



DRAFT POLICY

Housing Fire Safety

Housing Assets – Communities

July 2024

Contents

1. Purpose and Scope
2. Background
3. Legislation
4. Legal Obligations
5. Staffing and contractor arrangements, competence, quality control and performance
6. Asset register for fire safety activities
7. Fire Risk Assessments (FRAs)
8. Evacuation arrangements
9. Carrying out responsive repairs
10. Works to void properties
11. Carrying out planned or major works
12. Testing, checking, inspection and maintenance of fire safety equipment and installations
13. Ensuring effective building management
14. Monitoring and Accountability
15. Continuous Improvement
16. Relevant Links and Resources
17. Responsibility and Review

1. Purpose and Scope

Purpose

- 1.1. The aim of our Fire Safety Policy is to set out the approach Woking Borough Council will take to ensure that we manage and maintain fire safety in our housing properties in accordance with all legal and regulatory requirements. By following the approaches set out in our policy, we will ensure we are both proactive and reactive in meeting our legal obligations to identify, manage and mitigate fire safety risks, helping protect the safety and wellbeing of residents.
- 1.2. Ultimately, the purpose of our Policy is to ensure we have a strong culture and approach to the management and maintenance of fire safety in council owned homes.
- 1.3. The Policy links with our Repairs and Maintenance Policy* and has been developed in line with best practice arrangements of social housing providers.

*R&M Policy TBC and not yet produced

Scope

- 1.4. The Policy covers how in practice we will meet all applicable legislation, regulations, and requirements for managing fire safety in rented and leasehold properties (subject to lease terms and specific installations within properties) for which Woking Borough Council has management responsibility. These include the common areas of all residential properties owned and managed within the Housing Revenue Account (HRA) as well as obligations applying to fire safety measures within individual dwellings.
- 1.5. The policy covers four main areas of activity:
 - The criteria for undertaking Fire Risk Assessments (FRAs), and the carrying out in a timely manner of remedial works and actions arising from FRAs.
 - Cyclical maintenance, including appropriate checks and servicing, of fire safety systems and equipment including:
 - Automatic fire detection and alarm systems
 - Emergency lighting units and systems
 - Smoke detectors in individual dwellings and common areas
 - Automatically opening smoke vents or smoke control systems
 - Portable fire-fighting equipment/appliances
 - Sprinkler/mist systems
 - Dry or wet risers
 - Fire doors in communal areas, including entrance doors to flats located directly off these areas.
 - General repair, maintenance and management activity that could have an impact on fire safety within a building or individual property.
 - Providing appropriate information to residents and working collaboratively with them to help best manage and minimise fire related risks.
- 1.6. The policy sets out the detailed management arrangements we must have in place, including:

- The identification and recording of the specific responsibilities for each of our properties.
- The future creation of a Fire Safety Management Schedule (FSMS) and associated training to provide guidance on the implementation of the commitments contained in this policy.
- The key activities (e.g. risk assessment, testing, servicing) that we will undertake to fulfil our responsibilities.
- Ensuring we have competent staff and contractors in place to carry out all our fire safety activities and management.
- How the Council's duty holder will delegate responsibility for the implementation of the policy, monitor its effectiveness and receive assurance the Council is complying with all elements of it.

1.7. The policy applies to all residential properties owned, leased or managed by the Council, and all work undertaken on these properties on our behalf, where we have responsibility under relevant legislation and regulations. It also applies to all employees and contractors undertaking work on the Council's behalf and anyone likely to be put at risk from work on these properties.

2. Background

2.1. Managing and maintaining fire safety in the residential properties we own and manage is amongst the most important aspects of our role as a housing landlord.

2.2. The latest legislation and regulations are designed to protect tenants from the risks associated with fire in residential properties. They transform the way in which landlords are required to manage and maintain fire safety in their tenanted homes.

2.3. Fire safety is an area of considerable risk for the Council. If we fail to comply with the law and associated regulations, we could be liable for prosecution, which could lead to a fine, or even a jail sentence. In addition, we could find ourselves responsible for any injuries or deaths resulting from a fire if we have failed to carry out the necessary Fire Risk Assessments, remedial measures, routine testing, maintenance and other works.

