাকে একজন দোভাষীর সাথে যুক্ত করব যিনি আপনাকে সাহায্য করবেন।

هل تحتاج إلى مساعدة في ترجمة هذه المعلومات؟

إذا أردت تغيير طريقة تواصلنا معك، بما في ذلك ترجمة المستندات أو طريقة بريل للمكفوفين أو التدوين النصي للصوت أو الطباعة بحجم أكبر، فيرجى الاتصال بنا على الرقم **0300 456 9998**. إذا كنت من سكان المنطقة الشمالية الغربية **North West**، فيرجى الاتصال بنا على الرقم **0300 777 7777**.

بمجرد التحدث إلى أحد المستشارين، يرجى إعلامنا باللغة المختارة، لكي نوصلك بمترجم شفهي لمساعدتك.

اس معلومات کا ترجمہ کرنے میں مدد کی ضرورت ہے؟

اگر آپ کو ہمارا آپ سے رابطہ کرنے کے لئے آپ کے ساتھ بات چیت کرنے کا طریقہ تبدیل کرنا ہو، اس میں دستاویز کا ترجمہ، بریل آڈیو ٹرانسکرپشن یا بڑے حروف میں چھپائی شامل ہیں، تو براہ کرم ہم سے **03004569998** پر رابطہ کریں۔ اگر آپ نارٹھ ویسٹ کے رہائشی ہیں، تو براہ کرم ہم سے **03007777777** پر رابطہ کریں۔ ایک بار جب آپ کسی مشیر سے بات کرتے ہیں، تو براہ کرم ہمیں اپنی منتخب کردہ زبان بتائیں اور ہم آپ کو ایک مترجم کے ساتھ جوڑیں گے جو آپ کی مدد کرے گا۔

Precisa de ajuda a traduzir esta informação?

Caso necessite de alterar a forma como comunicamos consigo, inclusivamente no que toca à tradução de documentos, braille, transcrição em áudio ou em letras grandes, contacte-nos através do número **0300 456 9998**. Se reside no Noroeste, contacte-nos através do número **0300 777 7777**.

Quando falar com um Assessor, diga-nos qual é a sua língua de preferência e faremos a ligação a um intérprete que seja capaz de ajudar.

Potrzebuja Państwo pomocy w przetłumaczeniu niniejszych informacji?

Jeśli pragną Państwo zmienić sposób, w jaki się z Państwem komunikujemy, w tym tłumaczenie dokumentów, transkrypcje audio alfabetem Braille'a lub teksty z powiększonym drukiem, prosimy o kontakt pod numerem **0300 456 9998**. Jeśli mieszkają Państwo w północno-zachodniej części kraju, prosimy o kontakt pod numerem **0300 777 7777**.

Po rozmowie z doradcą prosimy poinformować nas o wybranym języku, a my połączymy Państwa z tłumaczem, który udzieli Państwu wsparcia.

¿Necesita ayuda para traducir esta información?

Si necesita cambiar la forma en que nos comunicamos con usted, incluida la traducción de documentos, la transcripción de audio en braille o una letra de tamaño más grande, póngase en contacto con nosotros llamando al **0300 456 9998**. Si reside en el Noroeste, póngase en contacto con nosotros llamando al **0300 777 7777**. Cuando hable con un asesor, indíquenos el idioma elegido y le pondremos en contacto con un intérprete que le ayudará.

ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਵੇਲੇ ਚਿੰਨ੍ਹ ਲੋੜ ਹੈ?

ਜੇ ਤੁਹਾਨੂੰ ਸਭ ਨਾਲ ਸੰਚਾਰ ਕਰਨ ਦੇ ਤਰੀਕ਼ੇ ਬਦਲਣ ਦੀ ਲੋੜ ਹੈ, ਜਿਸ ਵੇਲੇ ਦਸਤਾਵੇਜ਼ਾਂ ਅਨੁਵਾਦ, ਬ੍ਰੇਲ, ਆਡੀਓ ਟ੍ਰਾਂਸਕ੍ਰਿਪਸ਼ਨ ਜਾਂ ਵੱਡੇ ਫ਼ੋਂਟ ਸ਼ਾਮਲ ਹੋ, ਤਾਂ ਕਰਪ ਕਰਕੇ ਸਭ ਨਾਲ **0300 456 9998** 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਜੇ ਤੁਸੀਂ ਨਾਰਥ ਵੇਸਟ ਦੇ ਵਸੀਲੇ ਕੋ ਹੋ, ਤਾਂ ਕਰਪ ਕਰਕੇ ਸਭ ਨਾਲ **0300 777 7777** 'ਤੇ ਸੰਪਰਕ ਕਰੋ। ਇਕ ਵਾਰ ਜਦੋਂ ਤੁਸੀਂ ਕੋਸ ਸਲਾਹਕਾਰ ਨਾਲ ਗੱਲ ਕਰ ਲੈਂਦੇ ਹੋ, ਤਾਂ ਕਰਪ ਕਰਕੇ ਸਾਨੂੰ ਆਪਣੀ ਚੁਣੀ ਹੋਈ ਭਾਸ਼ਾ ਦੱਸੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਕ ਦੁਬਾਰੀ ਨਾਲ ਜੋੜਾਂਗੇ ਜੇ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰਨਾ ਹੈ।

需要翻译这一信息吗？如果您需要改变我们与您沟通的方式，包括文件翻译、盲文、音频抄录或大字体印刷，请拨打**0300 456 9998**联系我们。如果您是西北部居民，请致电**0300 777 7777** 联系我们。在与我们的咨询人员沟通后，请告诉我们您所选择的语言，我们将为您联系一位口译员，为您提供帮助。



For more information

T: (London) 0300 456 9996

T: (North West) 0300 777 7777

www.lqgroup.org.uk