

A stylized illustration of a tall, modern building with a grey facade and numerous windows. The building is tilted slightly to the left. The background features a bright yellow sky at the top, transitioning to a light blue sky with large, pink, wavy clouds. A dark blue silhouette of a tree is visible on the right side of the building. The bottom of the image has a dark blue background with a green footer.

# CASTLE COURT 24-82A (EVEN)

Building and Fire Safety Pack

**WE ARE SAFER TOGETHER**

Fire safety is up to all of us. Play your part.

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## Introduction

This is a Building and Fire Safety Pack for residents of 24-82A (even) Castle Court. This pack is delivered as part of the Building Safety Resident Engagement Strategy for high rise buildings. We are sharing this with you as we want you to:

- know where to access fire safety information in your building.
- have all the information you need to stay safe at home.

Safer homes are up to everyone.

Please read this guide on keeping safe at home so you can keep safe in the event of an emergency in your building.

## In an emergency

In an emergency, always call 999.

### Evacuation in an emergency

In the event of a fire in your flat:

- alert everyone inside your home immediately
- leave the building using the nearest escape route
- call 999 for the London Fire Brigade once you're safely outside.

### The evacuation plan for your building is Stay Put.

The London Fire Brigade 'Stay Put' advice applies to your building.

- If there is a fire elsewhere in the building, purpose-built blocks of flats and maisonettes, are built to give you protection from fire. Walls, floors and doors will hold back flames and smoke for a minimum of 30 to 60 minutes.
- Close your windows and doors and stay in your home.
- Call 999. Tell them you are in the building and the best way to reach you.
- London Fire Brigade control officers will provide you with guidance until firefighters arrive at the scene.
- Once firefighters arrive be prepared to follow their instructions.
- If you are being directly affected by fire, smoke or heat, alert everyone, leave the building and follow the advice below to evacuate.
  - Leave your home and close the doors behind you.
  - Move as quickly and safely as you can, and don't stop to investigate or pick up valuables.
  - Use the stairs to make your way out of the building
    - don't use the lift.
  - Call 999 as soon as you are safe to do so – don't assume someone else has made the call.

## What if there is fire or smoke inside your home but your escape route is not clear?

If you can't use your escape route safely, you may be safer to stay in your home until the fire brigade arrives.

- Find a room in the home (with a window if possible) as far away as possible from any fire or smoke, close the door, and use soft materials to block any gaps that might let smoke into the room.
- Call 999.
- If there is a window, go to it and shout 'HELP, FIRE' to alert passersby.
- Be ready to describe where you are and the quickest way for firefighters to reach you.
- Try and stay on the line and act on the advice provided.

**If you are unsure about any part of your evacuation plan, please contact your Building Safety Manager at [buildingsafetymanager@camden.gov.uk](mailto:buildingsafetymanager@camden.gov.uk).**



Remember to prepare a fire emergency plan for you and your family. Visit [camden.gov.uk/emergencies](https://www.camden.gov.uk/emergencies) for more information.

## Stay safe at home: Window Safety



### You're responsible for looking after the windows in your home.

General window repairs are your responsibility, including security locks and replacement keys.

Your property responsibilities are listed on pages 85-86 of your tenants' guide. Visit [camden.gov.uk/tenantguide](https://camden.gov.uk/tenantguide) for more details.

### Window restrictors

Windows are normally fitted with restricting devices or catches. These devices allow you to safely open the window and let fresh air in, but prevent the window from opening wide enough for anyone to climb through.

All windows above a ground floor should have restrictors to protect residents. If you do not have window restrictors inside your home and you are a council tenant, we will fit them for you. Do not attempt to fix your own restrictors.

If your window is above ground floor level and does not have a restrictor, you can request an installation through [camden.gov.uk/report-a-housing-repair](https://camden.gov.uk/report-a-housing-repair)

### Windows in shared areas of your building

If a window restrictor, or frame is damaged or not working in a shared area of your building, you can raise a repair or alert your Neighbourhood Officer by calling **020 7974 4444**. To raise a repair, message or call **07360 277 909** in your preferred language. This service is available 9am to 12pm and 2pm to 5pm.

You can also raise an emergency repair by calling **020 7974 4444** outside of the hours listed.

