



# Ongo Homes

## Fire Management Procedure for High Rises

### March 2026

**Lead Officer: Building Safety & Compliance Manager**

<u>Version No.</u>	<u>Purpose/Changes</u>	<u>Approval Date</u>	<u>Approved By</u>	<u>Suggested Review Date</u>
<b><u>V6.0</u></b>	<b><u>Procedure check</u></b>	<b><u>27/03/2026</u></b>	<b><u>Heads of Service Team</u></b>	<b><u>2029/2030</u></b>
V5.0	Annul review	11/05/2023	Heads of Service Team	May 2026
V4.0	Annual check	10/02/2022	Heads of Service Team	February 2023
V3.0	Annual check	6/8/2020	Heads of Service Team	August 2021
V2.0	Annual check	3/10/2019	Heads of Service Team	October 2020
V1.0	New Procedure	06/09/2018	Heads of Service Team	September 2019

## 1. What is this procedure for?

1.1 This procedure sets out the fire safety arrangements in place for the high rise blocks of flats i.e. Trent View House (TVH), Crosby House, Princess House, Sutton House collectively referred to in this document as Market Hill (MH).

### 1.2 This procedure covers:

- Fire safety advice for new tenants
- Updating the fire register and Personal Information Update, inc. PEEPs and Person Centered FRAs.
- Maintaining relevant information in the Premises Information Box (PIB)
- Weekly fire safety inspection which incorporates a walk-down and fire alarm test
- Monthly emergency lighting test
- Annual fire drill and re-setting the fire alarm
- Asset related Fire safety testing / checks
- Daily fire panel check
- Annual fire door inspection flat doors
- PAT Checks
- Inspection of passive vents

1.3 This procedure should be read in conjunction with the terms and conditions of the tenancy agreement and our:-

- Tenancy Management Policy
- Emergency Incident Procedure
- Business Continuity Framework
- Neighbourhood Management Policy
- Mobility Scooter Policy and Procedure
- Ongo Inspection and Testing Policy
- Communal areas procedure
- Disposal of Tenants Belongings Procedure
- Anti-social behaviour policy and procedures
- OH Decant Policy

## 2. Who does what?

This section sets out which colleague are responsible for implementing the procedure and which managers are responsible for checking that that the procedure has been followed.

Task	When	Lead	Back-up
Updating the fire register – and place in PIB	Tenancy change	Neighbourhood Officer/Customer Hub Assistant	Neighbourhood Team Manager

<b>Task</b>	<b>When</b>	<b>Lead</b>	<b>Back-up</b>
Review of fire register, update & place in PIB	6 monthly	Customer Hub Assistant/Neighbourhood Officer	Neighbourhood Team Manager
Maintain information in the PIB box (other than fire register)	at least annually	Fire & Asbestos Compliance Lead	Building Safety & Compliance Manager
Fire safety inspection including Fire Alarm Test – TVH	Wednesday- 10.00am	Safety Officer	Fire & Asbestos Compliance Lead
Fire safety inspection - Including Fire Alarm Test MH	Thursday - 2.00pm		
Internal Emergency lighting testing	Monthly	Safety Officer	Fire & Asbestos Compliance Lead
Test the auto dialler in lifts	Monthly	Safety Officer	Fire & Asbestos Compliance Lead
Re-set the fire alarm panel after an activation-High rises	Weekdays usual working hours	Safety Officers	Fire & Asbestos Compliance Lead
Re-set the fire alarm panel after an activation-High rises	Outside normal working hours	Approved Fire Alarm Contractor	Safety Officer/Fire & Asbestos Compliance Lead
Review / clarification of NLC CCTV fire procedure	Annually	Fire & Asbestos Compliance Lead	Building Safety & Compliance Manager

### 3. What happens?

#### 3.1 Fire safety advice for new tenants

<b>Advise new tenants about the fire evacuation plan</b>	<ul style="list-style-type: none"><li>• Neighbourhood Officer to provide all new tenants with a copy of the fire evacuation plan and notice at the sign-up. A translated version should be provided to anyone who requests this or make's the Neighbourhood Officer aware this is required at that time</li><li>• Explain that all tenants are expected to evacuate the building in the case of a fire/alarm activation.</li><li>• Explain to tenants the time and date of the planned weekly fire alarm test</li><li>• Neighbourhood Officer to provide hard copy of Fire Door Information leaflet, this can also be sent additional electronically for completeness</li></ul>
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#### 3.2 Complete Personal Information Update (PIU) Form for new tenants

