

Bromford.

Customer Engagement Building Safety Policy

Document Details

Owner: Business Lead Fire Safety

Approved By: Risk & Compliance Forum

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Strategy Version: 1

Strategy Statement & Purpose

This strategy sets out our approach to customer engagement relating to building safety for residential buildings.

The key aims of this strategy are to:

- Ensure customers are empowered to play an effective role in ensuring their building is, and continues to be safe
- Lay out the ways in which customers can get involved and the benefits to them from participating in engagement on building safety
- Identify the building safety information customers wish to be provided with
- Identify the way in which customers wish to be provided with building safety information
- Establish methods of improving our approach to engaging with customers in relation to the safety of their home and communal spaces within the building
- Engage colleagues with regards to importance of customers' rights to have a say in relation to their homes
- Clarify our responsibilities and customers' responsibilities to ensure their homes remain safe.

The strategy will be reviewed as changes of legislation come into place, and in response to priorities identified by the Building Safety Regulator and any other official guidance.

Scope

Bromford owns and manages a diverse housing stock over an extensive geography in the Midlands and the West of England, working with a significant number of local authority partners.

This customer engagement building safety strategy encompasses all blocks of flats serving social and affordable, including supported and specialist housing.

Reference Documents

List of Referenced Documents

- [The Charter for Social Housing Residents Social Housing White Paper](#)
- [Tpas National Tenant Engagement Standards](#)
- [The NFCC Specialised Housing Guide](#)
- [PEEP Procedure](#)

Legislative and Regulatory Requirements

The strategy has been developed with regard to following legislative and regulatory framework:

- [The Building Safety Act 2022](#)
- [The Fire Safety Act 2021](#)
- [The Fire Safety \(England\) Regulations 2022](#)
- [The Regulatory Reform \(Fire Safety\) Regulations 2005](#)
- [Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#)
- [Housing Acts 1985; 1996](#)
- [Homelessness Act 2002](#)
- [Equality Act 2010](#)
- [General Data Protection Regulation and Data Protection Act 2018](#)
- [Human Rights Act 1998](#)
- [The Localism Act 2011](#)
- [The Welfare Reform Act 2012](#)
- [Homes \(Fitness for Human Habitation\) Act 2018](#)
- [The National Planning Policy Framework 2018 Annexe 2](#)
- [The Regulator of Social Housing's Regulatory Standards](#)
- [The Smoke-free \(Premises and Enforcement\) Regulations 2006](#)
- [The Building Safety \(Leaseholder Protections\) \(England\) Regulations 2022](#)
- <https://www.legislation.gov.uk/uksi/2006/3368/introduction/made>

Definitions

Building Safety Regulator – part of the Health & Safety Executive responsible for:

- overseeing the safety and standards of all buildings
- helping and encouraging the built environment industry and building control professionals to improve their competence

- leading implementation of the new regulatory framework for high-rise buildings

High-rise building – a building of more than 7 stories or more than 18 metres in height and containing two or more dwellings.

Medium-rise building – a building of 5 or more stories and between 11 to 18 metres in height.

Low-rise building – a building less than 5 stories and less than 11 metres in height.

Landlord – Bromford

Responsible Person (Fire Safety legislation)- Bromford

Accountable Person (Building Safety legislation) - Bromford

Business Lead Fire Safety – Bromford colleague whose role includes being a point of contact for building safety issues in high rise buildings.

Our approach

Bromford’s Customer Engagement Building Safety strategy will detail our approach to engaging and involving customers in relation to building safety across all blocks of flats serving social and affordable, including supported and specialist housing.

The strategy is linked to our overall Customer Engagement and Empowerment Strategy (Link when approved by Board) and supports our aim of tailoring our local engagement opportunities to what is important to each community.

It has been developed in conjunction with customers, adopting a culture of openness and transparency, to ensure it addresses their needs and requirements. It details what customers can expect in terms of communication and how they can get involved and raise concerns.

