

Date: 16 June 2017
Your Ref:
Our Ref: TRfire
Ask for: Customer Services
Direct dial:
Direct fax:
E-mail:

The Resident
1 – 89 Staner Court
Manston Road
RAMSTGATE
Kent

Dear Resident,

Fire Safety

You may have seen on the news in the last few days that there has been a fire in a tower block in West London. This may have made you think about the fire safety arrangements in your own block.

I wanted to write to you to reassure you that we take your safety extremely seriously and that fires of this type and severity are very rare. We regularly inspect all blocks of flats to assess any fire risks and work closely with the Kent Fire & Rescue Service to ensure that suitable fire prevention measures are undertaken. In addition weekly fire alarm tests are carried out and at regular intervals the emergency lighting is tested.

Although there are a small number of blocks of flats in the East Kent District that have been over clad this work was not carried out by the contractor responsible for the work to the West London block of flats and the materials and type of over cladding are not the same. The over-cladding used on your block is mechanically fixed with render over.

Over the course of the next few days we will be meeting with representatives of Kent Fire and Rescue Service and the fire service will be visiting blocks of flats to conduct their own checks and offer advice and reassurance to residents.

Any resident who has difficulty using the stairs in the event of a fire can have a personal emergency plan agreed with them which we will share with the fire service. Our staff will be arranging to visit anyone who needs this or has a particular concern to assist them.

As soon as we have more information about the cause of the fire in London we will review this with the Kent Fire & Rescue Service taking

into account the construction of the block of flats that you live in and will take any appropriate action.

Residents also have a role to play in keeping the block safe by not storing items in communal areas, especially recycling sacks and by alerting the emergency services if a fire is discovered.

I also wanted to take this opportunity to remind you of the current fire safety arrangements in your building.

- **If there is a fire, you must ring the fire service directly on 999**
- **Do stay in your flat provided you feel it is safe to do so. Do evacuate your flat if you feel unsafe or your flat is affected by smoke or heat.**
- **Do not use the lift, under any circumstances.**
- **If you leave the building assemble in front of blocks 102 - 113 (Manston Road) on the grassed area.**
- **If you are unable to leave your flat you will need to have a personal evacuation plan agreed with you and shared with the fire service. You should follow this in the event of a fire.**

If you have any questions or worries about anything to do with fire safety in your block, please contact us on telephone number **0300 0619997 Option 2, followed by option 4.**

Yours sincerely

Tracey Fossey