

Simultaneous Evacuation
Procedure 2026

Fire Safety



An emergency plan for
your building and advice
on fire safety

Please keep this booklet
in a safe place



Housing
Management



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Important information

- **Responsible person**
Royal Borough of Kensington and Chelsea
- **Accountable person**
Royal Borough of Kensington and Chelsea

The Royal Borough of Kensington and Chelsea
Kensington Town Hall
Hornton Street
W8 7NX

For any questions about the content in this booklet please contact the Fire Safety Team at firesafety@rbkc.gov.uk or by calling **0800 137 111** and asking to speak to a member of the Fire Safety Team.

Fire Risk Assessment

If you would like a copy of your buildings Fire Risk Assessment please email the team at firesafety@rbkc.gov.uk or phone us on **0800 137 111** and ask to speak to a member of the fire safety team.



Your building has a **Simultaneous Evacuation Strategy**.

In the event of a fire, your building's communal alarm system will alert all residents so they can evacuate the building.

Please take time to read this plan. It will help you know what you should do, both day-to-day and in the event of an emergency.



Overview

This guide will tell you about

Fire prevention

Preventing fires is the best way of keeping safe. This guide explains the simple steps you can take to keep your home and your building safe.

Fire protection

Information about the checks we frequently make to ensure your building continues to offer the protection you need.

Information for vulnerable people

Details of the additional help we can provide to keep you safe in the event of a fire, if you have a disability.

Fire procedures

In the unlikely event of a fire, it is important that you know what to do. This section explains what to do in simple steps.

What to do after a fire

We are committed to dealing with the consequences of a fire. This section tells you what you need to do.

What the Council is doing to keep you safe

More information about what we are doing to keep you safe from fire.

Fire procedures







In the event of a fire, your building's communal alarm system will alert all residents so they can evacuate the building. This is known as a **Simultaneous Evacuation Procedure**.

In case of fire within your home:

	If you discover fire, alert other members of your household immediately and ensure that everyone is aware.
	If you hear the fire alarm in your home, ensure that you and your family immediately start evacuating.
	Close all doors within your home if it is safe to do so.
	Evacuate your home, ensuring that your home entrance door is closed behind you.
	When outside the building, dial 999 on a phone and ask for London Fire Brigade, giving the building address.
	When London Fire Brigade arrive, meet them and tell them where the fire is. Do not re-enter the building until they have extinguished the fire and they have let you know that it is safe.

In case of fire elsewhere in the building:

Leave immediately and phone London Fire Brigade by dialling 999 when outside the building. Give the address of the building and wait at a safe distance for the London Fire Brigade to arrive.

	If you discover fire in communal areas, alert any persons in the communal areas to ensure that everyone is aware.
	Close all doors within the communal areas if it is safe to do so.
	Evacuate the building.
	When outside the building, dial 999 and ask for the London Fire Brigade, giving the building address.
	When London Fire Brigade arrive, meet them and tell them where the fire is. Do not re-enter the building until they have extinguished the fire and they have let you know that it is safe.
	Lifts should not be used unless deemed necessary as part of a Personal Emergency Evacuation Plan.

In case of a false alarm

If a fire alarm activation is false, please call the Council immediately on **0800 137 111** so that we can attend to silence and reset the system.

- Please do not re-enter the building until the alarm has been resolved and either the London Fire Brigade or a representative from the Council tells you it is safe to go back in.

What to do following a fire

- We recognise that in the rare event of a fire these events are extremely distressing for you. We are committed to helping all our residents to recover from fire should one occur.
- After the fire is extinguished by London Fire Brigade, the Council's first role is to make sure that the building is safe to re-occupy.
- Any residents affected by the fire can then be assisted in finding alternative accommodation if this is needed.
- Call our customer service centre on **0800 137 111**.





Fire protection

Communal fire detection and alarm system

- Your building has a communal alarm system, with heat and smoke detectors in each home, as well as smoke detectors in the communal areas.
- The alarm will alert all residents if there is a fire anywhere in the building so that everyone has enough time to escape.
- On hearing the communal alarm, you should immediately evacuate the building and not re-enter until you are told you can by the London Fire Brigade or the Council.
- A fire alarm panel is located in the entrance area to the building.
- If at any stage there is a fault warning or beeping, please let the Council know immediately by calling **0800 137 111**.
- Do not interfere with fire detection and alarm system equipment or cover any detectors. This equipment is vital for the protection of all residents within the building.



Compartmentation

- Your building is built using fire-resisting walls and floors around homes.
- These, along with your home entrance fire door, will contain a fire to the home in which it starts for a period of time while you escape.
- Do not allow anyone/create any unnecessary holes in your walls. If you notice any holes that shouldn't be there report this to the Council for a repair.