### Young children and vulnerable people

Young children and vulnerable people are at higher risk of falling from a window if left unsupervised, even for a short time. Children and vulnerable people should be supervised if a window is open, and avoid placing furniture in front of the window's opening, as this could be used as a step to access the window

### Make sure your windows are safe

- Check your window restrictors regularly to ensure they are in good working order and are engaged.
- Do not allow children or anyone else to tamper with window restrictors.

### Cleaning

If you need to fully open your window restrictor to clean your windows, make sure to reconnect it afterwards and never leave your windows unattended whilst open without the restrictor.

## Safety in your building

### Fire safety is up to all of us.

Here, we've provided essential tips and guidelines to keep you and your neighbours safe.

### Resources to help keep you safe at home

- Check out our fire safety video 'how to keep safe in your home' at [camden.gov.uk/fire-safety](https://camden.gov.uk/fire-safety)  
Search 'Fire safety: how to keep safe in your home' on our YouTube channel at [youtube.com/@CamdenCouncil](https://youtube.com/@CamdenCouncil).
- Keep shared areas clear of fire hazards. Personal belongings left in these spaces (like hallways or staircases) can block escape routes and prevent people from getting out safely during a fire.
- If you need to dispose of large items, book a bulky waste collection at [camden.gov.uk/bulky-waste-collection](https://camden.gov.uk/bulky-waste-collection) or call **020 7974 4444**, and ask for 'bulky waste collection'.
- Never block exits and doorways with items like bikes, scooters, or wheelchairs. Make sure you do not store these items in communal areas, as this puts yourself and your neighbours in danger and could prevent you leaving your home quickly in an emergency. To stay safe, keep your e-bike, scooter, or wheelchair near an existing smoke alarm or fit a new one where you keep it.
- E-bike and e-scooters have powerful lithium batteries. For more information about how to store e-bikes and e-scooters safely, check out the London Fire Brigade's guidance at [london-fire.gov.uk/safety/lithium-batteries](https://london-fire.gov.uk/safety/lithium-batteries)

- Revisit your tenants' guide for more information on fire safety, gas safety, housing repairs and your tenancy duties. You will have received this when first moving into your property. Read your tenants' guide at [camden.gov.uk/tenantguide](https://camden.gov.uk/tenantguide)
- Get a free Home Safety visit from The London Fire Brigade to fit free smoke alarms by visiting [london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit](https://london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit)

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### There are small things we can all do to reduce fire hazards in the home.

Here are a few reminders:

- Test your smoke alarms every week. Remember to change the battery and look after your alarm. Dust and dirt can stop your smoke alarm working – vacuum it once a year.
- Never tamper with or disconnect hardwired smoke, carbon monoxide or heat detectors. When the battery stops working, contact the repairs team on **020 7974 4444**.
- Smoking is not permitted in any communal areas. If you smoke at home, make sure you put cigarettes out fully and dispose of them correctly – don't throw them on the floor and never out of the window.
- Use electrical appliances safely and correctly, don't leave your mobile phone charging overnight, especially on your bed or under your pillow. Only use one plug per socket.
- Find more on how you can help keep yourself and your neighbours safe by visiting our webpage on fire safety at home at [camden.gov.uk/safety-at-home](https://camden.gov.uk/safety-at-home)

- Make sure you are storing items safely as laid out in your 'What can I keep in communal areas?' leaflet at [camden.gov.uk/shared-areas](https://camden.gov.uk/shared-areas)
- Never use a barbecue indoors or on a balcony. Barbecues on balconies have caused serious fires in Camden.

## Fire information and fire safety measures in your block

### Fire Risk Assessment

We have completed a Fire Risk Assessment in your building. This assessment covers:

- how safe your building is
- what the fire risks are
- recommendations on how to improve fire safety

Your Building Safety Manager can provide you with a copy of the Fire Risk Assessment for the building and you can also find it online at [camden.gov.uk/your-fire-risk-assessments](https://camden.gov.uk/your-fire-risk-assessments)



## Fire doors



### What are fire doors?

Fire doors are designed to help contain the spread of smoke and flames during a fire. In full working order, they will automatically close behind people, providing a barrier that slows down the spread of heat and smoke between slowing down the spread of fire.

The most common fire doors are made of wood or metal, and are designed to keep flames and smoke to one side of the door for at least half an hour, providing invaluable time for people to escape in an emergency.

Fire doors and their frames are designed to keep people safe. If you notice any damage, such as the door not closing properly or if you see gaps around the door, contact us and we will send someone to check the door.