2.4. Whilst the Council does not have any 'high-rise' residential buildings within the housing assets list (defined as being over 18 metres in height and/or being seven or more storeys), it does nevertheless have residential buildings deemed to be 'higher risk' due to their occupation type. These are sheltered housing schemes, extra care schemes and houses in multiple occupation.

Our obligations:

Landlords and freehold owners of residential buildings have a legal duty to ensure that a Fire Risk Assessment is carried out to identify and remove any fire risks and hazards, or to reduce these as far as possible.

Landlords are responsible for ensuring that properties meet fire safety standards. Landlords also need to keep their tenants informed of what to do in an emergency, including developing and providing evacuation plans.

3. Legislation

- 3.1.** The principal legislation applicable to this policy is as follows:
- The Regulatory Reform (Fire Safety) Order 2005 (FSO).
 - The Fire Safety Act 2021, which amends the FSO.
 - The Fire Safety (England) Regulations 2022.
 - The Building Safety Act 2022.
 - The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
- 3.2.** The policy also operates within the context of additional legislation, industry guidance and government policy direction.
- 3.3.** We must ensure we comply with the Regulator of Social Housing's Regulatory Framework and Consumer Standards for social housing in England, noting that the Social Housing (Regulation) Act 2023 has changed the way in which social housing is regulated.
- 3.4.** Failure to discharge our responsibilities and obligations properly could lead to sanctions, including prosecution.

4. Legal obligations

Regulatory Reform (Fire Safety) Order 2005 (the FSO)

- 4.1.** The Responsible Person (which is Woking BC, as duty holder) must:
- Carry out a Fire Risk Assessment (FRA) for the purpose of identifying the general fire precautions and other measures needed to comply with the FSO. Although under the FSO this requirement only applies to common parts of premises, in practice the Responsible Person will need to consider the entire premises, including units of residential accommodation.
 - Consider who may be especially at risk.
 - Implement all necessary general fire precautions and any other necessary measures identified by an FRA to remove or reduce any risks.
 - Implement a suitable system of maintenance and appoint competent persons to carry out any procedures that have been adopted.
 - Periodically review FRAs in a timescale appropriate to the premises and/or occupation fire risk level.
- 4.2. Fire Safety Act 2021**
- 4.3.** The Fire Safety Act amends the FSO by clarifying that in buildings with two or more sets of domestic premises, the FSO applies to:
- The structure and shared external walls of the building, including cladding, balconies, and windows.
 - All doors between the domestic premises and the common parts, for example, entrance doors to individual flats which open on to common parts.

4.4. The Responsible Person must ensure that FRAs comply with the criteria outlined above by appointing a competent person to review them (see Section 11 for competency requirements).

4.5. Fire Safety (England) Regulations 2022

4.6. The Regulations came into force in January 2023 and the Responsible Person is required to:

- For all buildings - provide tenants with fire safety instructions and information on fire doors.
- For buildings over 11 metres - undertake quarterly checks of communal fire doors and annual checks of flat entrance doors.

5. Contractor arrangements, competence, quality control and performance

5.1. We will ensure that we have suitably skilled and experienced staff and contractors in place to effectively organise and manage our fire safety activities. Through the procurement process and ongoing management of works, maintenance, or servicing contracts, we will require contractor/s and engineers:

- To be suitably skilled and competent to inspect, repair or service fire safety installations and equipment.
- To follow industry guidance on unsafe situations wherever they find an unsafe situation.
- To report unsafe situations to the appropriate person in a timely manner
- Complete repairs, maintenance, component renewals, servicing, and safety checks to industry standards within the timescales required.

5.2. The performance of the contractor/s involved in our fire safety work will be managed by the Council's Building Safety and Compliance Manager, supported by external consultants and a suite of internal metrics and KPI dashboards. Monthly operational meetings will be held with the contractors at which performance will be discussed and documented. Action will be taken to address performance issues if required.