Fire doors in your home

- All doors within your home should provide some level of protection against fire, even if they are not designated fire doors.
- Close your doors at night, particularly your kitchen and living room doors – this should hold back a fire while you escape.
- If a fire does occur, close all doors when you make your escape, if it is safe to do so.
- Fire doors should be kept closed when not in use.

Your home entrance door

- Your home entrance door is critical to containing a fire and any smoke within your home. It should help protect you and your family while you escape, and your neighbours and fire-fighters while the fire is extinguished.
- It is critical that your home entrance door has a **self-closing device** – please inform the Council as soon as possible if this is missing or does not work so that we can repair it.
- If a fire occurs in your home, make sure that when you escape, your home entrance door is closed behind you.

- Do not drill through your door or frame; this will affect its ability to contain fire and smoke.
- You **must not** change your home entrance door without first agreeing this with the Council.
- Tenants **must not** remove or tamper with fire doors in your home, or your home entrance door. Doing so is a criminal offence and you may be prosecuted.



Home entrance door checks

- If you live in a building that has an upper storey that is over 11 metres, it is a legal requirement that the Council checks your fire door every year. You must provide access to the Council to enable us to do this. **Failure to do so may lead to legal action being against you in accordance with the terms of your tenancy or lease agreement.**

Fire doors in the common parts

- Fire doors in the common parts protect staircases and other escape routes from smoke.
- **Do not** wedge these doors open.
- If the door becomes faulty, report it to the Council so that we can repair it.

Statutory checks

- In all buildings the Council must check all communal fire safety equipment every month and record those checks. Information relating to these checks can be provided to residents when requested.



Smoke alarms

- All tenanted properties are supplied with a minimum of one smoke detector per floor, and a heat detector in the kitchen.
- You should test your flat's alarms, using the "test" button on each alarm, every month, to make sure it works and report any problems to the council.

- If you are a tenant and your home does not have a smoke alarm or if it is defective please email us at firesafety@RBKC.gov.uk or call us on **0800 137 111**.
- If you are a leaseholder, you are responsible for the installation and maintenance of your alarms. If you rent your property, you have a legal responsibility to ensure that your property is fitted with smoke detection.
<https://www.london-fire.gov.uk/safety/property-management/landlords-responsibilities/private-rented-sector-landlords/>
- **Do not remove**, cover or tamper with these alarms they are there for your safety.

Smoke ventilation

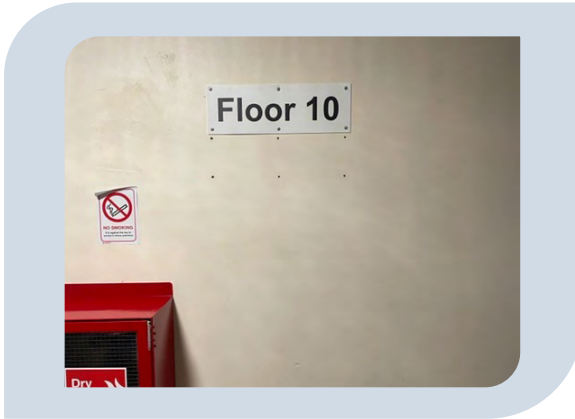
- In many Council owned buildings, there are windows or openings that are designed to keep escape routes clear of smoke.
- These can be used by fire-fighters during a fire to keep escape routes clear.
- Do not interfere with this equipment, it can be critical to keeping you, your family, your neighbours and fire-fighters safe.

Escape routes and security gates

- It is vitally important that everyone can escape quickly in the event of fire.
- **Do not install** locks or security gates on any escape routes.
- If your home has a security gate installed, we strongly recommend that you remove it for the safety of you and your family.

Wayfinding signs

- If your building is over 11 metres tall, there is a requirement to have wayfinding signs for fire-fighters in an emergency. These signs must be provided on every floor.
- You must not tamper with or remove any fire notices or signs.



Access and facilities for London Fire Brigade

- It is vital that London Fire Brigade can quickly get to any fire in or around your building.
- **Do not** block hydrants (which are coloured yellow).
- **Do not** block dry riser outlets or inlets.
- **Do not** block vehicle access routes.
- **Do not** install security gates to your home.
- **Do not** tamper with lift doors.

Information on extinguishers

The Council do not provide fire extinguishers for use by residents. This is the general approach adopted across England and Wales.

- Our view is that if there is a fire within your home, you should get out and call the London Fire Brigade.



Planning for emergencies with your family

- The best way to prepare yourself for a fire is to have a clear plan in your mind of what you will do if a fire does occur.
- Think about who you will help first – will this be your children, or an elderly relative? What will you do about any pets?
- Planning for your evacuation can make the process much quicker and safer should a fire occur.
- For further advice please go to:
<https://www.london-fire.gov.uk/safety/the-home/>

Secure Information Boxes

- The Council has provided secure information boxes (SIBs) in all of our buildings over 11 metres. These large red boxes outside your buildings entrance contain information for use by fire-fighters in an emergency.