The following section outlines our intended approach to engaging with customers around building safety. There are three main strands:

- Information and understanding
- Customer and landlords’ responsibilities
- Action to take in the event of a fire

Information and understanding

Communication and engagement

We will use a range of ways to communicate with customers to cater for, as much as possible, the diverse needs of our customers. We will endeavour to make adequate provisions for customers, for example, who have a physical or visual impairment, have other disabilities or who do not speak English, on request.

Examples of the way in which we can communicate with customers may include but is not limited to:

- At sign up
- Website

- Portal
- Notice boards
- Text
- Email
- Letter
- Local community surgeries to talk about building safety and issues affecting our customers.

We will also ensure we cater for customers who may prefer face to face meetings to discuss the strategy and the specific action plan for their building. Following all, information provided will be delivered to each customer's home. If there are any significant changes to the strategy or action plan, we will update customers as soon as is practical.

Building safety is the responsibility of all customers, as well as Bromford, the landlord. While we will endeavour to ensure that all customers are aware of key building safety messages, it is important that this is reinforced by customers.

We will seek to work with customers to identify a process that we can implement to measure the success of this strategy and the satisfaction of our customers. An example of doing this may be a reduction in the number of occasions upon which we have to remove fire hazards left by customers in the communal parts of a building. We will commit to reviewing feedback from our customers to ensure we continuously improve the service we provide to them.

Clarity and accessibility of information

We will proactively provide all customers with the information they need to help them understand the protections that are in place to keep their building safe.

We will ensure that the information provided is sufficient, relevant and in a format that can be understood by customers. As a standard practice we will provide:

- Information for customers detailing how they can reduce the risk of fire in individual dwellings e.g. by following safety advice. (Appendix 1)
- A process for reporting a fire risk and/or raising any other safety concerns.
- Procedures to follow where a fire occurs in the building, including for evacuation. (Appendix 2)
- The different roles and responsibilities of the accountable person, key Bromford colleagues, and customers. (Appendix 3)
- Key information such as the contact details of key Bromford colleagues. (Appendix 4)
- Key information specific to our high-rise residential buildings. (Appendix 5)

Customers will also be entitled to obtain further and more detailed information about the safety measures in their building if they wish, and such information may include (but is not limited to):

- Full, current fire risk assessments
- Planned maintenance and repairs schedules
- Outcome of building safety inspection checks

- How assets in the building are managed e.g. frequency of lift maintenance
- Details of preventive measures e.g. smoke alarms
- Fire protection measures in place e.g. sprinklers, smoke control systems
- Information on the maintenance of fire safety systems
- The fire evacuation strategy for the building
- Structural assessments
- Planned and historical changes to the building.

We will implement a process for dealing with requests for information by customers by contacting Bromford Fire Safety Team via email fire.risk@bromford.co.uk. We will aim to provide customers with the documents they request in a prompt timeframe.

Within this process we will provide guidelines to enable vulnerable customers to nominate an advocate, caregiver or representative who can request more detailed information on their behalf.

We will not release draft reports, which by their nature are likely to be subject to change but will aim to release information as swiftly as possible.

Customers who have a concern about building safety can raise it by contacting the Fire Safety Team via email buildingsafety@bromford.co.uk.

Any customer who is not happy with the outcome and wishes to escalate the issue can submit a complaint via the [Customer feedback and Complaints process](#) accessible on our website.

Benefits to Customers

Customers will have confidence in the safety of their building and will have a greater say in how their buildings are being managed.

Customers will be able to receive further information about the safety measures in place for their building upon request.

How safety information will be provided at the start of the tenancy

At the start of every tenancy within a block of flats, Bromford's Neighbourhood Coach will provide a fire action notice, information about your flat entrance door, and fire evacuation strategy information within the sign-up pack.

Within 4 to 6 weeks of a tenancy starting, the Neighbourhood Coach will contact customers to discuss building safety and will answer any queries they may have at that point.

Customer and landlords' responsibilities

Customers responsibilities

Customers have an obligation to work with us to keep their building safe and to let us know of any safety concerns they have identified following the process outlined in this strategy.

