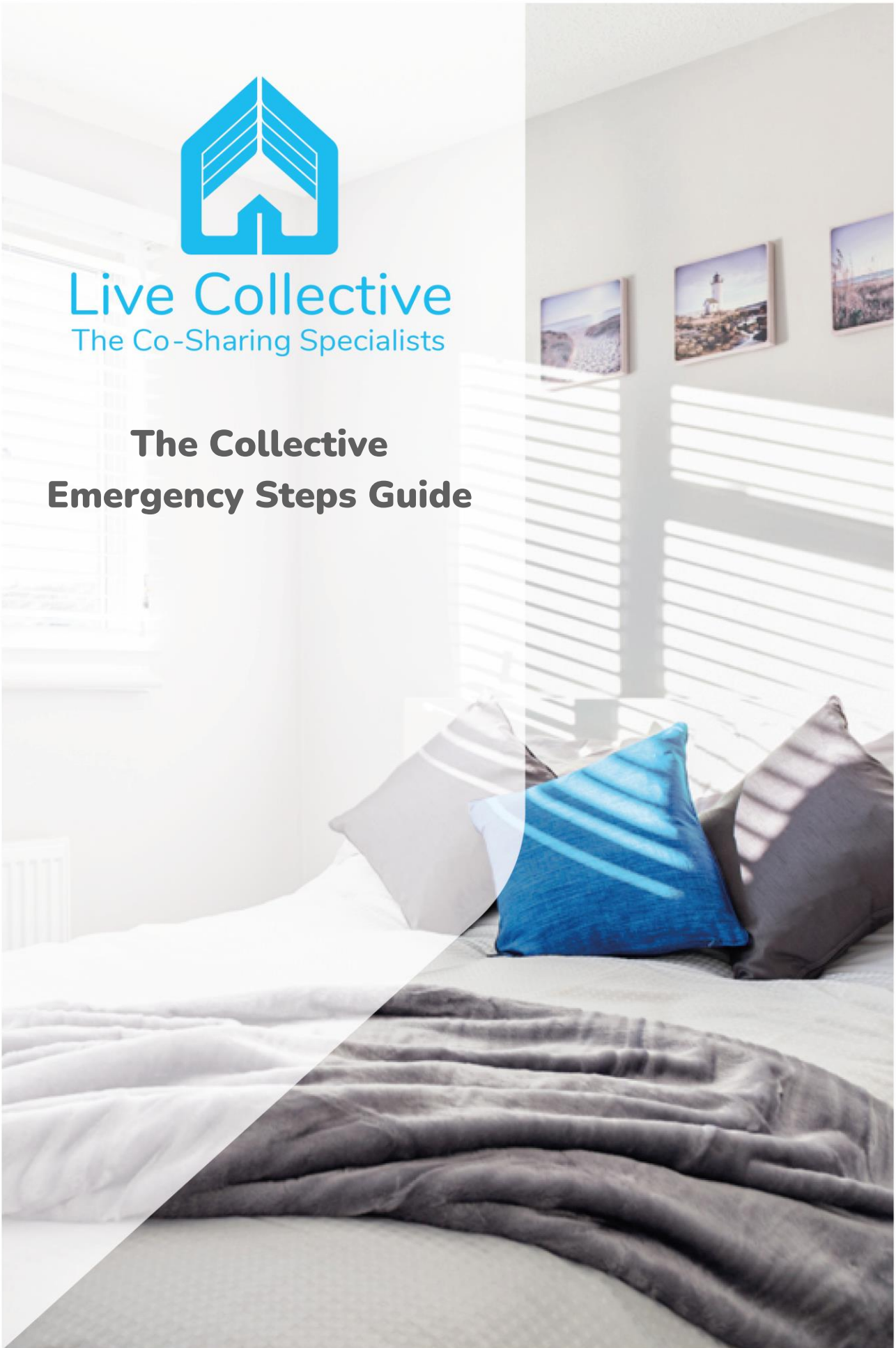




**Live Collective**  
The Co-Sharing Specialists

**The Collective  
Emergency Steps Guide**



## What is an emergency?

1. Fire
2. Heating not working.
3. Significant leak not dripping water.
4. Significant water blockage
5. Electricity/electrical failure

## Help Line number – 07942 113360.

1. If there is a fire, call 999 and when everyone is safe, report it to your property manager and see below.
2. If your heating is not working despite following the heating guide in your welcome booklets, then call our help line number.
3. If you have a significant water leak, then call our help line number. If you need to switch off the stop cock it is usually located downstairs, either, near the kitchen behind a removable panel or under the sink or in a hallway cupboard or bathroom.
4. We may ask you to call our Heating Engineer & Plumber Mike from MLG Plumbing his number is 07500 803 572. You will need our permission to do so. If we are on holiday, it will be your responsibility to call the trade required and co-ordinate the work with him directly.
5. In the event the electricity fails, it is usually a tripped switch, review the common issues guide for more details. If, after following the common issue guide you still cannot resolve your electrical failure then call the help line number.

## Fire Safety

Your home is gas safe and electric safe; it is up to date on all certificates.