Information for vulnerable people

The Council recognise that disabled people may be particularly vulnerable during a fire, and we are committed to helping to plan for the safety of all our residents.

Some residents may have difficulty in physically travelling to escape from a fire within their home. We recognise that some people have additional needs and require further support to understand what to do in the event of a fire.

For anyone that needs help or support, the Council will arrange to:

- Carry out a Person Centred Fire Risk Assessment (PCFRA), where we will discuss your needs with you and decide how best to help you keep safe from fire.
- Provide you with a Personal Emergency Evacuation Plan (PEEP). This is a plan for keeping you safe in an emergency by allowing you to evacuate safely with the aid of specific equipment or information.

We are here to help; please let us know if you need support or if your condition changes by contacting our health and safety team.

By phone on **0800 137 111**

By email at **HM-HealthandSafetyTeam@rbkc.gov.uk**

Fire prevention

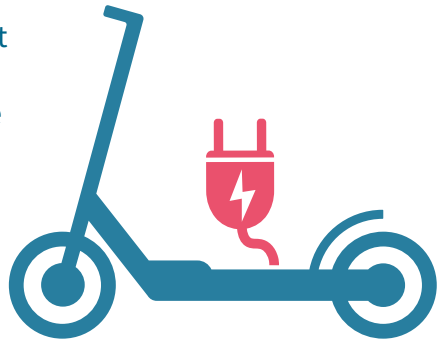
The best way to avoid a fire is to ensure that fire prevention measures in your home and in your building are effective.

We are here to help with this. If you have any concerns, please contact our fire safety team by emailing firesafety@rbkc.gov.uk or by calling **0800 137 111**. You can also report concerns to your Neighbourhood Co-ordinators.

There are simple steps you can take to make your home safer:

Electric scooters

- **Do not** charge batteries, e-bikes and e-scooters on exit routes in your home. If a fire breaks out, you won't be able to leave safely. Store them in a shed or garage where possible.
- **Never** leave your battery to charge when you are out or while you're asleep.
- Make sure your battery and charger meet UK safety standards.
- Use the correct charger for your battery, and make sure to buy from a reputable seller.
- Let your battery cool before charging it.
- Unplug your charger once the battery is fully charged.
- Fit smoke alarms in the area where you charge your batteries.




Cooking

- **Do not** leave cooking unattended.
- Use oven-cooked foods instead of deep-fat fried foods.
- Turn off all cooking appliances when not in use.
- Keep towels, oven gloves, packaging and other items away from hobs.
- Keep toasters away from combustible materials and do not use them underneath wall-mounted units.



Electrical equipment

- **Do not** overload extension leads.
- Make sure that plugs are plugged in firmly.
- **Do not** use damaged equipment or damaged cables. Get them repaired by a professional.
- Keep combustible materials away from socket points and cables.
- Do not plug more than one powerful appliance (such as a kettle or heater) into an extension lead.

 We have included some links below which provide some helpful information on keeping your electrical products working safely.

- » www.london-fire.gov.uk/safety/the-home/electrical-items/
- » www.london-fire.gov.uk/safety/the-home/home-fire-safety/home-fire-safety-checker-hfsc/



Fridge, freezers, washing machines, tumble driers and dishwashers (white goods)

- Check that your white goods are safe and not subject to a product recall.
- Check the government website: productrecall.campaign.gov.uk
- Report faulty white goods to the manufacturer for repair or replacement.



Heaters

- If you choose to use a portable heater make sure it is never located near to furniture, clothing or other combustible materials.
- Choose a portable heater that is safe – **do not use radiant bar heaters**. Oil-filled radiator heaters are a safer option.

Candles and incense sticks

- **Never** leave candles burning unattended.
- Ideally, use battery-powered candles or oil burners in place of traditional flame.
- **Make sure** they are completely away from curtains, furniture or other combustible materials, and that you fully extinguish them after use.
- Use a **proper tray** or holder placed on a non-combustible surface.

Smoking

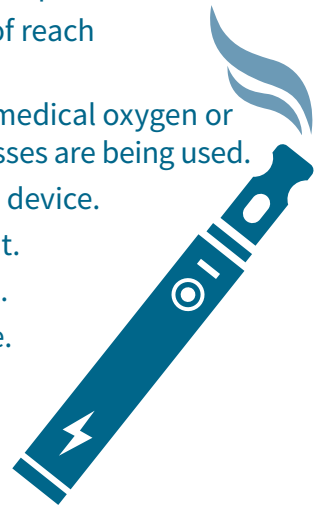
- Smoking is the most common cause of fire fatalities.
- If you smoke, ensure you have a suitable ashtray that cannot tip over.
- **Make sure** that you fully extinguish your cigarette in the ashtray and empty it regularly.
- **Do not** dispose of your cigarette out of a window or off your balcony.
- **Avoid** smoking in bed.
- **Smoking is prohibited** in all common areas by law.