- Call us on **0207 974 4444**. This number is available 24/7 if it is an emergency, otherwise we are available 9am –5pm Monday to Friday.
- You can report a repair via Live Chat, WhatsApp and SMS. You can chat to us in 100+ languages. Find out more at [camden.gov.uk/repairs](https://camden.gov.uk/repairs)



## Fire doors cont'd

### Where will you find fire doors?

In your building, the doors to stairwells are fire doors. Your front door may be a fire door.



### Front entrance doors

FED's (Front Entrance Doors), in your building are required to be inspected on an annual basis. We need to check FED's every year, to ensure there is no damage or disrepair, and that they are working properly to prevent smoke and gases from spreading.

### Inspecting your door

We'll book an appointment for our Camden inspector to visit your home and check your FED. If they find issues with the FED, we'll arrange a suitable time for our contractor to attend and fix them.

Camden Council have an ongoing programme in place to make sure that residential front doors on an escape route or identified in the Fire Risk Assessment are compliant fire doors. The Fire Risk Assessment makes recommendations regarding which flat entrance doors should be fire doors.

## Fire doors cont'd

### Communal fire doors

The quarterly inspection of communal fire doors will be carried out by the existing Estate Services Teams.

### What does a fire door look like?

Fire doors will look different depending on where they are, as shown below:

### Leading to stairwells, or across corridors and lobbies



*Communal fire door at Castle Court.*

## Fire doors cont'd

**Doors to plant rooms, electrical intake and lift motor rooms (including fire rated hatches or panels)**



## Fire doors cont'd



### Automatic closing mechanisms

Fire doors in communal areas and flat front entrance fire doors will have automatic closure mechanisms at the top of the door. Where fire doors in your building do not have this mechanism, we will look to install one to ensure the door is compliant.

If a fire door is blocked by any items including furniture or kept open, it won't be able to do its job and help to prevent the spread of smoke and flames and keep you safe.

### How can you help to keep fire doors working?

Please let our staff and contractors inspect fire doors to make sure they're in good condition and keeping you and your neighbours safe. You can also do a visual check yourself - look for any damage, make sure the door closes fully without gaps, and check that the hinges, latches, and closing mechanisms work properly.

All new fire doors to flats have seals around the edges that prevent smoke and fire spread. The seals and door closer at the top of the door should not be damaged or loose. Never remove the seal around the door and never remove the door closer. Never remove or change any door, particularly your front door. This includes changing your letterbox or fitting a cat flap. If you do, it can make your home less fire safe and put you, your family, and your neighbours at risk.



## Fire Action Notices and Signs

We have installed Fire Action Notices and Fire Exit Signs in your building.



*Fire Action Notices and Fire Exit Sign at Castle Court.*

### **Take note of your building's Fire Action Notice.**

Make sure to take a look at the Fire Action Notice in your building. Fire Action Notices provide instruction on what to do in the event of a fire and what procedures to follow. Fire Action Notices at Castle Court are found outside lifts on the ground floor.

Fire Exit Signs direct you to the shortest exit route available in the event of an emergency. Fire Exit signage at Castle Court can be found on the ground floor and in stairwell landings.

## Fire Action Notices and Signs cont'd

### **Wayfinding signage**

Wayfinding signage is a visual communication tool to assist the Fire and Rescue Service in locating specific flats as they navigate their way round a building.



*Wayfinding signage at Castle Court.*

Wayfinding signage at Castle Court can be found at the ground floor main entrance, and in stairwell landings.

## Secure Information Boxes

Secure Information Boxes are easily identifiable storage units for documents intended for use by the fire and rescue service during a fire.



*Secure Information Box at Castle Court.*

If you need help in the event of an emergency such as a fire, due to a physical disability or long term medical condition or another disorder, please let us know.

Please send the following information to [buildingsafetymanager@camden.gov.uk](mailto:buildingsafetymanager@camden.gov.uk):

- Your name, your building name, flat number and floor number
- Details of your disability, for example 'I have mobility issues and require a wheelchair' or 'I am partially sighted and will struggle to evacuate.'

Your flat number and floor number information will be stored in the secure premises information box, which the London Fire Brigade will access in an emergency, so they know you need help and are able to support you. We may contact you about an emergency plan or request your consent to refer you to the most appropriate council service.

## Emergency lighting

Emergency lighting provides illumination in instances where mains power may have failed. It illuminates escape routes, emergency exit/s and firefighting equipment. It will provide illumination to signage and provide sufficient lighting to help you to escape.

