

Willow Tree Housing Partnership Limited (WTHP) takes the safety of its residents very seriously. We have provided fire alarms, smoke alarms, carbon monoxide alarms and emergency lighting. We test fire equipment, and risk assess communal areas, to ensure that residents are as safe as possible in the case of a fire.

Smoke Alarms

All WTHP properties are supplied with hard wired smoke alarms which will be tested annually. Please make sure that you allow our contractors access to carry out these checks.

Blocks of Flats

WTHP is responsible for fire safety at most blocks of flats. Where there is a management company, they will be responsible for fire safety e.g. Headland Park House and Grassendale Ave, however, we will make sure this is carried out.

We carry out a fire risk assessment at each block of flats at least every two years. The inspections are carried out by an independent and fully qualified fire risk assessor. Any remedial works recommended will be carried out. Copies of the risk assessment are available to residents on request and on our website.

Fire Alarms

A block of flats with a communal area serving more than four properties will have a fire alarm. If flats are accessed from an open balcony there will be no fire alarm. If there are both, there is a fire alarm.

Most fire alarms are not linked to the Fire Brigade, so if the alarm sounds you should call the Fire Brigade immediately.

Fire alarms are tested at least every 2 weeks and a fire alarm service is carried out every 6 months. Call points are checked on a regular basis and any faults are rectified.

If there is a false alarm, it can be reset by calling our WTHP Repairs Line. You should also contact the repairs line if at any time the alarm is showing a fault code.

Fire Evacuation

A Fire Action Notice is displayed in the communal entrance of each block, normally near to a fire alarm call point. The notice gives you instructions as to what to do in the event of the fire alarm going off.

Our policy is, if you see fire or smoke then dial 999 or activate a call point, stay in your home and wait for the Fire Service to arrive. If you feel unsafe or are told to by the Fire Service, then you should LEAVE the building.

Please familiarise yourself with this notice so that you and your family know what to do in the event of the fire alarm sounding.

Emergency Lighting

We provide emergency lighting for all blocks of flats with communal areas. Emergency lights are used to light the escape route in the case of a fire. The lights will come on even if there is a power cut as they are fitted with batteries. These lights are tested at least every month and a service is carried out annually.

Fire Escape Routes

All internal communal corridors, stairs, stairwells and balconies, are designated as fire escape routes and are intended to be smoke free zones. This means that they must be kept clear of personal possessions at all times such as bikes, prams, pot plants, etc. Where we find personal possessions in these areas we will write to you and request these are moved, if not removed, we will have no alternative but to remove them for the safety of residents in the case of a fire.

External balconies and walkways are also escape routes and must remain clear of any personal possessions such as plant pots, bikes, prams etc, so that residents can use the escape route without tripping, even in the dark.

Do not prop open fire doors as this could result in smoke getting into the communal areas.

We check all fire doors and fire access routes on a monthly basis, to ensure that they are clear and that the doors close correctly.

Fire Exit Signs

We have provided fire exit signs, fire door signs, etc, to ensure that residents are aware of the fire escape routes in their area. You should make sure that you familiarise yourself with the fire escape route.

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,
Devon, PL1 3LF

Tel: **01934 750780**

customerservices@willowtreehousing.org.uk

www.willowtreehousing.org.uk