Rachael Davis is the person responsible for overseeing fire safety compliance, please report any issues or instances of fire in your home to her on the help line number above.

Smoke alarms are installed on every floor and in every bedroom. The smoke alarms in the common areas are tested regularly by the cleaning team. Each bedroom is provided with a smoke detector, smoke and heat detectors are provided in the communal area and CO2 monitor in the boiler cupboard.

Fire doors are installed on every bedroom door, all kitchen doors & in places where there is an ignition source.

Fire doors are equipped with intumescent smoke & fire strips which prevent the spread of fire and smoke and offer 30-minute protection from fire or smoke outside the room. **Your door closers must not be tampered with**, this is for your safety, the doors should close



shut straight after opening them. If they close slowly or they don't close at all you must report the problem via your Landlord Vision Tenant Module at <https://tenant.landlordvision.co.uk/> or The Get it Fixed form. See below. <https://www.cognitofirms.com/LiveCollective1/TheGetItFixedForm>

All homes have carbon monoxide alarms, and some 3 story homes have emergency lighting in the hallways or landings. The Carbon Monoxide alarms are tested alongside the gas safety.

Do not smoke in the house under any circumstances. Smoking must be carried out -outside of the house and all cigarettes put out carefully and disposed of. Do not put smoking cigarettes in the bin they must be carefully extinguished first.

Please do not use portable heaters in the home, you have central heating and a TimeOstat thermostat to control the temperature. Radiators are in all bedrooms and common areas.

You can test the smoke alarm in your room, and this is regarded as good practice, please report any issues to the Live Collective team.

All the furniture and furnishings provided are in accordance with Furniture and Furnishings (Fire) (Safety) (Amendment) Regulations 1993.

The storage of hazardous materials or flammable liquids should not be permitted in the premises. This includes the storage of petrol or other flammable liquids, LPG cylinders or similar hazardous materials.

In the 3 – storey homes the fire detection system is called HAES and is found on the ground floor and tested on a monthly basis & serviced annually. There is also emergency lighting in the 3 -storey buildings that will light your way to the exit (front door) in the event of a fire. For the 2 storey homes the fire detection systems are in the ceilings and they are linked together.



## Fire safety tips

1. Be careful with electrics; do not overload plug sockets, keep to one plug per socket, if you use an extension lead or adapter it will have a limit to how many amps it can take so be careful not to overload them to reduce the risk of fire.
2. Do not use candles or anything with a naked flame in your bedrooms and do not bring into the room any independent heating devices e.g., electric fires.
3. Each house is supplied with a fire blanket in the kitchen that can be used to put out a fire on the hob or put around someone to help them escape a fire in the house. There are no fire extinguishers on account that you should not be trying to put out a fire but exiting the house as quickly and safely as possible and calling the emergency services and your property manager.
4. Tenants are individually responsible for cleaning the dryer filter after every use of the dryer. This is particularly important on account that dryers are one of the biggest causes of fires in houses and are directly related to uncleaned filters.
5. Do not block the path to the fire exit (front door) with your personal items, the hallways and landings must be left free of clutter in order that you can exit the building swiftly in the event of a fire.

## Evacuation Strategy

1. If there is a fire or you hear the smoke alarms/heat detectors sound, you must evacuate the building immediately.
2. If you need to sound the fire alarm in a 3 – storey house, then please go to the nearest red call point (see image below) and break the Perspex/glass – this will sound the alarm.
3. If you live in a 3 – storey home, the red call point boxes are located near the back door / on the top floor landing of the building. There are two red call point boxes in your home. Please make sure you take note of the location of the red call point boxes when you move in.
4. If you live in a house with interlinked smoke alarms on the ceiling, these are connected and if there is a fire in one room, they will set off the smoke alarms in all of the other rooms. The interlinked smoke alarms are linked by radio frequency or are wired into the electrical system.



5. Your means of escape will be out of the front door of the house either on the same floor as your bedroom, if you're on the ground floor, or down 1 or 2 flights of stairs, if not. Please make your way to the exit as quickly as possible.
6. Fire blankets can be found in the kitchen and used to help you to escape out of the kitchen to the front door exit.
7. If you are in a 3-story building, then emergency lighting will light your way down the stairs and along the corridor towards the front door, which is the emergency escape route.
8. All room doors are made with fire resistant material and door closers which will shut out the fire in a particular room to give you enough time (up to 30 minutes) to escape.
9. Call the fire brigade (call 999).
10. When you are safe and outside the building; contact Rachael Davis on 07942 113360 and notify us of the fire emergency.

### Red Call Point Boxes



## What is not classed as an emergency.

1. Blocked Sink
2. Lost Keys
3. Appliance not working.
4. TV not working/ issues with furniture/cupboards/doors.
5. Tripped switches
6. Wi-Fi issues
7. Issues with house mates

To support you on the above go to:

1. Common Issues Guide
2. The How to Make a Complaint Policy
3. The Get it Fixed Policy

For normal maintenance issues please see the Get it Fixed Policy on the website or look up the information in your welcome booklet.





# Live Collective

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