5.3. All fire safety records are to be held in the Council's ICT system. The system includes:

- Reconciliation of property list (UPRN) with required fire safety activities.
- Scheduling of compliance checks.
- Records of completed compliance checks and certification.
- Actions arising with identification of any activities showing as overdue.

6. Fire Safety Asset Register and Fire Safety Management Schedule

6.1. To ensure we meet our legal obligations and remain fully compliant in our fire safety work, it is critical that an accurate and complete list is maintained of all installations, equipment, and appliances in our housing properties. Linked to this, we will develop and maintain as part of our compliance system a Fire Safety Management Schedule listing

all properties and equipment therein that require regular inspection, testing and servicing. This register will hold information against each property asset on inspection and servicing requirements for all domestic properties, communal blocks and 'other' housing assets.

6.2. We will work proactively with our contractors to ensure the continuous updating of the fire safety asset register because of any servicing or works carried out including, but not exclusively, the following activities:

- The carrying out of responsive repairs.
- Void property checks.
- Mutual exchanges.
- Planned maintenance works.
- Annual/periodic servicing and safety checks.
- Presence and checking/servicing/replacing of smoke and heat detector/s.

6.3. The Council will support contractors in updating the fire safety asset register by advising promptly of:

- Any relevant works undertaken by any other contractors.
- Any properties added to, or removed from, the stock of homes owned and managed by the Council, noting the need for a rigorous approach for updating the fire safety asset register of any newly developed or acquired properties.

6.4. The Council will undertake a regular reconciliation exercise to ensure the ongoing accuracy of the fire safety asset register to ensure that all changes resulting from relevant repair and renewal works and changes to the property list have been satisfactorily recorded.

7. Fire Risk Assessments (FRAs)

7.1. The undertaking of Fire Risk Assessments (FRAs) and acting appropriately on advice and recommendations arising from them forms a critical part of our overall approach to ensuring residents are safe in their homes. FRAs will only be conducted by person/s competent to do so. We will assess the necessity and completion priority of all recommended remedial work. Those required will be prioritised and scheduled by risk. Those assessed as not necessary will be mitigated by an alternative method or otherwise justified as such.

7.2. FRAs can be of Type 1, 2, 3 or 4. A full definition of 'Type 1-4' can be found in the Government Guide to Fire Safety in Purpose Built Blocks of Flats. Type 3 FRAs have been conducted at all applicable blocks or schemes in 2023.

7.3. From the date of this policy, Type 1 FRAs will be conducted at a frequency based on the level of risk presented by the building type and occupancy as set out below. The frequency or type of FRAs may be varied based on changes made to individual buildings or upon recommendations by the Competent Person undertaking the assessment.

- For extra care schemes and houses in multiple occupation - annually.

- For sheltered housing schemes – every two years.
- For general needs blocks – every three years.

The recommendations arising from FRAs will be prioritised and completed as soon as practicable.

7.4. FRAs will be reviewed, regardless of the risk category, following any of the events below:

- A significant fire or relevant incident.
- The introduction of new work practices in the management of buildings.
- Works affecting the means of escape or alarm systems.
- Structural or material changes to the building or its use.
- Changes in legislation (or significant changes to guidance).
- Changes to the building's fire strategy.
- Resident issues identified in person-centred risk assessment which would be relevant to the building (e.g. resident who is unable to self-evacuate where the escape strategy is simultaneous evacuation).

7.5. Where newly constructed buildings are being built or acquired, a Type 3 pre-occupation FRA will be carried out and the recommendations resolved prior to occupation. A post occupation FRA will then be conducted within 6 months of occupation. Where pre-existing properties are being converted into new accommodation, a Type 4 FRA will be carried out.

8. Evacuation arrangements

8.1. We will ensure each building has an evacuation strategy stated clearly within the FRA. The evacuation strategy will be agreed with the competent person undertaking the FRA. However, as a general guide, the following different arrangements will apply for residential accommodation with common parts:

Purpose built accommodation will generally have a 'stay put' or 'stay safe' policy. Occupants should stay in their home provided they feel it is safe to do so. The 'stay put' policy may change based on the instructions of the Fire and Rescue Service during an emergency.

