



Fire Emergency Plan	
Management company	<b>Chelsea Creek – Countess House</b>
Site address inc. postcode	Countess House, 10 Park Street, London, SW6 2QF.
Managing agents	Residential Management Group: Tel- 0345 002 4444
Effective date of Emergency plan	January 2024
In the event of Fire	Action
How people will be warned if there is a fire.	Independent smoke detectors should be fitted in each flat that will provide detection and warning of fire within the single flat only. A communal fire alarm is fitted which will sound in the communal areas only. (Ground floor & service areas).
If a fire breaks out in your home	Verbally raise the alarm by shouting “Fire”. Warn all persons within your apartment and leave together. Where possible turn off your cooker or oven. Where possible close windows and doors, <b>especially the front door.</b> Do not attempt to put out the fire. Do not put yourself at risk. Leave the building by the nearest available escape route. <b>Do not use the lift.</b> Exit the building and move to a safe area outside, away from the building. Call the fire service by dialling 999 or 112.
If you see or hear of a fire in another part of the building	The building is designed to contain a fire in the apartment where it starts. This means it will usually be <b>safer for you to stay in your flat</b> if the fire is elsewhere. Ensure your entrance door is fully closed. You must leave immediately if smoke or heat affects your home, or if you are told to do so by the fire service. If you are in any doubt, get out & move a safe distance from the building
Hearing the alarm (relevant persons who may be elsewhere in the building)	Evacuate the building by the nearest available escape route. If you have visitors or contractors with you, instruct them to follow you. <b>Do not use the lift.</b> Exit the building and move to a safe area away from the building.
How will the emergency services be notified and who is responsible	The person finding the fire will dial 999 or 112. When the operator answers, give your phone number and ask for FIRE. When the fire service replies give the address where the fire is. Do not end the call until the fire service has repeated the address correctly.
Arrangements for the safe evacuation of people identified as being especially at risk	Any disabled person who cannot self-evacuate or anyone who feels they may require assistance to evacuate in the event of a fire, should make themselves known to the managing agent. A home visit will be arranged with the fire service, so details are held. Details may also be held in a secure information box at the appropriate building entrance for ease of identification by the emergency services.
Plans to deal with persons once they have left the premises	All evacuated personnel should remain at a safe assembly area outside the Concierge Office. No individual should re-enter the building for any reason until they have been instructed it is safe to do so by the fire service.