How to contact us

Opening Times: The Byker Community Trust office is open **Monday to Thursday 9:00am – 5:00pm and Friday 9:00am - 4:30pm**

Visit our office: 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF

Freephone: 0800 5335 442

Email: customerservices@bykerct.co.uk

Website: www.bykercommunitytrust.org

IF IN DOUBT, GET OUT AND CALL 999

Fire Action

IMPORTANT FIRE SAFETY INFORMATION

This leaflet contains information about how to ensure your safety in your home, as well as advice on what to do in the event of a fire.

HOUSES AND FLATS

IF IN DOUBT, GET OUT AND CALL 999

Byker Community Trust (BCT) is committed to putting the safety of its tenants first. This information will advise you on what action to take in the event of an emergency.

What do I do if a fire breaks out in my home?

- Do not attempt to put the fire out.
- Leave the room where the fire is immediately, then close the door behind you.
- Alert any other people in your home and get everybody out. Close the front door of your home behind you.
- Go to a safe place away from your home.
- Do not re-enter your home until the Fire Service say it is safe to do so.

What if I am trapped by the fire?

- Try and stay calm.
- Get everyone in one room, with a phone and open the window to breathe fresh air.
- Ring the Fire Service by calling **999**, or shout to alert people.
- Use bedding or clothing to block the bottom of the door to the room you are in to stop smoke getting into that room and stay together until the Fire Service arrive.

When it is safe to do so, call the Fire Service

- Upon discovering a fire and when safe to do so you should call the Fire Service - Dial **999.**
- When the operator answers ask for **FIRE**, and provide details of your address and telephone number.
- Do not end the call until the operator has repeated the address correctly.

What if I am blind or deaf?

- If you are blind, deaf or hard of hearing, BCT can provide specialist equipment so you can be alerted in the event of your smoke detector being activated.
- If this applies to you, please contact BCT on 0800 5335 442, email customerservices@bykerct.co.uk or visit us at 17 Raby Cross, Byker.

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Testing your smoke detector

- You should test your smoke alarms **every** month, by pressing the test button on the alarm.
- Once a year you should gently vacuum clean the smoke alarm.
- If your smoke detector is not working please contact BCT on 0800 5335442, email customerservices@bykerct.co.uk or visit us at 17 Raby Cross, Byker.

The fire safety of your home is extremely important. In signing your Tenancy Agreement with BCT, you have agreed to:

- Not store, manufacture, dispose of or allow to accumulate within your home or in its surroundings, refuse, petrol, liquid petroleum, bottled gases such as those used in portable room heaters or other combustible substances. (section 19.4)
- Keep the interior of your home in a good and clean condition. (section 24.1)
- Keep in a good and safe condition any domestic appliances and other installations that you have brought into your home (section 24.7)
- Not obstruct or deny access to your home to inspect or carry out repairs and servicing of installations (section 27)

As your landlord, BCT will ensure we:

- Keep in good repair the structure and exterior of your home.
- Use only competent people to maintain and carry out repairs for all fire safety work and ensure repairs are carried out promptly. **Please report any issues or repairs promptly by calling 0800 5335 442.**
- Carry out an electrical safety check of your home every 5 years.

What if I still have a question?

- Please contact BCT on 0800 5335 442, email customerservices@bykerct.co.uk or visit us at 17 Raby Cross, Byker and we will be happy to assist.

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