

Your front door is a fire door.

In a block of flats, fire doors hold back fire and smoke - long enough for your neighbours to get out, and for the fire service to get in. They only work if they are looked after. Here is what we need you to do.

● Keep fire doors shut

Never wedge, prop or tie open a fire door - your own front door or any door in the shared corridors and stairs. A fire door that is open does nothing at all.

● Leave the door closer alone

The arm or device that pulls your door shut is there for a reason. Please don't remove, disconnect or adjust it.

● Report damage straight away

Tell us if a door won't shut fully on its own, sticks or drags, has a broken closer or hinge, cracked glass, a jammed letterbox, or damage to the door or frame.

● Ask us before you change your door

Fitting a new front door, letterbox, cat flap or spyhole - or painting over the seals around the edge - can stop it working as a fire door. Please check with us first.

We check your front door once a year

It is a short visual check to make sure your door will still hold back fire and smoke if it is ever needed. We check the doors in the shared areas every three months. We will contact you to arrange a good time and we would be grateful if you could let us in.

Spotted a problem? Tell us today.

You will never be in trouble for reporting a fire door fault, even if it was an accident. We would far rather hear about it early.

REPORT TO:

CONTACT:

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