An emergency lighting system is generally comprised of self-contained 3hr battery back-up-maintained LED luminaires.



*Internal and external emergency lighting at Castle Court.*

Emergency lighting at Castle Court can be found in stairwells and in open deck access communal areas.

## Alarm systems

If you are a council tenant, you will have been offered an alarm for inside your flat. Leaseholders will have been offered alarms where our Fire Safety Manager has identified a concern.

A communal alarm will not sound in this building in an emergency.

## Your Building Safety Manager

The Building Safety Manager is an accountable person for the fire and structural safety of the building. Your Building Safety Manager is:

- the point of contact for you to share any questions or concerns about fire and building safety.
- the point of contact for the Building Safety Regulator, who oversee building safety in high-rise buildings.
- able to provide advice and information on any construction, maintenance, repair, or servicing works, such as construction or repairs, taking place in your building.
- able to support in helping keep you and your family up to date on fire safety.



## Your shared area policy

Keep all hallways, stairwells and balconies clear.



Hallways, stairwells and lobbies are examples of shared or communal areas in your building.

Your building has a shared areas policy. This means that there are rules for what can be kept in shared areas like hallways, staircases, and the space outside your home.

We want you to be able to enjoy your home and personalise your space, but we also need you to think about your safety and the safety of everyone living around you. Please make sure everyone in your household knows what can stay in shared areas and what needs to be taken away.

All shared areas on the escape route should be free of combustible items and free from obstructions that could impede residents escaping and the Fire Brigade carrying out their duties. Read the full policy is available on our website at [camden.gov.uk/shared-areas](https://camden.gov.uk/shared-areas)

## Removal of items from shared areas

If we find an item that is not allowed to be stored in a shared area, you will have 7 days to remove it. If an item is an immediate fire risk, it may be removed straight away.

A notice will be attached to the item to let you know that we will remove it from the shared area. If we must remove an item, it will not be stored and may be disposed of immediately. If you have not removed the item within 7 days, a council officer will attempt to speak to you in person before removing the item.

## Your shared area policy

### Storing electric bikes, scooters, and wheelchairs

The number of fires caused by the lithium batteries that power these items are increasing. We want to make sure that you, and everyone living in your building, know how to store and charge them safely.

### Policy for electric bikes, scooters, and wheelchairs

You are not allowed to store or charge e-bikes, scooters, or wheelchairs in the communal areas of your building. Our team will ask you to remove them or will take them away if we're not able to speak to you.

### How to use lithium batteries safely

- Only buy batteries from a trusted seller to make sure they meet safety standards. Faulty or poor-quality batteries can cause fast spreading fires if they catch alight.
- Follow the manufacturer's instructions to charge the battery and unplug the charger when you've finished using it.
- Charge batteries on hard flat surfaces so that they don't overheat and never leave a battery charging when you are asleep or away from home.
- Check batteries regularly to make sure they are in good condition – they can be dangerous if they have been damaged.
- Keep batteries out of sunlight and put them somewhere cool, especially on hot days.
- Leave the battery to cool down after you have used your vehicle before charging again.

You can find more information about lithium batteries and how to keep yourself safe at [london-fire.gov.uk/safety/lithium-batteries](https://london-fire.gov.uk/safety/lithium-batteries)

## Contacts

### Reporting fire and building safety issues

If you live with someone who would need help to get out in an emergency, tell your Building Safety Manager by emailing [buildingsafetymanager@camden.gov.uk](mailto:buildingsafetymanager@camden.gov.uk) or leave a voice message at **0207 974 2585**

### Contacting us about safety repairs

- You can report an emergency repair seven days a week by calling **020 7974 4444**
- You can also report a repair online at [camden.gov.uk/report-a-housing-repair](https://camden.gov.uk/report-a-housing-repair)

### Support and information

- If you are worried about your communal areas or other residents behaving in an unsafe way, contact your Neighbourhood Housing Officer on **020 7974 4444** or at [camden.gov.uk/FindYourNHO](https://camden.gov.uk/FindYourNHO)
- If you have general questions about fire safety or fire risk assessments, contact our Fire Safety Advisors at [fireadvisors@camden.gov.uk](mailto:fireadvisors@camden.gov.uk) or leave a voice message for an advisor at **0207 974 1964**.

### Fire and building safety works

To see if building works are scheduled to take place in your building, visit [camden.gov.uk/buildingsafetyworks](https://camden.gov.uk/buildingsafetyworks)



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