

If your alarms sound

- **Stay calm**
- **Do not go to investigate** as you may put yourself and others in the property at risk by doing this. **Do not attempt to tackle the fire yourself.**
- If you know you will be unable to leave the property, **everyone should assemble in one room.**
- Once everyone is in one room, **shut the door to this room as quickly as you can. Place bedding or soft furnishing around the door frame** to stop smoke entering the room through the gaps around the door.
- **Call 999 and ask for the Fire Service or, if you have one, press your pendant.** If you press your pendant and the operator hears the smoke alarm going off they will call the Fire Service.
- **Let the Fire Service know** you are unable to leave the property, how many of you there are in the property and tell them which room you are in so they can get to you quickly.
- **Open the windows in the room** and try to position yourselves as close to them as possible so you are away from the door and are able to breathe in fresh air.
- **We do not recommend climbing out of windows** as this can may cause you significant injury. However if you feel you have no choice, then before you climb out, use any soft materials from the room to soften your exit.

Be assured

The fire service will stay on the phone with you until the firefighters arrive.

Flats and homes with multiple occupants

If you live in a block of flats, a maisonette, a home with multiple occupants, or live in specialised housing, you should **make the person responsible for your home aware that you may not be able to evacuate if there was a fire.**

If this is done in advance, then **the person responsible should have a plan in place documenting your circumstances**, which will be available when the Fire Service arrive at the property.

Escaping a high-level building

If there is a fire elsewhere in the building:

The structure of your flat (walls, floors, doors) are designed to give you a minimum of 30 to 60 minutes' protection from a fire.

If there is a fire in your building but not inside your own home, you are usually safer to stay in your flat unless the heat or smoke from the fire is affecting you. If you stay put, you should still immediately call 999.

Scan the QR Code to read more online:



Advice for occupants unable to leave their property without help

Before you go to bed, you should check the following to reduce the chance of a fire:

- **Keep doorways clear so you are able to close as many internal doors as possible**, especially downstairs. This helps to control the spread of a fire if it happens.
- **Unplug things that use electricity that do not need to stay plugged in**, and do not leave electrical items running or charging during the night.
- **Check the cooker is off**, unplug and turn off heaters.
- **Keep your fire escape route clear** at all times to avoid trip hazards.
- **Keep windows in the bedrooms unlocked** or have a key to the windows easily accessible.
- If possible, **keep the area around the windows clear** so access to them is quick and easy.
- **Keep a mobile phone by your bed**, and charge during the day and unplug at night.

What to do if there is a fire in your home?

In the event of a fire:

Stay Calm:

- Follow your evacuation plan and get to a safe space.

Call 999:

- Ask for the fire and rescue service.
- Help us find you – Provide an accurate location of your home.
- Wait for firefighters to arrive in a safe location and guide them to the scene of the incident.

Do not tackle the fire by yourself.

Get out. Stay out. Call 999.

You can book a Safe and Well Visit from Royal Berkshire Fire and Rescue Service by calling **0800 587 6679** or visiting rbfrs.co.uk/safeandwell.

For more information on home fire safety, visit rbfrs.co.uk/yoursafety

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FIRE AND RESCUE SERVICE**

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What if you are

Unable to Evacuate