Fire Safety Standard

This Safety Standard should be read in conjunction with the BFL Compliance Safety Policy.

1 Purpose

1.1 The safety of our customers, colleagues and contractors is at the heart of all we do.

1.2 We are fully committed to ensuring employees, customers and the general public, are not knowingly exposed to any risks that would affect their health and safety.

1.3 We are fully committed to achieving high levels of safety and quality in the services we deliver, providing homes that are safe to standards that reflect legislative requirements and best practice where appropriate.

1.4 We treat customers with dignity and respect. Our service must be fair and accessible. When we assess risk, arrange appointments, communicate, or plan work, we consider each customer's needs and protected characteristics.

1.5 We make reasonable adjustments where needed. These may include accessible information, interpreters, translation, advocacy, flexible appointments, or support from a carer or family member.

1.6 We do not accept unnecessary health and safety risks. We identify risks early, follow safety rules and act to reduce or remove risks wherever possible. We do not tolerate actions or failures that could put people at risk.

2 Our Standard

2.1 We have competent fire safety teams, responsible for delivering services consistently. These teams manage all fire related works delivered both internally and through external contractors.

2.2 We maintain a legally recognised partnership under the Primary Authority Scheme. This ensures that we can obtain and apply consistent assurance and advice across all our homes on fire safety matters.

2.3 We ensure colleagues and others working on our behalf are suitably trained. Fire awareness training will be completed by all colleagues on induction and through periodic refreshers.

2.4 Our inhouse fire risk assessors are trained and competent to complete fire risk assessments and maintain continuous professional development.

2.5 We use Third party certificated registered providers help us meet our fire risk assessment responsibilities and to provide advice on fire safety requirements.

2.6 We have established processes to ensure fire safety is embedded from the outset. At design stage, the correct measures are specified, checked during construction, and verified on completion to meet current standards. Before handover, we review all fire safety provisions to confirm they align with the Fire Safety Strategy, ensuring everything is delivered as planned.

2.7 We commission post construction fire reports for all blocks. Any required actions are completed and signed off before handover, ensuring fire safety measures meet standards from day one.

2.8 We carry out a Fire Risk Assessment in all buildings with communal areas. If the assessor recommends further, more detailed checks which will include a sample of individual flats.

2.9 We request Fire Risk Assessments (FRAs) and servicing documents from any Managing Agent or Freeholder of a building where our customers live but the building is not under BFL control. We review the FRAs and hold managing agents accountable for completing any actions identified in the assessment.

2.10 We carry out Fire Risk Assessments on any block which contains 2 or more flats or maisonettes which have external entrances but do not have internal communal areas every 3 years. **Note** Currently Bromford Flagship are undertaking a desktop review to assess risk and will move to the new approach.

2.11 We carry out a Fire Risk Assessment on all new blocks on occupation with common areas.

2.12 When we complete a fire risk assessment any actions identified will be recorded and prioritised based on risk.

- High risk actions will be complete within: 28 days.
- Medium risk actions will be completed within: 6 months.
- Low risk actions (or observations) will be assessed and aim to be completed within 12 months. Some low risk actions may move to a planned investment programme.

In some cases, where a property has a large number of issues that increase overall risk, we may bring forward these timescales in agreement with the Fire Risk Assessor.

2.13 We carry out regular visits to all buildings with communal areas to identify risks and test and maintain fire safety systems. Visit frequency is based on the equipment installed, ensuring all systems are checked at appropriate intervals and remain effective and compliant and will be displayed on the notice board within your communal area.

2.14 In buildings over 5 storeys or 11 metres in height, we inspect communal fire doors every 3 months and flat entrance doors annually.

2.15 In buildings over 18 metres, we provide wayfinding signage, submit external wall information to the Fire Service, maintain a Secure Information Box with key building details, and notify the Fire Service of any fire safety equipment faults not resolved within 24 hours.

2.16 In buildings below 11 metres, we inspect communal fire doors every six months and endeavor to inspect flat entrance doors at least every three years.

2.17 We provide customers with guidance on fire doors at least annually, which includes information on flat entrance doors, emphasising the importance of keeping them closed, not tampering with self-closing devices, and reporting any damage or faults immediately.

2.18 We ensure smoke detectors are installed on every floor before a new tenancy begins, in line with The Smoke and Carbon Monoxide Alarm Regulations. Alarms are checked during routine visits, and any repairs or replacements are treated as urgent.

2.19 We encourage customers to test their alarms regularly, report any issues, and check them with us during property visits.

2.20 We build a culture of fire prevention and awareness in our teams. Fire management is everyone's responsibility, and we expect colleagues to act on anything they see, there and then.

2.21 We monitor and review all fires and false alarms to identify causes and prevent recurrence.

2.22 We aim to provide value for money in delivering fire safety and will have consistent arrangements in place to ensure that relevant costs are service charged to customers.

2.23 We engage with customers on fire safety by displaying clear instructions in buildings and providing information in accessible formats. We provide advice at sign up, listen and act where necessary on any concerns raised, ensure customers know what to do in the event of a fire and deliver targeted safety campaigns via social media.

2.24 We carry out Person Centred Fire Risk Assessments for self-identified vulnerable customers and link these to a Residential Personal Emergency Evacuation Plan where appropriate, supporting safe evacuation where assistance is needed.

2.25 We refer Home Fire Safety Visits to the fire service, aiming to complete them for all high risk customers, such as those with significant clutter or additional fire risk factors.

2.26 We follow clear procedures and timescales when arranging safety inspections, allowing customers to rearrange appointments if needed. All reasonable steps to gain access are taken and recorded. Failed access attempts are documented, and legal action may be considered as a last resort if access for essential safety inspections or maintenance cannot be achieved.

2.27 We keep a register of all properties that require safety inspections ensuring that this is regularly updated to reflect changes to our stock. This record shows when each inspection was last carried out and when the next one is due. We also maintain a history of all repairs and maintenance completed on our properties, which is kept for future reference.

2.28 We continuously monitor performance, keeping track of the number and percentage of properties with a current safety inspection, as well as the progress of any work on properties where an inspection is overdue.

2.29 Repairs are completed in line with performance targets. Any reported emergencies will be treated as a priority, and we will make it safe within 24 hours.

2.30 In conjunction with our Health and Safety team, we investigate any incidents or near misses and take all necessary actions to prevent them from happening again.

2.31 We carry out quality assurance checks on a percentage of all fire safety works completed in our homes and communal areas to ensure it meets our safety and quality standards.

2.32 We continually review legislation, best practice, and other relevant requirements, and we update this standard along with our operational procedures at least once a year or sooner if changes occur to ensure it remains current and appropriate.

Version Control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First Issue	Customer & Place Committee	7th July 2026