

## Fire Safety Advice for Residents

Dear Residents,

In order to ensure your safety and security we'd like to offer some simple advice and a reminder for you in the event of a fire or other emergency. Please also be advised that you are perfectly safe in this building. Knight Frank are here to support and listen to you so please do feel free to discuss any safety concerns with the onsite management team.

1. Please ensure to take care in the home when cooking or using electronic charging devices as these can be the cause of fire in the home so vigilance on your behalf is very much appreciated.
2. If you hear a fire alarm activation at any time of the day, please leave the building calmly via the protected and signed exit route and staircase.
3. The Fire Service will arrive promptly and check the building for safety and deal with any emergency incident. They will also ensure that you can re-enter your property as soon as it's safe to do so.
4. If you discover a small fire anywhere in the building, please push the nearest manual call point and once again leave the building calmly at normal walking pace via the protected exit route.
5. Please do not attempt to tackle any fires as this may put you at unnecessary risk, the fire service will deal with any building fires or emergency incidents.
6. We also encourage residents to check and test the fire alarms that are installed in their homes to make sure they are working as they should be, it is the responsibility of the tenant to replace any batteries for battery powered fire / smoke alarms. Should you notice the expiry date is due, then please do advise the onsite team and they will arrange for a replacement.
7. Please be mindful of your safe egress from the building via the protected corridor and staircase, these are specifically designed to guarantee your safe exit from the building.
8. If anyone living in your accommodation has any disability or impairment causing them difficulty with using the staircase or hearing the fire alarm, please don't fret - our staff are here to assist, just make sure that you let us know well in advance if help is needed.
9. Please take good care of your own front door, these are vital for security and fire prevention. If your door has any visible defects or damage, please inform the onsite management team.
10. If applicable please avoid any external cooking, heat sources & barbeques on balconies as these are common causes of rapid fire spread. If you also use scented candles, please ensure that these are extinguished before you go to bed or leave the room – always best to be safe rather than sorry!
11. Children (any person not over compulsory school age) and young persons (any person under 18yrs) are recognised as having less awareness, attention to safety and experience of risks. We ask you

to pay particular attention to children or young persons in the communal areas, both inside and outside and not leave them unattended at any time. Particular care must be taken around banisters and railings.

12. Please note children and young persons should be supervised by an adult at all times who shall be responsible for their safety and welfare.
13. Please make sure that you never store any items in the communal areas, for instance buggies/prams, bikes, shoe racks, plants and so forth.

**Just remember “Your safety and security is our primary concern” 😊**

Responsible persons are:

Louie-Mae Gibson – Estate Director  
Ashmita Thakuri – Estate Manager  
Vaidas Prichodka – Assistant Facilities Manager

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