Customers are expected to provide reasonable access by allowing us to inspect and carry out necessary works for several types of safety inspections or undertaking fire and structural safety-related maintenance. Where information or access is required, we will provide the customer with reasonable notice. Where access is not provided, we will try several measures to gain access to the

property with the final measure being legal action. We will look to recover the costs of such legal action directly from the customer.

As a customer, you must not:

- Do anything that creates a significant risk to your building's structural safety.
- Do anything that creates a significant risk of causing or spreading fire in your building.
- Damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, fire extinguisher, sprinkler systems and smoke control systems. This includes internal doors to flats as these form part of the fire safety features for the whole building.

You must:

- Report any defects to the building structure or to any fire safety feature to Bromford through the Customer portal by contacting our Customer Services Team or via buildingsafety@bromford.co.uk.

Bromford have a managed approach policy for customers who leave possessions in communal areas. Any items that are not permitted to be stored in communal areas may be removed and disposed of in accordance with the Torts (Interference with Goods) Act 1977.

Items that are permitted are defined within Bromford's Fire Safety Procedure document and are doormats, pushchairs, and pedal bicycles to be stored in the communal area where this does not present an unacceptable risk or create access or egress issues.

Landlords Responsibilities

Within Bromford Independent Living Schemes or Supported Housing Schemes, we follow the National Fire Chiefs Council specialised housing guidance which involves undertaking a personal emergency evacuation plan (PEEP) and a person-centred risk assessment (PCFRA) to evaluate the needs of individual customers.

This process will also be extended to include customers living in our high-rise residential buildings who have been identified or self-identify to the Neighbourhood Coach.

The PEEP summary, which does not include any specific personal details, is held onsite in a secure information box which the fire service has access to in case of an emergency.

This enables us to evaluate their specific situations, minimise risks and put in place specific measures accordingly.

Within our general need's blocks of flats, we follow the guidance provided in the Home Office guide, Fire Safety in Purpose-Built Blocks of Flats.

We will work with the local fire service to electronically provide any information about our buildings that they require.

In line with our process for reporting safety concerns, any legitimate concerns will be treated seriously, and remedial action will be taken to rectify the issue.

Bromford will comply with legislation to keep their buildings and customers safe.

Information to all our customers living in blocks of flats or schemes.

- Display fire safety instructions which include the evacuation strategy for the building and instructions on how to report a fire.
- Provide relevant information about fire doors, particularly customers' flat entrance doors.

Duties of the Responsible Person (Buildings over 11m in height)

- Fire doors in communal areas of the building must be checked at least every three months.
- Use best endeavours to undertake checks of all flat entrance fire doors at periods not exceeding 12 months.

Duties of the Responsible Person (High-rise buildings)

- To provide suitable signage to assist fire and rescue service crews.
- Provide information including name of responsible person, copies of floor plans and building plans for the fire service in a secure information box.
- Information on external wall construction.
- Monthly routine checks of lifts and essential fire-fighting equipment, which includes smoke control systems, dry & wet rising fire mains, sprinkler systems, fireman's controls to lifts, etc.

Encouraging customers to keep their buildings safe.

We will ensure that customers are empowered to play an effective role in making sure that their building is and remains safe. This includes identifying and reporting hazards that may impact on the safety of the building and meeting their responsibilities to ensure their own safety and that of their neighbours.

Our homes are designed to Building Regulations at the time of construction, to contain a fire and restrict its spread beyond the building.

All our homes are provided with fire detection which will consist of, as a minimum, at least one smoke alarm provided on each storey of their home where there is a room used as living accommodation.

A carbon monoxide alarm is provided in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers), and we will ensure smoke alarms and carbon monoxide alarms are repaired or replaced once informed and found that they are faulty.

Our blocks of flats are designed to contain a fire within the flat, or room of origin, using fire doors, and appropriate levels of fire compartmentation that will prevent the fire spreading to other parts of the building. Each flat will be provided with sufficient smoke/heat alarms to give customers early warning of a fire.

