

My Home

Safety Guide



Let's keep your home safe by working together.

Preventing a fire is the best way to stay safe.
There are simple but essential steps you can
take to make sure your home, building,
and community stay free from fire hazards.

You're not alone – we're right here to support you.

Housekeeping



A little housekeeping goes a long way in keeping your home, building, and everyone in your community safe. Thank you for being part of the solution and for helping to keep our community safe.

Entrances

- ✓ Make sure that paths to your front door are always clear. In case of an emergency, you need to be able to exit quickly and safely.

Storage in communal areas

- ! Never store or leave personal items in the communal areas. These spaces should be kept clear to avoid trip hazards, obstructions, and the risk of fires if items are combustible. This includes E-scooters and E-bikes - their storage and charging is strictly prohibited as these devices can be a serious fire risk. We strongly advise against storing or charging them inside your home too. Why not consider hire options instead?
- ✗ Never store petrol or any other fuel inside your property either!
- ✗ Please do not dump or store anything near or within external areas of the building as this increases risks of fire.
- ! Clutter or disorganisation can sometimes make it easier for unwanted behaviours to occur. If you notice any items left in common areas, please let your Neighbourhood Team know

immediately. We'll act quickly to remove them for everyone's safety.

No mirrors by windows

- ✗ Mirrors placed by windows can focus sunlight and potentially spark a fire.

Stay alert to anti-social behaviour

- ! If you see any suspicious activity or witness anyone setting fires or causing damage, report it immediately on 999. Your vigilance helps protect everyone. Even small acts of deliberate damage or lighting fires can quickly escalate into dangerous situations.

Watch out for tailgaters

- ! Be mindful of people who follow you through communal entrance doors without using a key or fob – these individuals may not belong in the building. If you notice anything odd, report it. Sadly, each year we see deliberate fires that cause serious damage and harm to the community. But the good news is – we can prevent it together, through awareness, vigilance, and action.

CONTACT US If you spot something concerning, or simply have a question, don't hesitate to get in touch. Our friendly Building Safety Team is always here to help.

Email: Buildingsafety@isha.co.uk or call them or the Neighbourhood Team on 0300 131 7300. In an emergency call 999.

Lets cook!



There's nothing like the smell of a good meal cooking at home – but let's make sure it stays safe and stress-free. Fires in the kitchen can happen in seconds, so a few mindful habits can make all the difference.

Stay with your food

- ✗ Never leave your cooking unattended. A quick check-in can prevent a serious hazard. This includes air fryers, even though they have built in temperature controls and timers.

Swap the fryer for the oven

- ✓ Opt for oven-baked meals instead of deep-fat frying – it's safer and just as tasty! Or try an air fryer. Make sure you clean it after each use though.

Switch off when you're done

- ✓ Turn off all cooking appliances when not in use – it's a simple habit that protects your home.

Keep flammables at bay

- ✓ Towels, oven mitts, packaging – keep them away from the hob to avoid accidental fires.

Toaster and air fryer safety tips

- ✓ Keep your toaster and air fryer clear of flammable items and never use them beneath a wall-mounted cupboard – heat needs space! Don't use baking paper in an air fryer.



Safe charging = safe living



Lithium batteries safely power everyday devices, such as mobile phones, laptops and e-cigarettes, but can present a fire risk when overcharged, tampered with, damaged or subject to temperature extremes.

Stay alert when charging

- ✗ Don't charge your battery when you're asleep or out of the house.
- ✓ Only use chargers and batteries that meet UK safety standards.
- ✓ Always buy from a trusted, reputable seller.

Cool down before charging

- ✓ Let your battery rest before plugging it in.
- ✓ Once it's fully charged, unplug it – don't leave it on charge longer than needed.

Add a layer of protection

Install a smoke alarm in the area where you charge your devices – an early warning saves lives.



E-BIKES AND E-SCOOTERS

Some special tips for charging these vehicles:

- ✓ Only use the charger supplied.
- ✗ Batteries get hot - never cover them.
- ✓ Unplug before going to sleep and always when it is fully charged.
- ✗ Never plug in an extension lead.
- ! Stop charging if you hear or see signs of overheating, building, smoking, or fizzing.