<b>Advise new tenants about the fire evacuation plan</b>	<ul style="list-style-type: none"><li>• Neighbourhood Officer to complete a PIU for all new tenants and send a copy to the customer hub email address <a href="mailto:customerhub@ongo.co.uk">customerhub@ongo.co.uk</a> for the Customer Hub Assistant to action within 1 working day of the sign-up</li></ul>
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#### 3.3 Updating the Fire Register

<b>Update the Fire Register after each change of tenancy</b>	<ul style="list-style-type: none"><li>• On receipt of a completed PIU - Neighbourhood Officer should update the Fire register in the Q drive, change the version date and print off a copy to be put in the PIB box for the relevant building within 2 working days of receipt</li></ul>
<b>Review the fire register 6 monthly</b>	<p>Neighbourhood Team to request PIU updates from all tenants in twice yearly to obtain information regarding any changes to tenants Personal circumstances that could affect self-evacuation.</p> <ul style="list-style-type: none"><li>• Amend the Fire Register as required in the Q drive, change the version date, print off a copy and replace the existing version in the PIB box in each building. Within 2 working days of receipt of any information.</li></ul>

### 3.4 Maintain information in the Premises Information Box

<p><b>Items to be placed in the PIB and kept up to date</b></p>	<p>Neighbourhood Team to ensure the following items are in the PIB:-</p> <ul style="list-style-type: none"> <li>○ Up to date Fire Register</li> </ul> <p>Fire &amp; Asbestos Compliance Lead to ensure the following items are also in the PIB:-</p> <ul style="list-style-type: none"> <li>○ Plans of the building to include escape points, mains electric and gas positions</li> <li>○ Details of fire safety systems (If applicable)</li> <li>○ Details of key personnel (Including contact details) Out of Hours Contact details / Neighbourhood Officer / Safety Officers.</li> <li>○ Evacuation plan</li> <li>○ All Asbestos Surveys</li> <li>○ Sprinkler Operation Manuals</li> <li>○ Any other relevant information which may assist in the event of an emergency</li> </ul>
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### 3.5 Fire alarm activation

3.5.1 If there is a fire in or out of office hours the Emergency Incident Procedure should be followed.

### 3.6 Fire Safety Inspection incorporating a walk-down and fire alarm test

Step	Detail
<b>Inspection team to meet on site at designed test time</b>	<ul style="list-style-type: none"> <li>• Safety Officers attend and carry out weekly fire alarm test to identify any faults</li> </ul>
<b>Check Fire Panel for faults</b>	<ul style="list-style-type: none"> <li>• Check the fire panel to identify the location of any faults (this is done on a daily basis)</li> <li>• If there are any faults identified such as sounders removed, visit identified flats where sounders have been removed or a fault is logged on the fire panel</li> <li>• If able to speak with residents advise this a breach of tenancy and this must be reinstated immediately.</li> </ul>

<b>Step</b>	<b>Detail</b>
	<ul style="list-style-type: none"> <li>• If this has been broken and cannot be satisfactorily reinstated, a job needs to be raised with our approved Fire Alarm Contractor.</li> </ul>
<b>Check previous repairs</b>	<ul style="list-style-type: none"> <li>• Check that the previous weeks jobs have been completed and record on checklist if they have not and remain outstanding</li> </ul>
<b>Carry out a “walk-down” of the building</b> (this step is also completed on a daily basis – weekdays only)	<ul style="list-style-type: none"> <li>• Using the Fire Walkdown form on Aaeron mobile working to carry out an inspection of all communal areas of the building including the external areas, recording any faults or issues, with signage, doors, damage, fixtures (such as step edges and handrails), fly- tipping and tenant belongings in communal areas</li> <li>• Try to identify the owner of any belongings, ask the tenant to move them immediately</li> <li>• If unable to establish the owner move the items if it is possible to do so and place in safe storage on the ground floor.</li> <li>•</li> </ul>
<b>Obtain keys necessary to carry out the Fire Alarm test</b>	<ul style="list-style-type: none"> <li>• Enter code on the key safe, retrieve key for caretaker’s cupboard (TVH only)</li> <li>• Keys for Market Hill site are kept in Concierge office.</li> </ul>
<b>Establish the call point to be used for the fire alarm test</b>	<ul style="list-style-type: none"> <li>• Establish which call point is to be used to activate the fire alarm that week from previous records, these should be tested in sequence, ensuring that all call points get tested over a set period.</li> </ul>
<b>Pre-warn Monitoring Centre</b>	<ul style="list-style-type: none"> <li>• Safety Officer to phone North Lincolnshire Council Monitoring Centre at Market Hill to advise that a fire alarm test is about to be carried out at the specific site. Telephone number for contact is 01724 276444 *** Be aware NLC colleagues may ask for the fire code (so make sure this is known prior to call)***.</li> </ul>
<b>Activate the alarm using the designated call point</b>	<ul style="list-style-type: none"> <li>• Activate the alarm via the designated call point using the test key collected from caretaker store or concierge</li> </ul>