Customers are encouraged to assess the needs of their household and any members of their family who may be vulnerable (such as young children or someone with a disability). They are encouraged to ensure they understand the action plan for their building so they know what they should do in the event of an emergency.

Bromford will provide links on our web page to the local fire service for the opportunity to seek "Safe & Well" information, or visits to customers' homes from the fire service.

Based on our fire risk assessments for buildings, which includes guidance from fire services, we do not provide fire safety equipment (such as fire blankets and fire extinguishers) either within customers' homes, or in corridors or staircases of blocks of flats. The fire service advise that, unless individuals have the relevant training on the use of fire safety equipment, they are encouraged not

to attempt to fight the fire but to close all fire doors to contain the fire and follow the action plan for their building.

Fire safety equipment may be provided in community facilities such as meeting rooms or community lounges.

Customers are also encouraged to consider the wellbeing of their neighbours in the building and recognise that their actions may put the lives of others at risk. For example, customers should ensure they do not prop open any communal fire doors and they do not store items in the communal hallway which may impede an escape route in the event of an emergency or cause an obstruction to the fire service entering a building.

In blocks of flats, the flat entrance door is, in most cases, a fire door and under no circumstances must any unauthorised alterations be made to the door, frame, or seals, including the fitting of additional locks or other door furniture. The door closer is an integral part of the fire safety requirements to ensure your safety and must not be tampered with or removed. This information is provided by letter on an annual basis during the fire risk assessment as a reminder to all customers living in blocks.

Customers who smoke should ensure they do so in a safe place and fully extinguish their cigarettes afterwards. Throwing discarded cigarettes from balconies is extremely dangerous and can cause fires below your home. Barbecues and patio heaters should never be used inside buildings, on balconies or near any flammable material.

Where customers see one of their neighbours acting in a way that suggests they have not understood or remembered building safety information, they should remind them of it as a matter of priority. An example of this could be neighbours who are storing items in the communal hallway or neighbours who may be considered vulnerable. If customers are not comfortable discussing this with their neighbours, they should report it as a building safety concern to Bromford via buildingsafety@bromford.co.uk.

Improving communications on safety (i.e., reporting safety concerns; works to the property)

We will work in partnership with customers to ensure that they are involved in decisions about their building's safety and, where possible, provide them with reasonable information on works due to be carried out to their property enabling them to have an opportunity to consult with us.

If any customer feels their concerns have not been addressed, they can follow our formal complaints process to escalate the issue.

Action to take in the event of fire.

There is a fire action plan for your building with specific details for the action customers should take in the event of a fire. This information is contained on a Fire Action Notice which are on the walls adjacent to the exits in every building. This information is also shared with customers on sign-up and on an annual basis during the fire risk assessment and during any tenancy reviews.

Most buildings are designed to contain fire, smoke, and heat within individual homes for a long enough period to enable the fire service to extinguish the fire. In such buildings, it is safe for customers to remain in their home while the fire is extinguished if it is not affected by fire, smoke, or heat. This is known as 'stay put' advice.

There are some buildings which, through the process of fire risk assessment, a simultaneous evacuation strategy is implemented.

Understanding a building evacuation plan.

The building evacuation plan is supported by the fire action notice. It is possible that a fire could develop to a stage where the fire service may carry out a full evacuation of the building.

It is the fire service who would manage a full evacuation of a building.

Understanding 'Stay Put' and when it should be used.

The majority of our flats and blocks employ a stay put policy (unless the fire is within your own flat). This remains the most appropriate strategy which is supported by advice and guidance from fire services across the country. Our fire risk assessors will determine the most appropriate evacuation strategy for your building.

Understanding 'Simultaneous Evacuation' strategy and when it should be used.

All of our community facilities and all communal areas in the residential blocks have a simultaneous evacuation strategy.

There are a very few of our blocks where a simultaneous evacuation strategy is required following the fire risk assessment process.

