

RBH – College Bank

Fire Safety

Frequently Asked Questions



Am I at risk?

The compartmentation issue that we have found at College Bank does not make it any more likely that a fire will start, but it might not prevent a fire from spreading to other parts of your building.

For this reason, we are taking extra precautions to ensure your safety. For the time being, we have installed a 24-hour **Waking Watch** to monitor all our College Bank buildings. These trained people can quickly alert residents, the emergency services and RBH in the event of a fire starting at your building. We will not be passing the cost of this temporary measure on to any residents.

We have also changed our advice for any residents who detect a fire in a neighbouring property. You should have received a copy of our updated **Stay Safe** policy, which provides clear instructions about what to do in the event of a fire in your building. If you have any questions about this new guidance, please get in touch with us directly.

What should I do in the event of a fire?

Our Stay Safe guidance has changed slightly – please familiarise yourself with the updated information below:

If there is a fire in another part of the building on the same floor as you, **get out and call the fire service by dialling 999**. If you can, you should alert the neighbours on your floor where possible on your way out, and exit the building using the stairs. You must not use the lift. Once outside, you should assemble at the designated meeting point for your block.

If there is a fire on another floor within your building, **it will normally be safest for you to stay in your flat, but you may be advised to leave if the fire is on a floor immediately below or above you**

If you feel unsafe or your flat is affected by heat or smoke, **then get out and call the fire service by dialling 999**. If a member of the fire service or the waking watch ever tells you to leave the building, you should do so immediately.

*We would also recommend having a small bag somewhere near your door, ready to grab in an emergency, which contains items that may be useful if you need to evacuate the building; such as warm and ideally waterproof clothing or any essential medication.

Someone in my home has mobility issues, what should they do?

If you or anyone in your household might struggle to leave the building using the stairs in the event of an emergency evacuation, we will need to make some special arrangements for them and inform the fire brigade of any important considerations.

Please get in touch with us as soon as possible so that we can help develop a personal evacuation plan for you.

I am a leaseholder – does this mean I won't be able to sell my home?

Leaseholders at **Mitchell Hey, Dunkirk Rise, Tentercroft and Town Mill Brow** are already being supported to sell their homes, as part of our proposals for the future of College Bank and Lower Falinge. We would like to reassure all leaseholders that we will honour our existing offer to purchase these homes, with the additional financial uplift compared to normal market rates.

We are aware that some mortgage lenders have expressed concerns about transactions on homes that do not fully comply with the Government's Fire Safety guidance. If you have any concerns about how this might affect you, please contact a member of our team.

When will this issue be fixed?

We are continuing our building investigations at College Bank and will be developing options with consultants and partners over the coming months. When we have a better understanding of the scale of this project and likely timescales, we will communicate our findings to all residents.

How will this issue affect my planned move?

Many residents will already be in discussion with our regen team about moving away from **Mitchell Hey**. Our team will continue to support you in finding a suitable home that meets your needs, and anyone who wants to remain within the town centre will still be able to do so.

We will shortly be confirming our moving timescales for residents of **Dunkirk Rise, Tentercroft and Town Mill Brow**, but if you would like any further information in the meantime, please get in touch.

Where can I find out more information or ask questions?

We understand this news will be very unsettling for residents and we are here to answer any questions or concerns that you may have.

We will be hosting 1-2-1 meetings for any households who would like to speak directly to a member of our team. To ensure that we can maintain social distancing, these meetings will be by appointment only – anyone wishing to make an appointment should email **collegebank@rbh.org.uk** or call **0800 0277769** to book their slot.