Step	Detail
	<ul style="list-style-type: none"> <li>• Colleagues are to be positioned throughout the building as directed by the lead (this will usually be one of the Safety Officers)</li> <li>• As you walk down when the alarm is sounding, check the alarm can be heard on each floor in the communal areas record any faults with the alarm sounders, on each floor, proceed to the ground floor as quickly and safely as possible to minimise the inconvenience to tenants</li> <li>• Once completed all colleagues to meet at the fire panel in the entrance hall.</li> <li>• Confirm the lifts have returned to the ground floor</li> <li>• Confirm any doors on hold open devices have closed when alarm activated.</li> </ul>
<b>Testing the Fire Fighters lift control</b>	<ul style="list-style-type: none"> <li>• Whilst the alarm is sounding the odds lifts should be tested using the override key. This is inserted in the Fire Switch panel next to the odds lift and turned from 0 to 1. Someone should enter the lift and ensure it will move whilst the alarm is sounding. Once the test is complete the switch needs to be turned back from 1 to 0 to put the lift back into normal use.</li> </ul>
<b>Turn off the Fire Alarm</b>	<ul style="list-style-type: none"> <li>• Fire alarm to be turned off as per the instructions below: <ul style="list-style-type: none"> <li>○ Press the no 2 button 4 times – <b>'2222</b> and then <b>ENTER</b></li> <li>○ Press <b>SILENCE ALARM</b></li> <li>○ Wait for alarm to stop sounding</li> <li>○ Press <b>RESET</b> on the panel</li> <li>○ Ring the Monitoring Centre to check if the activation has come through and then ask Contact Centre to take off test and put system back onto live (telephone 01724 276444)</li> </ul> </li> </ul>
<b>Record completion of the test</b>	<ul style="list-style-type: none"> <li>• Record completion of the Fire Test on the Fire Alarm (standard) record sheet via Aaeron and sign off as completed. Back up by completing paper copy test sheet kept in files within concierge (MH) and PIB (TVH).</li> </ul>

<b>Step</b>	<b>Detail</b>
<b>Return keys</b>	<ul style="list-style-type: none"> <li>Return keys to the Caretakers Office and key safe (TVH) or Concierge Office (MH).</li> </ul>
<b>Report any faults identified during the test or walkdown</b>	<ul style="list-style-type: none"> <li>Safety Officers to report issues or repairs through to relevant department.</li> <li>Update the Fire Test Record. A copy of this is electronically sent to the <a href="mailto:complaine@ongo.co.uk">complaine@ongo.co.uk</a> folder for filing</li> </ul>
<b>Breach relevant tenants.</b>	<ul style="list-style-type: none"> <li>Neighbourhood Officer to send breach letter or take further relevant action if previous breaches have occurred and record the action on QL within 2 working days</li> </ul>