A building which has a simultaneous evacuation plan means that all customers and occupants of the building must leave the building and go to the assembly point in the case of an emergency.

Understanding what "Place of Relative Safety" and "Place of Ultimate Safety" means.

Any customers required to evacuate their homes should make their way to the "place of relative safety." This means you should move away from the flat and from the effects of a fire to a place of relative safety in the staircase lobby, and then make your way out of the building to a "place of ultimate safety" away from the building and any fire or any falling debris.

Evacuating a building safely.

If customers are required to evacuate their homes, they must do so by walking to the safest and closest exit and/or stairway. Where possible, they should close any fire doors behind them.

They should never use a lift to exit during a fire alarm activation. If the fire alarm has operated the lifts will park on the ground floor and will not be available.

Once outside the building, customers must move away from the building and go to the nearest safest place.

The front of the building may be where the firefighters and fire appliances will be operating. Customers must move away from the building and must not obstruct their access to the building.

If there is an incident occurring on the upper floors there may be debris falling, the area below is the hazard zone where significant injury may happen. Customers must not remain in, or near this area.

Once customers have left the building they must not re-enter until they are told to do so by the fire service.

Responding to fire alarms and contacting the fire service.

If the fire or smoke alarm in your home sounds, check that there is not a false alarm, call 999, ask for the fire service and follow their advice. This is usually to close the door to the room on fire and get everybody out of the property.

If you hear the fire or smoke alarm sound in any communal area or a neighbour's home, call 999, ask for the fire service and follow the plan for your building.

Appendices

Appendix 1 **Safety Advice Information**

Appendix 2 **Fire Action Notices**

Appendix 3 **Roles and responsibilities of key Bromford colleagues**

Appendix 4 **Contact details**

Appendix 5 **High rise residential buildings**

Appendix 1

Safety Advice Information

Bromford website under Home/ Help & advice/ Repairs & alterations/ Keeping your home safe

[Keeping your home safe | Bromford](#)

Appendix 2

Fire Action Notices

Fire instructions

There is a 'STAY PUT' fire strategy in this building unless the fire is in, or affecting, your home

	If a fire breaks out in your home: <ul style="list-style-type: none">• Leave the room where the fire is straight away, then close the door.• Tell everyone in your flat and get them to leave. Close the front door of your flat behind you.
	Operate nearest fire alarm
	Leave at once, shutting doors behind you
	Phone Fire Service 999 or 112 Give the address & postcode
	If you see or hear of a fire in another part of the building: <ul style="list-style-type: none">• This building is designed to contain a fire in the location where it starts.• Get everyone into one room, stand by a window where you can be seen. Take your phone with you.• If you are in any doubt, get out.
	Do not return to the building until told it is safe to do so

Please report the fire to Bromford by calling 0330 1234 034

If you notice any faults or problems with communal areas of this building including internal or external faults, repairs or hazards contact Bromford on 0330 1234 034. Corridors and stairwells must be kept clear at all times; this includes the storage of personal belongings, furniture, newspaper, recycling items, rubbish and fly tipping.

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Fire instructions

This building operates a simultaneous evacuation fire strategy

	If you discover a fire in your flat or the common area of the building
	Operate nearest fire alarm
	Leave at once, shutting doors behind you
	Phone Fire Service 999 or 112 Give the address & postcode
	Do not return to the building until told it is safe to do so
	If you hear the fire alarm then leave at once, shutting doors behind you. Call the Fire Service 999 or 112

Please report the fire to Bromford by calling 0330 1234 034

If you notice any faults or problems with communal areas of this building including internal or external faults, repairs or hazards contact Bromford on 0330 1234 034. Corridors and stairwells must be kept clear at all times; this includes the storage of personal belongings, furniture, newspaper, recycling items, rubbish and fly tipping.

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Appendix 3

Roles and responsibilities of key Bromford colleagues

Neighbourhood Coach and Scheme Managers

- To manage blocks of flats, and schemes on a day-to-day basis in accordance with the Bromford Fire Safety Policy and Procedure.
- Carry out Health & Safety block inspections at appropriate frequencies.
- To lead on customer relationships.