Converted accommodation will generally have a 'simultaneous "full" evacuation' policy. All occupants should self-evacuate in the event of fire or once the fire alarm sounds.

Residential buildings that are managed 24 hours or which house vulnerable residents may require bespoke evacuation strategies specific to the premises (outlined below in 'Assisted Evacuation').

Assisted Evacuation

8.2. In general needs accommodation, where practicable and should assistance be requested, the Council will provide advice and guidance to assist residents in developing their own means of escape plan. This will not involve the assistance of staff in the evacuation.

- 8.3.** In Specialised Housing, assessment of individuals will be made by appropriate staff. This will involve detailed and up-to-date records of occupants. In some buildings, they will require person centred fire risk assessments (PCFRAs). Assistance in evacuation provided by staff will be determined on a case-by-case basis. The Fire and Rescue Service may be included in the process and where required, appropriate information will be held on site.
- 8.4.** Where provided, equipment to aid evacuation (e.g. fire extinguishers) should only be used by appropriately qualified or trained persons (e.g. the Fire and Rescue Service).

9. Carrying out responsive repairs

- 9.1.** The Council has an obligation as a landlord to ensure that any reported faults or failures of any fire safety equipment (e.g. smoke alarm, fire alarm system, etc.) are attended to and rectified in a timely manner.

10. Works to void properties

- 10.1.** To manage fire safety risks, all empty properties will have any fire safety equipment tested and serviced prior to reletting in accordance with our Void Policy and Void Standard. This will include testing of smoke and fire alarms, checking fire blankets and checking the integrity of fire doors, including the operation of door closers. If any smoke alarms are found to be within two years of their due replacement date, the alarms will be replaced.
- 10.2.** All properties undergoing mutual exchange will have the same set of fire safety equipment testing and servicing as for a void property.
- 10.3.** The fire safety asset register will be updated with any new equipment installation dates and future replacement dates, as required.

11. Carrying out planned or major works

- 11.1.** Planned maintenance or upgrade programmes commissioned by the Council to buildings that require an FRA will be subject to a risk assessment by a competent person to consider the impact of the works on fire safety.
- 11.2.** Works programmes are likely to fall into one of three categories:
- i. Works subject to planning permission and/or Building Regulations approval.
 - ii. Works not subject to the Building Regulations (including those covered by the Building Regulations, but delivered under a Competent Person scheme), but where there is a foreseeable impact on fire safety.
 - iii. Works not subject to the Building Regulations where there is no foreseeable impact on fire safety.
- 11.3.** Works will only be in category iii. if a Competent Person has reviewed the proposed works and formally agreed that there is no foreseeable impact on fire safety.

11.4. For all other works we will ensure that prior to works commencing, a competent person will:

- Review the proposed work against the fire risk assessment and any Building Safety Case.
- Ensure anyone appointed to undertake design or construction activities can demonstrate the necessary competence to discharge their responsibilities relating to fire safety. This will include duty holders identified in the Construction (Design and Management) Regulations 2015 (the Client, the Principal Designer, the Principal Contractor, designers, and contractors).
- Request reasonable assurance that duty holders have demonstrated that resident safety can be assured during the works or that a suitable decanting strategy is in place.
- Engage with residents on fire safety matters that affect them.
- Request reasonable assurance that duty holders have complied with the building regulations in relation to fire safety where required.
- Request reasonable assurance that there is an appropriate site inspection and sign-off programme in place for the stages of the work.

11.5. Where necessary, a FRA review will be conducted at the conclusion of works.

12. Testing, checking, inspection and maintenance of fire safety equipment and installations

12.1. All fire safety equipment, such as fire and smoke alarms, will be tested, serviced and maintained in accordance with the relevant British Standard or measures that achieve the same and considering manufacturer’s recommendations. Any fire safety installations, such as fire doors and emergency exit signage, will be maintained appropriately. This will include the completion of all essential remedial works requirements identified during any inspection, testing and maintenance activity, including from FRAs.

