



Fire Emergency Plan	
Management company	Eden Grove – Holly House
Address	Holly House, Eden Grove, Staines-Upon-Thames, TW18 4TN
Managing agents	Residential Management Group: Tel- 020 7598 1600
Effective date of Emergency plan	September 2025
In the event of Fire	Action
How people will be warned if there is a fire.	Independent smoke detection and warning system and sprinklers should be fitted within each flat that will provide warning within the single flat only. A fully automatic detection system (non-sounding) is fitted in the communal areas to operate the smoke ventilation and alert Concierge.
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 block at least 45m away. 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 the fire service activates the Evacuation Alert System. If you are in any doubt, get out and move a safe distance from the block at least 45m away. 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. If you have visitors or contractors with you, instruct them to follow you. Do not use the lift. Leave the building by the nearest available exit and move a safe distance from the block at least 45m away.
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: Eden Grove – Holly House, Staines-Upon-Thames, TW18 4TN 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 individuals 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 personnel should remain at the assembly point. No individual should re-enter the building for any reason until they have been instructed to do so.