Fire Risk & Compliance Assessor

- Undertaking Fire Risk Assessments as prescribed by policy and procedure.
- Ensuring any Priority 1, Priority 2 and Priority 3 corrective actions are notified and controlled to completion.
- Monitoring fire safety corrective actions following notification by colleagues carrying out Block and Scheme inspections and updating the FRA.
- Making additional recommendations outside of the priority actions as required.
- Support the Fire Safety Business Lead in the investigate all fire related incidents and report the findings to the Fire Safety Group.
- Advise and support all areas of the business on all fire related issues within their area of expertise.
- Carrying monthly, quarterly and annual checks of essential fire equipment and fire doors at buildings over 11 metres.
- Carrying out pre-occupation inspections of new build blocks, which are within the scope of the Fire Safety Order, coming into business.

Business Lead Fire Safety

- Providing specialist technical and regulatory advice to the business
- Acting as the non-legislative role of Building Safety Manager for any in-scope high-risk assets
- Supporting effective fire safety management across the business
- Ensuring consultation with key stakeholders and relevant colleagues in respect of fire safety and changes to regulations and policy.
- Manage and support 1st line of business assurance and audit in fire safety.
- Oversight of consultants and contractors carrying out fire risk assessments, specialist surveys and contractors responsible for passive and active fire protection systems.
- Investigate fire incidents to ensure that remedial action is identified, reported, and implemented to minimise the potential for re-occurrence.

Appendix 4

Contact details

The Bromford Team

<https://www.bromford.co.uk/contact/>

0330 1234 034

Appendix 5

High rise residential buildings

Communication and engagement

We will encourage customers to get involved in decision making relating to the safety of their high-rise residential building.

If you would like to get involved the Customer Engagement Team welcome your input.

We are recruiting volunteer Involved Customers who are customers who live in our high-rise blocks and have an interest in safety and the block they live in. They are the ones who are active daily and can see first-hand if something is not right and needs to be fixed.

To become an 'Involved Customer' you can contact the Customer Engagement Team directly at delphine.guillemoteau@bromford

Engagement touch points:

- Sign-up: relevant information on building safety and fire safety shared with new customers
- Annual tenancy review: relevant information on building safety and fire safety shared again and recorded on CE365
- Monthly block inspections
- Quarterly Community Surgeries: Every quarter, open the monthly block inspection to Repairs Team colleagues, Fire Safety Team colleagues, Gas Team, others, etc. this opportunity will enable closer engagement with as many customers as possible and have a walk about identifying key building safety issues.

Leaseholders do not form part of the tenant's satisfaction/perception measures which are surveyed by our Feedback Team. It is important that leaseholders and their tenants are included as part of our high-rise engagement strategy. An opportunity to meet and discuss building safety/repairs and record these accordingly as will be provided at the quarterly community surgery events.

Roles and responsibilities of the Accountable Person (AP) under the Building Safety Act.

Bromford, as the Accountable Person, will have a duty to take all reasonable steps to:

- prevent a building safety risk happening, with building safety risk defined as 'spread of fire and/or structural failure'
- reduce the seriousness of an incident if one happens.

Bromford will:

- register existing in-scope buildings with the Building Safety Regulator (BSR)
- register all new in-scope buildings before occupation.
- prepare a safety case report for in-scope buildings.
 - APs have assessed all building safety risks and taken all reasonable steps to control them.
 - Give the safety case report to BSR when requested.
 - Apply for a building assessment certificate when directed by BSR.

Roles and responsibilities of key Bromford colleagues

Business Lead Fire Safety

- to manage the higher risk building on a day-to-day basis in accordance with the building safety case and provide information as required to the new Building Safety Regulator.
- to notify the Accountable Person if the building safety risk assessment and safety case are no longer valid or sufficient, or that further reasonable steps need to be taken to prevent the occurrence of a major incident.
- engaging customers in the safe management of their building through the Customer Engagement Strategy that includes routes of escalation for customer concerns and complaints relating to safety and ensuring that customers are complying with their safety responsibilities.