12.2. The Council’s policy and practices for installing, testing, checking, inspecting, and maintaining an appropriate range of fire safety equipment and installations is set out below:

Automatic fire detection and alarm systems	
<p>These will be installed in all ‘higher risk’ buildings. Installations will be maintained and upgraded to meet current legal and regulatory requirements.</p>	<p>Servicing and maintenance arrangements:</p> <ul style="list-style-type: none"> • Quarterly testing and servicing carried out by suitably qualified contractor in accordance with manufacturer’s instructions and industry best practice, including fittings located within individual accommodation. • Weekly testing by WBC housing staff or contractors, in accordance with manufacturer’s instructions and industry best practice.

	<ul style="list-style-type: none"> • Prompt replacement of failed fittings or components identified during weekly and quarterly testing and servicing.
--	---

Emergency lighting units and systems	
<p>These will be installed in all buildings with communal areas at the time of building construction or later, such as to meet the recommendations of an FRA. Installations will be maintained and upgraded to meet current legal and regulatory requirements. Following a survey of blocks, a programme of upgrades is taking place in 2024-25.</p>	<p>Servicing and maintenance arrangements:</p> <ul style="list-style-type: none"> • Annual testing and servicing, including three-hour drain-down test, carried out by suitably qualified contractor in accordance with manufacturer's instructions and industry best practice. • Monthly flick testing by WBC housing staff, in accordance with manufacturer's instructions and industry best practice. • Prompt replacement of failed fittings or components identified during weekly and quarterly testing and servicing.

Smoke detectors (individual dwellings where automatic fire detection and alarm systems are not installed)	
<p>These will be installed on each habitable floor of the dwelling and will be mains powered with a date-marked 10-year life lithium battery. Any battery powered alarms will be replaced at the next inspection date.</p>	<p>Servicing and maintenance arrangements (properties with gas boilers):</p> <ul style="list-style-type: none"> • Annual inspection and testing, carried out by suitably qualified gas service engineer in accordance with manufacturer's instructions and industry best practice. • Inspection and testing at time of void. • Prompt replacement of failed fittings and routine replacement of fittings where at the date of inspection the date-mark on the fitting shows it to be over 8 years old. <p>Servicing and maintenance arrangements (properties without gas boilers):</p> <ul style="list-style-type: none"> • Five yearly inspection and testing, carried out by suitably qualified electrician at time of 5 yearly EICR (electrical installation inspection). • Inspection and testing at time of void. • Prompt replacement of failed fittings and routine replacement of fittings where at the date of inspection the date-mark on the fitting shows it to be over 5 years old.

Sprinkler/mist systems	
<p>These will generally be installed at the time of construction, or as determined by regulations.</p>	<p>Servicing and maintenance arrangements:</p> <ul style="list-style-type: none"> • Annual inspection and testing, carried out by suitably qualified service engineer in accordance with manufacturer's instructions and industry best practice, including fittings within individual accommodation.

	<ul style="list-style-type: none"> • Inspection and testing of fittings inside accommodation at time of void. • Prompt replacement of failed fittings.
--	--

Dry or wet risers and automatic opening vents	
These will be installed in buildings at time of construction or as determined by regulations.	<p>Servicing and maintenance arrangements:</p> <ul style="list-style-type: none"> • Annual inspection and testing, carried out by suitably qualified service engineer in accordance with manufacturer's instructions and industry best practice. • Prompt replacement of failed equipment. • Regular inspection to confirm and ensure free access to riser inlets is available

Portable fire-fighting equipment (fire extinguishers)	
In line with guidance, the Council's policy is that these will only be provided in 'higher risk' communal locations, such as boiler plant rooms. They will be removed from general communal areas during 2024.	<p>Servicing and maintenance arrangements:</p> <ul style="list-style-type: none"> • Annual inspection and testing, carried out by suitably qualified service engineer in accordance with manufacturer's instructions and industry best practice. • Prompt replacement of failed equipment.

