



Fire Emergency Plan	
Management company	Eden Grove – Lily House (630702)
Site address inc postcode	Lily House, Eden Grove, Staines-Upon-Thames, TW18 4ZT
Managing agents	Residential Management Group: Tel- 020 7598 1600
Effective date of Emergency plan	September 2024
In the event of Fire	Action
How people will be warned if there is a fire.	Independent smoke detection and warning system should be fitted within each flat that will provide warning within the single flat only. Smoke detectors are fitted in the communal areas to operate the AOV.
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, especially the front door. Do not attempt to put out the fire. Do not put yourself at risk. Do not use the lift. Leave the building by the nearest available exit and move a safe distance from the building. Call the fire service.
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 safer for you to stay in your flat 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 and move a safe distance from the building. Do not use the lift
Hearing the alarm (relevant persons who may be elsewhere in the building)	Evacuate the building by the nearest available escape route and move a safe distance away from the building. Do not use the lift. If you have visitors or contractors with you, instruct them to follow you.
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 telephone number and ask for FIRE. When the fire service replies give the address where the fire is (see above) 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	Details of any persons with special needs maybe kept near the entrance for easy identification by the emergency services.
Plans to deal with persons once they have left the premises	All evacuated persons should remain at the safe area. No person should re-enter the building for any reason until they have been instructed to do so by the Fire Service.