### 3.7 Emergency Lighting Test

Step	Detail
<p><b>Switch off the power to the communal lighting</b></p>	<ul style="list-style-type: none"> <li>• This test is completed monthly and is conducted and recorded by the Safety Officers</li> <li>• Place the Emergency Lighting on test by isolating the supply using the EL Light switch operated by a fish tail key. Then carry out the walk down and confirm all lighting is working correctly. The lighting should be on for the full duration of the walk down</li> </ul> <p>The EML locations are as follows:-</p> <ul style="list-style-type: none"> <li>• <b>Trent View House</b> this is located next to main fuse board in the switch room on the ground floor/caretakers store</li> </ul> <p>:</p> <ul style="list-style-type: none"> <li>• <b>Sutton House</b> switch room is in the scooter room</li> <li>• <b>Princess House</b> switch room is next to the plant room</li> <li>• <b>Crosby House</b> switch room is next to the laundry</li> </ul> <p>All the above switch rooms are on the ground floor. The EML switches in all blocks are on the side of the main panels in each switch room.</p>
<p><b>Check the emergency lighting</b></p>	<ul style="list-style-type: none"> <li>• Check that the emergency lighting is working starting at the top floor and working down the building</li> <li>• Emergency lights are identified by an EL + number and these will be in the communal areas and protected stairwell in each building.</li> </ul>
<p><b>Record any failures</b></p>	<ul style="list-style-type: none"> <li>• EML failures are e-mailed through to the Contracts Officer via <a href="mailto:compliance@ongo.co.uk">compliance@ongo.co.uk</a> who raises a job with the external contractor and records defects and costs</li> </ul>
<p><b>Record the Test</b></p>	<ul style="list-style-type: none"> <li>• Record any failures and completion of test on the EML Inspection form via Aaeron</li> </ul>
	<ul style="list-style-type: none"> <li>• Take the Emergency Lighting off test by activating the supply</li> </ul>

Step	Detail
Reinstate the lighting.	

### 3.8 Annual Fire Drill – (High-rise)

Step	Detail
<b>Date and time of the fire drill</b>	<ul style="list-style-type: none"> <li>• A fire drill is to take place annually. The purpose of this drill is to see if tenants follow the simultaneous evacuation policy and to examine what works and take learning for improvement.</li> <li>• Neighbourhood Officer for the site to notify Fire &amp; Asbestos Compliance Lead. Fire &amp; Asbestos Compliance Lead will invite the Fire &amp; Rescue Service should they wish to attend or take part</li> <li>• Neighbourhood Officer for the site to recruit Neighbourhood colleagues to assist with the fire drill and request Safety Officer assistance in respect of activation</li> <li>• Neighbourhood Officer to produce list of properties in the block</li> </ul>
<b>Fire drill- pre meeting.</b>	<ul style="list-style-type: none"> <li>• All colleagues to meet at an agreed point 15 minutes prior to fire the drill, Neighbourhood Officer will act as lead officer for the drill)</li> <li>• Colleagues to site themselves at the locations below (<i>this is to observe how people react to the fire alarm activation and record findings to feed into the overall report to identify if any lessons can be learnt or any information gleaned from the residents during the drill identifies a further need for information, guidance, signage etc</i>) <ul style="list-style-type: none"> <li>○ Main entrance to see if anyone tries to reenter the building whilst the fire alarm is sounding, if so ask why and record.</li> <li>○ Ground floor lift areas to check as the alarm sounds the lifts return to ground floor, to see if anyone attempts to use the lifts and also</li> </ul> </li> </ul>

Step	Detail
	<p><i>check the lifts are not operational and will not activate whilst the fire alarm is sounding</i></p> <ul style="list-style-type: none"> <li>○ Fire exits <i>to check correct usage</i></li> <li>○ Fire assembly point <i>to see how many residents know where this is and take note of who evacuated to the correct place. This is an opportunity for learning and understanding what the residents know</i></li> <li>○ Top floor – <i>when alarm sounds, walk down to check all sounders in communal areas are sounding and observe people using the stairs to evacuate</i></li> </ul>
<b>Pre-warn Monitoring Centre</b>	<ul style="list-style-type: none"> <li>● Phone North Lincolnshire Council Monitoring Centre that a fire drill is about to be carried out requesting the system is put on test telephone number for contact is 01724 276444</li> </ul>
<b>Start the drill</b>	<ul style="list-style-type: none"> <li>● Activate the fire alarm</li> <li>● During the drill the role of the colleagues on site is to observe and record the behaviour and any comments made by the residents involved</li> <li>● Leave the fire alarm sounding for 15 minutes</li> </ul>
<b>Record who evacuates the building</b>	<ul style="list-style-type: none"> <li>● Colleagues at assembly point to provide lead Neighbourhood Officer with information relating to which tenants/ occupants have evacuated the building</li> </ul>
<b>End the fire drill</b>	<ul style="list-style-type: none"> <li>● Fire alarm to be turned off as per the instructions below: <ul style="list-style-type: none"> <li>○ Press the no 2 button 4 times – <b>2222</b> and then <b>ENTER</b></li> <li>○ Press <b>SILENCE ALARM</b></li> <li>○ Wait for alarm to stop sounding</li> <li>○ Press <b>RESET</b> on the panel</li> <li>○ Ring the Monitoring Centre to check if the activation has come through and then ask Contact Centre to take off test and put system back onto live (telephone 01724 276444)</li> </ul> </li> </ul>

