



[www.nhg.org.uk](http://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.

If smoke or fire is detected in someone else's flat your alarm won't sound. This is because it's usually safest for you to stay in your home while the fire brigade deals with the fire. You should leave if you feel you are being directly affected by heat or smoke or if the fire brigade or another official (like a member of our staff or someone from a waking watch) tells you to leave.

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, so 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.

**Notting Hill Genesis**  
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Phone 020 3815 0000  
Email [info@nhg.org.uk](mailto:info@nhg.org.uk)



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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:

- 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 within six metres of the building.

These issues and more are covered on our website, go to [www.nhg.org.uk](http://www.nhg.org.uk) and search 'fire safety'.

As you live in a taller building, we have registered it with the Building Safety Regulator. The registration number for your building is: **<BSR Portal number>**

You can find out more about the Building Safety Regulator by visiting <https://www.hse.gov.uk/building-safety/residents.htm>.

If you have any questions or concerns about safety in your building, please contact me. Your local officer remains your main contact for any other questions or queries you might have.

Kind regards

Building Safety Team