



www.nhg.org.uk

<name>
<full address>

12/12/2024

Dear <name>,

Your safety, and that of your household, neighbours and visitors, is our priority. Every year we'll contact you to remind you of some of the safety features in your building. Please make sure you share this information with everyone living in your flat. This letter supplements the fire action notice displayed in your building.

Your home is fitted with smoke detection. We recommend you test smoke detectors at least once a year and replace the batteries if the low battery alarm sounds. We test smoke detectors during gas and electrical safety checks and will replace the detectors if they're faulty or expired. Please report any fault with the smoke detection to your local officer.

If smoke or fire is detected in a flat in your building an alarm will sound in that flat. Everyone in the flat must leave. If a fire starts in your home, or you hear the alarm sounding in your home, leave immediately and make sure everyone in your home leaves with you.

Make sure your front door closes behind you and once outside the building call the fire brigade on 999. The fire brigade will ask you for your address, make sure you know the full address and postcode to avoid any delay in the fire brigade attending.

You mustn't use the lift (if there is one) to leave the building. If you feel you or anyone living with you is unable to leave the building safely without support, please speak to your local officer.

Once you are out of the building wait a safe distance away, at the designated place if one is detailed on the fire action notice in your building.

All the communal fire doors in your building are checked four times a year and your flat front door will be checked once a year. If you're contacted by an inspector asking to check your flat front door, please let them carry out this safety check.

You can help us keep the building as safe as possible by following these simple steps:

Notting Hill Genesis

Bruce Kenrick House

2 Killick St, London, N1 9FL

Phone 020 3815 0000

Email info@nhg.org.uk

Online, anytime

Check your statements, raise and track repairs, pay your rent, give feedback and make requests.

Activate

MyAccount now.

www.nhg.org.uk

- Doormats that lie flat are permitted, don't keep anything else in the corridor. Items left in the communal areas can be a hazard to you if you need to leave in an emergency and a hazard to the fire brigade if they need to fight a fire. Our staff regularly check the communal areas and will remove items that shouldn't be there.
- Communal fire doors and your flat front door should be shut when not in use. The self-closing devices on fire doors mustn't be tampered with.
- You must report any fault with, or damage to, fire doors immediately to your local officer.
- If your home has outdoor space such as balcony, terrace or garden, you must not store combustible items with six metres of the building.

These issues and more are covered on our website, go to www.nhg.org.uk and search 'fire safety'.

If you have any questions or concerns about safety in your building, please get in touch with your local officer.

Kind regards

James Lewis
Fire Risk Operations Manager