Plugged in to safety



From kettles to consoles, we rely on electrical appliances every day – so let's make sure we're using them safely.

Avoid overloads

- ✗ Only plug one high-powered appliance (like a heater or kettle) into an extension lead at a time. And don't link multiple extension leads.

Keep it snug

- ✓ Make sure plugs are firmly plugged in – loose connections can spark trouble.

Damaged = Dangerous

- ✗ If a cable or appliance looks worn or broken, don't risk it. Get it repaired or replaced by a qualified professional.

Clear the space

- ✓ Keep flammable items (like paper, curtains or clothes) well away from sockets and cables.



Domestic appliances

A quick guide for peace of mind



White goods (fridges, freezers, washing machines, tumble dryers & dishwashers). These hardworking appliances keep your home running – but like anything electrical, they need to be kept in check:

Check for recalls

- ✓ Make sure your white goods aren't affected by a manufacturer's safety recall. It's quick, easy, and could prevent a serious hazard. Visit: productrecall.campaign.gov.uk.

Notice a fault?

- ✗ Don't ignore it – report any faulty white goods to the manufacturer. They can offer a repair or replacement to keep things safe.

Want to learn more?

- ✓ Visit the London Fire Brigade website at london-fire.gov.uk for useful tips and tools to help you spot risks and take action.

Keeping warm

Portable heaters can be a great way to stay toasty – but let's use them with care:

Give it space

- ✓ Always keep heaters away from furniture, curtains, bedding, and clothing – anything that could catch fire.

Choose safe heaters

- ✗ Avoid radiant bar heaters – they're a fire risk. Instead, go for oil-filled radiator heaters, which are a much safer choice.



Chill, without the heat!



Candles, incense burners, and bakhoor can help turn your home into a relaxing retreat – but safety always comes first..

Never leave a flame unattended

- ✓ Even if you're just stepping out of the room, always put it out.
 - ✓ Keep flames away from flammable items.
 - ✓ Place candles well away from curtains, furniture, and anything that could catch fire.
 - ✓ Use the right surface.
 - ✓ Pop them in a sturdy holder or tray on a non-combustible surface to keep everything stable and secure.
- ! **TOP TIP - Go flameless.** Battery-powered candles and oil diffusers give you that same calming glow – without the fire risk!

Smoking

DID YOU KNOW? Smoking is still the leading cause of fatal fires in the home – but the risks can be reduced with a few smart steps.

Use a sturdy ashtray

- ✓ Choose one that can't tip over easily and empty it regularly.

Extinguish completely

- ✓ Always make sure your cigarette is fully out before you walk away.

No flicking out the window or off balconies

- ✗ It's dangerous for your neighbours, and it could ignite flammable materials below.

Never smoke in bed

- ✗ It's one of the most dangerous habits and a leading cause of deadly fires.
- ! **REMEMBER:** Smoking is not allowed in any communal areas – this is a legal requirement and helps protect everyone.



Balcony safety



THINK CLEAR, THINK SAFE

Balconies are wonderful for fresh air and a bit of quiet – but keeping them fire-safe is a shared priority for everyone in our community. Here's how to enjoy your space safely:

No barbecues or outdoor cooking

- ✗ As tempting as it may be, cooking on balconies is strictly not allowed. Flames and hot equipment can quickly lead to disaster.

Furniture matters

- ✗ Avoid using soft furnishings (like cushions or fabric covers) on your balcony furniture – they can be highly flammable.
- ✓ Where possible, choose metal furniture, which is much safer and more fire-resistant.

Store smart, store safe

- ✓ Keep your balcony clear of any combustible items such as cardboard, paper, or excess clutter.

Mind the sunlight

- ✗ Avoid leaving out glass bottles, jars, or mirrors – these can concentrate sunlight and spark a fire.

Smoking on balconies

- ! If you smoke outside, please take extra care.
- ✗ Never dispose of cigarette ends over the edge of your balcony – this is dangerous for your neighbours and could ignite something below.

CONTENTS INSURANCE

While we insure your building, insuring the belongings that make it your home is your responsibility. We've teamed up with the Royal & Sun Alliance to provide affordable contents insurance, in case the worst should happen.

Visit our website
www.isha.co.uk
to find out more.