Fire blankets	
These may be provided within individual accommodation at the time of construction/handover but will not be checked or maintained thereafter. They will be provided in communal kitchens, such as at sheltered housing schemes and will be checked and maintained.	<p>Servicing and maintenance arrangements:</p> <ul style="list-style-type: none"> • Annual inspection, carried out by WBC housing staff in accordance with manufacturer's instructions and industry best practice, including provision of installation date-stamp. • Routine replacement if missing or when the fire blanket reaches 5 years old.

Fire doors	
We will ensure that suitable fire doors are installed in all locations where required and maintained to meet current requirements. This means they must be specifically designed to withstand fire for up to 30 or 60 minutes, installed at the entrance to flats which open onto communal areas shared with other tenants,	<p>Inspection and maintenance arrangements:</p> <ul style="list-style-type: none"> • Using best endeavours, carry out an annual inspection of flat entrance doors, carried out by suitably qualified person in accordance with best industry practice. • Using best endeavours, carry out a quarterly inspection of communal area doors, carried out by suitably qualified external contractor in accordance with best industry practice. • Prompt repair or replacement of door closers, seals, or other aspects of the door system.

plant rooms and riser cupboards, and where are designed to automatically close. In addition, they must have seals and other components like letter boxes that are fire-safe	
---	--

Fire exit, Fire Action Notices and other statutory signage	
These will be installed in the communal areas of blocks of flats where deemed necessary or where recommended in an FRA.	Inspection and maintenance arrangements: <ul style="list-style-type: none"> • Annual inspection, carried out by WBC housing staff to ensure the signs are still in place. • Prompt replacement if missing.

12.3. We will work with our contractors to maintain and update the Fire Safety Asset Inspection and Servicing Schedule. This will identify and allow us to plan for carrying out all required tasks at the appropriate time with reference to previous inspection and testing dates.

12.4. The annual fire safety equipment inspection and servicing Schedule will be based on the fire safety asset register and will record all installations and safety inspection/servicing dates. Contractors will support the Council to update the plan on an ongoing basis to take account of all servicing, testing and replacements carried out, including all those carried out through the responsive repairs, void property, mutual exchange, or planned maintenance processes.

Leaseholders and Shared Owners

12.5. In some cases, fire safety equipment relating to the dwelling will be the responsibility of a Shared Owner or Leaseholder. Most commonly this will include any smoke detectors. We will not typically request evidence that this equipment has been tested/serviced, but will write to the residents periodically to remind them of the importance of maintaining the equipment in fully working order. This is detailed in the communication section of this policy.

Accessing Properties

12.6. Our tenancy agreements contain terms and conditions for reasonable access to be provided by residents for essential maintenance works. This includes the carrying out of fire equipment and fire door inspections/servicing where there are installations located within the dwelling.

12.7. Where reasonable access is not given, we will take appropriate action in accordance with our Access Policy*, tenancy agreement and leases to ensure residents' homes remain safe. If access has not been granted and there is a serious concern about a raised risk of fire due to situations such as hoarding, mental illness etc., then the main option available to us is the use of a breach of tenancy injunction.

*Access Policy TBC and under review

12.8. To maximise the opportunities to gain access to individual accommodation to carry out inspections of smoke detection equipment or fire doors, we will have in place a process for providing information to residents about the need to access their home, with a series of access request letters. We will seek to gain access both with and without appointments, maximising the opportunities as best as possible.

