

## What to do if a fire breaks out

### If the fire is in your room or flat...

- Leave the room where the fire is as quickly as possible and close the door. Do not stop to collect any belongings.
- Tell anyone you see on your way out that there is a fire and they should also leave.
- Never try to fight the fire yourself.
- Wait outside at the fire evacuation point that you were told about during your induction and fire drills.
- Call the fire service on 999 as soon as you are safe.

### Calling the fire service...

- Dial 999.
- When somebody answers give them your telephone number and ask for the fire service.
- When the fire service answer, give them the address where the fire is.
- Wait until the fire service repeats the correct address to you before hanging up.

### If you hear the alarm but you can't see any smoke or fire...

- Always evacuate the building immediately and go to the fire evacuation point. You might not be able to see the fire but that does not mean it is not there.
- Treat all fire alarms that you hear as though they are a real fire. We do regular drills but you will never know the difference between a drill and a real fire alarm.
- Do not stop to collect any belongings.
- If you set off a fire alarm by accident you must still leave your flat and inform a member of staff immediately.

Finally, please remember the golden rule...

**If in doubt get yourself out!**

We aim to provide information in a format or language that is easy to read and understand by our customers.

Please contact Customer Services on 0300 500 62 62 if you require this publication in large print format, Braille or on audio tape.

Nëse keni vështirësi për të kuptuar këtë botim, ose nëse anglishtja nuk është gjuha juaj e parë, ju lutemi kontaktoni Shërbimet për Klientin në **0300 500 6262**

Albanian

Se ha difficoltà a comprendere questo documento o se l'inglese non è la Sua madre lingua, la preghiamo di contattare l'Assistenza Clienti allo **0300 500 6262**

Italian

Jeżeli masz trudności ze zrozumieniem tej publikacji lub angielski nie jest Twoim pierwszym językiem, prosimy o skontaktowanie się z linią obsługi klienta pod numerem: **0300 500 6262**

Polish

Bu broşürü anlamakta güçlük çekiyorsanız ya da asıl diliniz İngilizce değilse, lütfen Müşteri Hizmetleri'ne telefon edip Türkçe'ye çevrilmesini isteyin. Tel: **0300 500 6262**

Turkish

এই প্রকাশনা বুঝতে আপনার যদি কোন সমস্যা হয় অথবা ইংরেজী ভাষা যদি আপনার মাতৃভাষা না হয় তাহলে অনুগ্রহ করে **0300 500 6262** নম্বর ফোনে কাস্টমার সার্ভিসসকে যোগাযোগ করুন

Bengali

પો તમને આ પ્રકાશન સમજવામાં કોઈ મુશ્કેલી હોય અથવા અંગ્રેજી તમારી માતૃભાષા ન હોય તો, કૃપા કરીને ગ્રાહક સેવાને **0300 500 6262** પર સંપર્ક કરો

Gujarati

इस प्रकाशन को समझना यदि आपके लिये मुश्किल हो, या अगर अंग्रेज़ी आपकी भाषा नहीं है तो कृपया कस्टमर सर्विसिंग से फ़ोन नंबर **0300 500 6262** पर संपर्क करें।

Hindi

ਜੇ ਇਸ ਖਬਰ ਨੂੰ ਵਿਚਾਰਦੇ ਹੋ ਪੜ੍ਹਨ ਵਿਚ ਤੁਹਾਨੂੰ ਕੋਈ ਮੁਸ਼ਕਿਲ ਆਉਂਦੀ ਹੈ, ਜਾਂ ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਖੋਲੀ ਨਹੀਂ, ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਿੰਗ ਨਾਲ ਨੰਬਰ **0300 500 6262** 'ਤੇ ਗੱਲ ਕਰੋ।

Punjabi

اس اشاعت کو سمجھنے میں اگر آپ کو مشکل درپیش ہو، یا اگر انگریزی آپ کی زبان نہیں ہے تو برائے مہربانی کسٹمر سروسز سے فون نمبر **0300 500 6262** پر رابطہ کریں۔

Urdu

For more information on work of the Young Persons Service team or to discuss new projects of partnership working, please contact:

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**catalyst**

[www.chg.org.uk](http://www.chg.org.uk)

**YPS**  
young persons service

**Fire Safety**

**LET'S KEEP OUR PROJECTS SAFE FROM FIRE**



**A new start,  
a new beginning**

## Let's keep our projects safe from fire

Fire is one of the most dangerous things that can happen in your home. A fire can spread very quickly and the smoke that it creates is highly poisonous and can kill someone within minutes. It is very important that all young people living at a YPS project are aware of the danger of fire.

There are some simple things you can do to lessen the chance of a fire breaking out and causing large amounts of damage, threatening your life and the lives of everyone else at the project.

- Never tamper with your smoke or heat detector or any other fire equipment. It might just save your life one day. YPS staff will regularly check that your smoke or heat detector is working properly.
- Badly discarded cigarettes are a very common way for a fire to start. Always make sure that your cigarette is properly extinguished. All YPS projects are now smoke-free and you will need to leave the building before lighting your cigarette.

- Do not overload your plug sockets or extension leads. Overloaded electrical sockets are a common cause of house fires.
- Do not use candles or anything else that stays alight, such as incense sticks, in your property. These are not allowed in YPS projects.
- Many fires start in the kitchen. Be careful when you are cooking and do not leave any pans on the hob unattended. Deep fat fryers and chip pans are not allowed in YPS projects.
- Never leave anything, for instance rubbish bags or buggies, in areas that might be used to escape from a fire, such as corridors, stairwells and landings. If a fire takes place there will be lots of smoke and people will not be able to see anything and may trip over these items as they are trying to leave the building.
- Fires need fuel and nearly everything in your home will burn. Do not leave large amounts of rubbish anywhere. Make sure that you take your rubbish to the main communal bins regularly.

- Be careful when you do the ironing. Do not leave an iron face down on any surface while it is in use.
- Many of the doors used at YPS projects are fire safety doors and should never be propped open unattended. These include kitchen doors, bedroom doors and front doors. These will slow down how a fire spreads if a fire breaks out.

**If in doubt get yourself out!**

