

Fire Safety Guidance for Fire Doors

If your flat door or any other doors in your building are damaged or in need of repair, please call us on 0800 678 1221 to report.



Fire Safety Guidance for Fire Doors

This document is to provide you with information about fire doors so you understand the important role they play, what to be aware of in case you need to report a faulty or broken

door and what we do to help ensure that they are in full working order throughout your building.

What is a fire door and why are they important?

A fire door is a type of door designed to prevent the spread of smoke and fire throughout a building and keep you safe in an emergency.

These doors, if in good condition, will withstand fire for a minimum of 30 minutes. This ensures that fire escape routes are kept clear in case occupants need to evacuate.

They are designed to automatically close behind you, holding flames back and stopping the spread of the fire and toxic smoke into escape routes, corridors and other flats.

Fire doors should not be modified in any way as this may reduce the fire resistance of the door putting you and others at risk in the event of an emergency.

Repairs and Replacements

If fire doors are found to be damaged or faulty in any way then we will either repair or replace these to ensure they are in full working order. There will be no cost to rented customers for work to the flat or communal doors as it is included under the terms of your tenancy (unless doors have been found to be deliberately damaged in any way and then we will apply our existing process with regards to recharging customers for any work that is required).

For leasehold customers, we will perform the additional safety checks and carry out all permitted repairs. We will discuss with you any repairs or replacements to your flat doors that may require a specialist contractor to carry out the work, as they may not automatically be covered under the terms of your agreement with us.

Do's and Don'ts



Do not
remove or alter door closers (this includes closers fitted within the frame)



Do not
paint the door frame or door which has smoke strips and seals that run round the door edge and/or within the door frame



Do not
wedge the door open.



Do not
drill or allow any person acting for you to drill through the door or frame for any reason, (examples include for the installation of telephone wires, internet or TV cables, door bells etc.)



Do not
stick materials to the door or its frame



Do not
remove the door or replace it without first obtaining consent from the Group through the Tenant/Leaseholder Alterations process. An example would include when new carpets or floor coverings are replaced by your appointed floor company



Do
call us to report any issues with your flat fire door or any communal fire door on 0800 678 1221

Our commitments

We regularly undertake safety checks to our communal fire doors through fire risk assessments and estate inspections however new Government legislation requires us to inspect these more regularly on all buildings over 11 metres. As a rough guide buildings over 11 metres are normally five storeys or more in height.

For these buildings we will be inspecting your flats front door annually and the communal doors 4 times a year. We will carry out full checks to the doors, frames and surrounding walls to ensure there are no defects.

These inspections need to be carried out to both sides of the doors so it's important you allow us access to your home so we can carry out the necessary safety checks. We'll write to you in advance to let you know when we will be attending but if you will not be available then please contact us to arrange an appointment that is convenient for yourself.

How can you help?

Door closer

This should be in full working order and allow the door to fully close behind you

Door hinges

Your door should have three hinges which should all be screwed in

Door furniture

Your locks, handles and letter boxes should all be tightly fitted and in working order

Door seals

Ensure the door seals to the door or frame are in place

Door frame

Your door frame should not be loose or missing, on both sides

Door panel

Your door panel should be free from any damage



Remember these three simple door safety rules...

1. Keep your fire door in good working order.

2. In the event of a fire, make sure all fire doors are closed.

3. If you think anything is wrong with a fire door, please report it by calling 0800 678 1221.