13. Ensuring effective building management

13.1. To ensure the ongoing safety of residents, the Council will take a proactive approach to the management of properties, including all those in respect of which FRA's are carried out, so that fire risks can be managed and minimised appropriately. These activities may be changed or adjusted in line with recommendations from an FRA, but will generally include:

- Prohibiting and enforcing the storage of any items in communal areas and in escape routes without the Council's express permission.
- Prohibiting high risk items from being stored in communal areas, including mobility scooters and electric bikes/scooters.
- Prohibiting and enforcing the storage of items on balconies, beyond those deemed reasonable and appropriate.
- Maintaining and enforcing a no smoking policy in all communal areas.
- Implementing a risk-based approach to the periodic inspection of communal areas and escape routes.
- Ensuring that, where provided, furniture is compliant with the Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended).
- Asking residents to alert the Council to the presence of stored oxygen so that the Fire and Rescue Service can be alerted to its presence.
- Enforcing resident responsibilities where required considering a balance of individual residents' rights with the need for effective, timely action where there is a risk to the safety of other residents.

14. Monitoring and Accountability

14.1. Given the importance of us effectively dealing with and managing fire safety, we will ensure we maintain an up-to-date status of our fire safety work and an 'audit trail' of all our actions relating to all cases.

14.2. Our arrangements for monitoring and accountability will comprise:

- Maintaining accurate and complete records of all our day-to-day repair reports and actions relating fire safety equipment installations.
- Including key metrics and status of all required fire safety equipment testing and servicing on our Compliance Dashboard, with reporting and monitoring of the dashboard to the Council's Corporate Leadership Team and Councillors.

15. Continuous improvement

Learning from Past Cases

- 15.1.** We recognise the importance of using case data of our experience of carrying out required fire safety works as an opportunity for learning and improvement.
- 15.2.** To achieve this, we will review our arrangements and procedures on a regular basis, at least annually, to see if they remain sufficiently robust and effective, in line with best practice.

Staff Training

- 15.3.** We are committed to ensuring that staff training supports our zero-tolerance approach to our fire safety work.
- 15.4.** To do this, we will ensure that all front-line staff, including customer service teams and surveyors, are trained in fire safety awareness and in how it applies to WBC buildings and residents. We will ensure any new staff complete the training within twelve months of joining and the training will be refreshed periodically at appropriate intervals dependant on the post.
- 15.5.** In addition, the Building Safety and Compliance Manager may be required to hold the Level 4 Diploma in Asset and Building Management Compliance, which includes a module on managing fire safety within social housing.

Resident Engagement

- 15.6.** Effectively managing fire safety in residential properties requires a joint effort between the Landlord and Tenant. Therefore, we will seek to engage as positively as we can with residents to remind them of the importance of properly managing their tenancy to minimise fire safety risks, as well as allowing us to access to their home for us to carry out our essential, legally required work.
- 15.7.** We will therefore ensure we provide residents with written and verbal advice that is consistent, accurate, and up-to-date. This will include advice on:
 - The use of candles.
 - The storage and keeping of items within homes and on balconies/terraces, as well as in communal areas.
 - The arrangements in place for their building in the event of fire or other serious incident, including evacuation procedures.
 - Any arrangements in place for specific individuals in the event of fire, most notably Personal Emergency Evacuation Plans (PEEPS).
 - Any other items or issues that arise from time to time.

16. Relevant Links and Resources

Description	Link
External:	
The Housing Health & Safety Rating System	Housing health and safety rating system (HHSRS): guidance for landlords and property-related professionals - GOV.UK (www.gov.uk)
The Decent Homes Standard	A decent home: definition and guidance - GOV.UK (www.gov.uk)
Fire Safety in Purpose Built Blocks of Flats	https://assets.publishing.service.gov.uk/media/63bee23f8fa8f513c1238e41/Fire_Safety_in_Purpose_Built_Blocks_of_Flats_Guide-update.pdf
Internal:	
WBC	
WBC Responsive Repairs Information, as advertised on woking.gov.uk	Repair priorities and responsibilities Woking Borough Council
WBC Planned Programme Maintenance Information, as advertised on woking.gov.uk	Planned maintenance and home improvements Woking Borough Council
WBC Void Lettable Standard	Only currently exists in the form of contract document 4.3 – Void Specification.

17. Responsibility and Review

- 17.1.** The Head of Housing Assets is responsible for the review and implementation of this policy document, and its associated processes.
- 17.2.** This policy was first published on **DATE** and will be reviewed **every year**. The next review date is **DATE**.