Neighbourhood Coaches

- will conduct monthly block inspections as part of Bromford Health & Safety checks.

- will invite customers to take part in these inspections
- will report defects and repairs to the relevant teams as soon as possible
- will consult with the Business Lead Fire Safety in respect of any issues outside of their control
- will co-ordinate the quarterly Community Surgery events.

David Garrick Gardens, Lichfield.

David Garrick Gardens is formed from two high rise residential blocks of flats, consisting of Garrick block and Boswell block which are conjoined to the ground floor community facilities.

Each block has its own fire alarm system which will only sound in that block when affected by fire. The alarm will not sound in the flats.

There are fire detectors and manual call points throughout the blocks and the community facilities.

The fire alarm is linked to the fire service via an alarm receiving centre.

Each individual flat has its own fire alarm detectors consisting of a heat detector in the kitchen and a smoke detector in the hallway, which will only sound in the flat if a fire is detected in that flat.

A heat detector is in the entrance hallway of each flat that is connected to the main fire alarm system for the building.

There is a residential fire sprinkler system installed throughout the flats, staircases, and lobby areas. Should this operate it is linked to the main fire alarm system and to the fire service.

A wet rising fire main is provided for use by the fire service.

The passenger lift in each block is provided with a fireman's override control. The lift will park at ground floor in the event of the fire alarm operating. The fire service can then take control of the lift for their operational needs.

Each block is provided with two staircases.

The residential blocks of both Garrick block and of Boswell block have a stay put policy.

The community facilities and all other communal areas in the residential blocks have a simultaneous evacuation strategy.

A building evacuation means that all customers must leave the building and go to the assembly point for the building in the case of an emergency.

The fire service would manage a full evacuation of a building and would indicate where the assembly point is as this may be a dynamic situation due to fire service operations.

Neighbourhood Coach

Lianne Molineux-Wilkes

lianne.molineux-wilkes@bromford.co.uk

07436 810916

The Accountable Person

Bromford, Shannon Way, Tewksbury GL20 8ND

[Get in touch with us | Bromford](#)

0330 1234 034

The Business Lead Fire Safety

Neil Griffiths

Neil.griffiths@bromford.co.uk

07999 430 389

Berkeley House, Staple Hill, Bristol.

Berkeley House is a high-rise residential block of flats which has a lower ground floor containing Staple Hill Community Hub community facilities.

There are plant rooms and a boiler room in the lower ground basement area, which are only accessible to Bromford colleagues and authorised contractors.

The block has a fire alarm system which covers all parts of the building. There are fire detectors and manual call points throughout the building.

The fire alarm is linked to the fire service.

Each individual flat has its own fire alarm detectors which will only sound in the flat if a fire is detected in that flat.

There are also heat detectors in the hallway of each flat which are connected to the main fire alarm system. These detectors also have a sounder plate which will sound the alarm if the main fire alarm system operates.

There are automatic opening vents to allow smoke out of the building which are connected to smoke detection in the corridors and to fire service controls in the basement.

There are dry rising fire mains for fire service use.

One of the passenger lifts is provided with a fireman's override control. Both lifts will park at ground floor in the event of the fire alarm operating.

The residential flats of Berkeley House have a stay put policy.

The Staple Hill Community Hub community facilities and all communal areas in the residential block have a simultaneous evacuation strategy.

A building evacuation means that all customers must leave the building and go to the assembly point for the building in the case of an emergency.

The fire service would manage a full evacuation of a building and would indicate where the assembly point is as this may be a dynamic situation due to fire service operations.

Neighbourhood Coach

Tbc

The Accountable Person

Bromford, Shannon Way, Tewksbury GL20 8ND

[Get in touch with us | Bromford](#)

0330 1234 034

The Business Lead Fire Safety

Neil Griffiths

Neil.griffiths@bromford.co.uk

07999 430 389