

# Fire Safety Policy



Our fire safety policy is in place so you are safe in your home. The policy only applies to tenants who live in one of our flat blocks with a shared internal communal area.

Before you move into your home, we will ensure it is fire-safe and suitable for you.

We will carry out a fire risk assessment (FRA) on communal areas in your flat block to ensure your safety in case of a fire.

We will review the assessment at least every **3** years.

If we identify or are notified of any risks and precaution measures are needed, we will work to the following timescales:

Intolerable risk:  
As soon as we can (make safe within **4** hours).

High risk:  
Within **1** month.

Medium risk:  
Within **3** months.

Low risk:  
Within **6** months  
(or as part of a planned programme within 12 months).

If there is a fire, you should follow our Fire Safety Plan, which is given to you every year and can be found on communal notice boards.

We check flat entrance doors every **6** months.

If you have any changes to your physical or mental health, please let us know so we can work with you to re-assess your needs.

We do not allow the storage or charging of mobility scooters, e-bikes or scooters within internal communal areas of our blocks.

Please let us know if you or someone else in your household has any vulnerabilities.

If you are concerned about fire safety, you can get in touch with us by phone, email, Live Chat or My Livin app.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

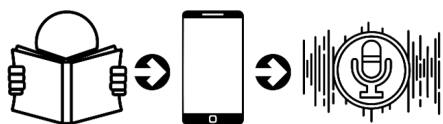
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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