



Fire door safety

Keeping you safe in your home

We are committed to putting the safety of our customers first. This leaflet provides you with information and advice about the fire doors fitted within your home.



Fire doors save lives

Fire doors are a critical element in fire safety and can delay the spread of fire and smoke, protecting your life and home. They are a requirement in every domestic and public building which includes multi-occupants.



Importance of fire doors:

- To save lives, fire doors must work correctly
- They must be fitted with the correct and compatible components suited to the door leaf and its purpose
- Like any fire safety device, they should be installed and maintained by competent people
- Never prop open a fire door

As part of our fire risk assessment, it is important we carry out safety checks to all fire doors in your building, including flat entrance doors to your home.

How you can help?

It's important you give us access to your home so we can carry out the necessary safety checks to all fire doors. We'll write to you in advance and arrange a suitable date and time that is convenient to you.



We will undertake regular safety checks of communal doors in all blocks however, it is a legal requirement that annual checks are undertaken to all flat entrance doors in buildings over 11 metres.

What do we look for when we check fire doors?

Signage – checking all fire doors are signed properly, indicating their designation as a fire door

Hinges – making sure the hinges are in good condition

Seals – checking all the seals around the door are present and not damaged

Leaf – the leaf is the door itself, making sure it sits alongside the doorstep and is flush with the frame

Frame – checking the frame of the door is firmly attached to the wall, free from damage

Gaps – checking the gap under the door ensuring nothing is blocked to allow the door to open and close freely. Also checking for any gaps at the sides and head of the door

Closers – if fitted, check they are not damaged and are firmly attached to the door and wall and that the door closes under its own weight with the door closer

Glazing – check there is no damage or cracking to the glass if applicable.

To keep you and your neighbours safe, you can help us by:

- Granting us access to your home to carry out the necessary safety checks
- Checking your door closes and fits into the frame with gaps no larger than 4mm around the frame
- Ensuring the door closes of its own accord once released. Never remove the self-closing device fitted to the door
- Making sure there are no ornaments, posters etc attached to either side of your flat entrance door
- Contacting us immediately if your door gets damaged or needs to be repaired.

Remember these three simple fire door safety rules...

1. When you go to bed shut your doors
2. In the event of a fire, make sure all fire doors are closed
3. If you think anything is wrong with a fire door, please report it to us by calling **0800 533 5442**.

This leaflet has been approved for publication and we've made a digital version available on our website. We've created a plain text version to support those using accessibility tools such as translation, audio, changes to the size of text, ruler and screen mask.

We also aim to make our information and services more accessible by using plain English in our communication and offering sign language and language interpreters where required.

If you would like this document in an alternative format or have any questions relating to this leaflet, please contact inclusion@karbonhomes.co.uk

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes. إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!

This leaflet has been produced with involvement from the Karbon Customer Scrutiny Group and the Fire Service.

Contact us

Opening times: Monday to Thursday 9am–5pm, Friday 9am–4:30pm

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

Call us: 0800 533 5442

Email: enquiries@bykerct.co.uk

Website: www.bykercommunitytrust.org

Facebook: [bykercommunitytrust](https://www.facebook.com/bykercommunitytrust)

Twitter: [@bykertrust](https://twitter.com/bykertrust)



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