

# Fire Action Notice

When the Fire Alarms are tested each week, they will have a short ring and then stop

## If you hear the fire alarm – Continuous Ring if there is a Fire

- If the alarm sounds then residents should remain in their flats **unless**:-
- **The fire is in the immediate vicinity**
- **You are told to evacuate by the Fire Service**
- If you are near the fire, then you should either move to an area the other side of the next set of fire doors or through the nearest fire exit, whichever is the nearest and safest course of action.
- **Do not** stop to collect personal belongings
- **Please close any doors** you have gone through to help prevent the spread of fire
- **DO NOT USE ANY LIFTS** – if you are in the lift when the alarm sounds, **exit it and move to nearest final exit point.**
- If you are in any doubt - it is safer to remain in your flat and await further instruction from the Fire Service or Independent Living Officer.

## Fire Alarm Activation

- When the fire alarm is activated, the call will go to the control centre (Tunstall).
- If they are unable to establish a satisfactory response from the flat i.e., confirmation that it is a false alarm due to burnt toast etc. the Fire Service will be called, and they will attend.
- When the Independent Living Officer is on site and the alarm sounds, they will establish the location via the fire panel as where the fire alarm has been activated.

If you have any concerns around Fire Safety, please contact our Responsible Person – Kate Mulvaney on 01933 234450 or [customer.services@greatwellhomes.org.uk](mailto:customer.services@greatwellhomes.org.uk).

If you would like this leaflet translated, please contact Customer Services on 01933 234450.

Aby otrzymać tłumaczenie tej ulotki, skontaktuj się z biurem obsługi klienta pod numerem 01933 234450

আপনি যদি এই লিফলেটের অনুবাদ করা সংস্করণ পেতে চান তাহলে অনুগ্রহ করে 01933 234450 নম্বরে ফোন করে গ্রাহক সেবা বা কাস্টমার সার্ভিসেস এর সাথে যোগাযোগ করুন।

જો તમે આ પત્રિકા ને અનુવાદિત કરવા માંગતા હો, તો કૃપા કરીને અહીં આપેલા ગ્રાહક સેવા નંબર પર સંપર્ક કરવા વિનંતી: ૦૧૯૩૩૨૩૪૪૫૦.

گر آپ اس کتابچے کا ترجمہ چاہتے ہیں تو براہ کرم کسٹمر سروس سے 01933 234450 پر رابطہ کریں۔

، إذا كنت ترغب في ترجمة هذه النشرة ، فيرجى الاتصال بخدمة العملاء على الرقم 01933 234450

