

# STAYING SAFE IN YOUR HOME

2025



# Building Safety

## How to be safe in your home

London Borough of Redbridge are committed to keeping residents safe in their homes. The key aims of this guidance is to:

- Give you the information you need to help keep your building safe.
- Set out everyone's responsibilities to ensure homes are safe.
- Ensure our staff are aware of your right to be involved.
- Set out ways you can get involved in engagement on building safety.
- Establish how we can improve our engagement with you on building safety.
- Identify the information you want and how you want this provided.

There are three main strands to how we will engage with you around building safety:

1. Information and Understanding.
2. Resident and Landlord Responsibilities.
3. Actions to Take in the Event of a Fire.

# 1. Information and Understanding

## Communication and engagement

- We will use a range of ways to communicate with residents.
- We will send information specific to resident's buildings.
- We will work with residents and gather feedback to improve our services.
- We will install a fire action notice in each building.
- If there is a building safety issue, we will update residents every 3 months.

## Clarity and accessibility of information

- We will provide residents with the information they need to help them understand building safety.
- We aim to provide information in formats and languages required by residents.
- Vulnerable residents will be able to nominate a representative who can request information on their behalf.
- Residents can ask for further information about safety measures in their buildings.
- We will respond to requests for further information on building safety within 10 working days.
- We will provide fire safety information in the new resident sign-up pack and will discuss any concerns with residents.

## Improving communications on safety

- We will work with residents to ensure they are involved in their building's safety.
- We will provide information about works due to be completed so residents can talk to us about this.

## 2. Resident and Landlord Responsibilities

Building safety is the responsibility of both the residents and Redbridge Council as your landlord. It is important that residents work with us by telling us any safety concerns which will be treated seriously and acted upon.

### Landlords' responsibilities

- We will carry out inspections on communal fire doors in blocks over 11 metres every three months.
- We will carry out inspections of flat entry doors in blocks over 11 metres every year.
- We will carry out monthly checks on lifts and essential fire-fighting equipment in blocks over 11 metres.
- We will produce a Personal Emergency Evacuation Plan for vulnerable residents.
- We will provide the fire service with the information they need to manage any fire in your building.

### Resident responsibilities

- To provide access to their homes for us to undertake safety inspections on fire and structural safety maintenance.
- To not store possessions in communal areas as these are a fire hazard.
- Identifying and reporting hazards, including reminding neighbours of building safety information if they are not adhering to this.
- Understanding their building's action plan.
- Not to block or alter fire doors – fire doors help contain fires.

## 3. Action to Take in the Event of a Fire

If the fire is in another part of the building, you are usually safer staying inside your home. This is because each flat is built as a separate compartment which contains fire and stops it spreading. If the fire is inside your home or if you are near the fire, you should get out.

If you choose to evacuate your building in the event of a fire, please ensure that you move to a place of safety away from the fire.

### Things to do to prevent fire

- Install and maintain smoke alarms on every floor of your home and within every bedroom. Roughly half of house fire deaths occur during the night, while people are sleeping.
- Testing your smoke detector could save your life. Every smoke alarm should be tested monthly by pushing the “test” button, and batteries should be changed when needed. It is best to always have at least one spare battery. If your smoke alarm ever “chirps,” it is time to replace the battery immediately. Most smoke alarm failures occur because of a missing, disconnected or dead battery.
- Never leave food cooking unattended, especially deep fryers and other frying equipment.
- Avoid using portable and fixed space heaters. Heating equipment is the second leading cause of house fire deaths.
- Create a fire plan that gets you out of your home in less than 2 minutes and practice it.
- Avoid smoking in the house.
- Put candles, incense sticks and oil burners out and never leave them burning when you are asleep.
- Do not block or alter fire doors. No alterations, changes or adaptations can be made to fire doors as this affects the effectiveness of them.
- Take care when charging lithium batteries such as those used for e-bikes and scooters. Do not block your exit with charging batteries or e-bike and e-scooters. Keep an eye out for warning signs that your battery might be failing and becoming a fire risk and never leave your battery to charge when you are out or whilst you sleep and make sure your battery and charger meet UK safety standards.
- Do not use barbecues, chimineas, fire pits or any other form of open fire on a balcony.
- Never store or set off fireworks or flares on your balcony.
- Keep balconies clear.
- Never throw cigarettes off your balcony – they can cause a fire on someone else’s balcony. Use a suitable ashtray and dispose of the contents safely.

Further information can be found at [www.london-fire.gov.uk](http://www.london-fire.gov.uk)

# Important Fire Safety Information

As part of the Fire Safety Act, London Borough of Redbridge, as your landlord must let you know what to do in the unlikely event of a fire.

We currently undertake routine Fire Risk Assessments on your building. These assessments ensure that we meet current legislation and deliver replacement and remediation works where identified.

## What to do in the event of a fire

The safety of our residents is our main priority.

It is important for us to be clear that if a fire occurs within your home or in communal parts of the building where you live, you follow the guidance in this letter.

## Stay Put

You live in a **Stay Put** building.

This means that if you are not near an area where the fire is taking place, you should stay inside your home with the doors and windows shut until told otherwise by the Fire Service.

The 'Stay Put' policy is a recommendation to help keep you safe when you are in an area not directly affected by fire. Staying put is not a legal requirement.

## Action to take in the event of a fire

If the fire is in another part of the building, you are usually safer staying inside your home. This is because each flat is built as a separate compartment which contains fire and stops it spreading. If the fire is inside your home or if you are near the fire, you should leave through the nearest fire exit.

If you choose to evacuate your building in the event of a fire, please ensure that you move to a place of safety away from the fire.

# Fire Doors

## The importance of fire doors

Fire doors are crucial life safety devices, designed to restrict the spread of smoke and fire for a substantial period.

### You must ensure:

- Fire doors are kept shut when not in use.
- Residents and visitors do not tamper with doors or remove or damage self-closing devices.
- Any faults or damage to fire doors is reported immediately to your Housing Officer using the details below.

[housing.enquiries@redbridge.gov.uk](mailto:housing.enquiries@redbridge.gov.uk)  
0208 518 2400

### Do not:

- Alter or change your flat front door without prior consent from the Council/housing officer.



## Any unauthorised modification of a fire door may put lives at risk

This information is provided in line with the Fire Safety (England) Regulations 2022, to ensure the safety of residents and building users is not negatively impacted by the modification/misuse of fire doors.

## Managing fire safety in your home

Most fires in the home can be prevented by taking some basic precautions. Enclosed with this letter is some guidance that you should read about how to be safe in your home. Further information can be found online at [www.london-fire.gov.uk](http://www.london-fire.gov.uk)

The guidance also provides information on what to do in the unlikely event of a fire. It is important that you read this and follow the instructions carefully to keep you and others safe in the event of an emergency.

We carry out regular risk assessments in all of our buildings and their communal areas to check for any problems and solve them as quickly as possible. If you discover a problem in your home or building, make sure you report it to us so we can arrange to repair it.



## Raising concerns

Residents with building safety concerns can contact your Housing Team on **0208 518 2400** or [housing.enquiries@redbridge.gov.uk](mailto:housing.enquiries@redbridge.gov.uk). Any resident not happy with the outcome can submit a complaint.

## Get in touch

If you have any questions or concerns or would like to receive this information in an alternative format contact your Housing Officer on **0208 518 2400** or [housing.enquiries@redbridge.gov.uk](mailto:housing.enquiries@redbridge.gov.uk).

[www.redbridge.gov.uk](http://www.redbridge.gov.uk)