Vaping and e-cigarettes

Vapes may cost less than cigarettes but they're still a fire risk. If you do use vapes or e-cigarettes:

- **Buy them from** a reputable retailer. Don't buy counterfeit goods. Fire risks around vaping often come from counterfeit or faulty products.
- **Follow the instructions** for use carefully and pay close attention to any warnings supplied with the product.
- **Always make sure** that e-liquids are out of reach of children and pets.
- **Never use** vapes or e-cigarettes close to medical oxygen or where emollient creams or airflow mattresses are being used.
- **Only use** the chargers that came with the device.
- **Never leave** the device charging overnight.
- **Do not cover** batteries that are on charge.
- **Don't leave** items continuously on charge.



Balconies

- Use of barbecues is not permitted.
- **Do not** cook on your balcony.
- **Do not** store combustible items on your balcony.
- **Avoid** storing bottles or mirrors; these can focus sunlight and start fires.
- **Avoid** use of soft furnishings on any furniture on your balcony.
- **Preferably use** metal furniture on your balcony.
- **Take extra care** if smoking on your balcony, and do not dispose of cigarettes over the edge of your balcony.

Housekeeping

- › Keep routes to your front door clear so you can escape in an emergency.
- › **Never** store or leave items in the communal areas. These could cause obstructions and trip hazards, and be a fire hazard if they are combustible.
- › If anyone leaves anything in the common areas, please report it to your Neighbourhood Co-ordinator so we can remove it for everyone's safety.
- › **Do not** dump or store items next to or within the building in external areas.
- › **Do not** leave mirrors by windows; these can focus sunlight and start fires.
- › The storage and charging of e-scooters and e-bikes are strictly prohibited in all common areas of our buildings.
- › Avoid storing or charging an e-scooters or e-bikes in your home at any time, given that these present a significant risk to your safety. There are public hire e-bikes and e-scooters, if you wish to use these, which are much safer.
- › **Do not** store petrol or any other fuel inside your property.

Arson

- Sadly, fires are started deliberately every year and cause serious damage.
- Be vigilant to anti-social behaviour and report it to us.
- Deliberate damage and setting off small fires can quickly escalate into more serious issues.
- Be aware of tailgaters – people who follow you through communal entrance doors, without using a key or fob.
- Ensure that housekeeping is well managed in your home, your building and your external areas.



What the Council is doing to keep you safe

The Council is carrying out a substantial programme of fire safety checks and improvement works.

These include:

- Installing communal fire detection and alarm systems in any buildings that require a change of evacuation procedure from 'Stay Put If Safe' to 'simultaneous evacuation procedures'.
- Upgrading our tenants flat entrance doors to new FD30S – Certified 30-minute doors where necessary.
- Automatic ventilation systems for some of our older properties.
- Installing dry rising fire mains (empty vertical pipes that are connected to an external pressurised water source by firefighters) in high-rise buildings.
- Fire Stopping works in loft voids and ventilation ducts
- Appointing Building Safety Managers to improve resident safety and engagement.
- Carrying out regular fire risk assessments and reviews.
- Carrying out regular fire door and housekeeping checks.
- Resident inspections with Visiting Officers to identify fire safety issues or concerns.
- Carrying out testing and maintenance of relevant fire safety equipment.

Your Notes

Your Notes

English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

Amharic

የዚህ ሰነድ መረጃ በአማራጭ በተለያዩ ቋንቋዎች ሊገኝ ይችላል። ተጨማሪ እገዛ ከፈለጉ እባክዎን ከዚህ በታች ያሉትን የመገናኛ ዝርዝሮች ይጠቀሙ።

Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

Sylheti

এই ডকুমেন্টের তথ্যগুলো অন্য ফরম্যাট ও বিভিন্ন ভাষায় পাওয়া যাবে। যদি আপনার আর কোনো সাহায্যের দরকার হয় তাহলে দয়া করে নিচে লেখা ঠিকানায় যোগাযোগ করুন।

Tagalog

Ang impormasyon sa dokumentong ito ay maaaring makuha sa iba't-ibang format at wika. Kung kailangan niyo ng karagdagang tulong, mangyari lamang na kontakin kami gamit ang mga detalye sa ibaba.

Tigrinya

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This booklet is also available in braille and voice recording.

Email: firesafety@rbkc.gov.uk

Phone: **0800 137 111**