Step	Detail
<p><b>Visit all residents properties that did not evacuate</b></p>	<ul style="list-style-type: none"> <li>• Lead Neighbourhood Officer to coordinate the assisting colleagues to visit all addresses that did not evacuate to establish: <ul style="list-style-type: none"> <li>○ Why they did not evacuate?</li> <li>○ Are they identified on the fire register?</li> <li>○ Ask if their Fire Register details have changed?</li> </ul> </li> </ul>
<p><b>Produce a Fire Drill Report</b></p>	<ul style="list-style-type: none"> <li>• Neighbourhood Officer to produce a fire drill report (Appendix 1) within 5 working days of the drill</li> <li>• The report should be sent to: <ul style="list-style-type: none"> <li>○ Head of Neighbourhoods</li> <li>○ Neighbourhood Regional Managers</li> <li>○ Neighbourhood Team Managers</li> <li>○ Fire &amp; Asbestos Compliance Lead</li> <li>○ Building Safety &amp; Compliance Manager</li> </ul> </li> </ul>
<p><b>Report faults/ issues arising</b></p>	<ul style="list-style-type: none"> <li>• Neighbourhood Officer to arrange for actions in relation to tenancy be put on QL (such as update to Fire Register/any comments or recommendations from residents) Any building issues to be dealt with in the normal way by reporting to relevant persons/departments as soon as possible</li> <li>• Any recommendations following the drill should be added as actions to Pentana.</li> </ul>

**3.9 Asset Related Fire Safety testing / checks in High Rises.**

3.9.1 The table below details the elements of the building related to fire safety which is maintained / serviced / inspected, the frequency of this and who carries them out.

<b>Check / Maintenance / Service Type.</b>	<b>Frequency</b>	<b>Carried out by</b>
Emergency Lighting visual check	Daily (excluding weekends and bank holidays)	Ongo
Emergency Lighting short discharge test	Monthly	Ongo
Emergency Lighting full discharge test	Annually	Appointed Contractor
Fire Alarm Test	Weekly	Ongo
Fire Alarm Service	6 Monthly	Appointed Contractor
Communal area check	Daily (excluding weekends and bank holidays)	Ongo
Fire Risk Assessment	Annually	Appointed Contractor
Lightening conductor checks	Annually	Appointed Contractor
Bin Chutes	6 Monthly	Appointed Contractor
Dry Riser Inspection	6 Monthly	Appointed Contractor
Electrical test (EICR)	5 Yearly	Appointed contractor
Lift Maintenance/Servicing	Monthly	Appointed Contractor
Lift LOLER	6 monthly	Appointed Contractor via Ongo's Insurer
High Rise Sprinkler System	Annually	Appointed Contractor
Annual Flat Fire Door Check )	Annually	Appointed Contractor
Quarterly Communal Fire Door checks	3 x per year 1 x per year	Ongo Appointed Contractor
PAT Testing	Annually	Appointed Contractor

### 3.10 Daily walk down procedure (All High rise)

Step	Detail
<b>Visit site and complete walk down</b>	<ul style="list-style-type: none"><li>• Safety Officer to attend each site (Sutton, Crosby, Princess and TVH) daily (Mon – Fri) and complete a walk down of each floor</li><li>• Any defects to be recorded and the action taken, i.e. rectified on site, reported to repairs etc.</li><li>• If items are identified in the communal areas, the communal area procedure should be followed and detail logged on QL</li></ul>
<b>Report</b>	<ul style="list-style-type: none"><li>• Complete walk down checklist on Aareon and record any defects/problems identified</li><li>• This is automatically sent to <a href="mailto:compliance@ongo.co.uk">compliance@ongo.co.uk</a> for it to be saved within the relevant folders</li></ul>
<b>Action</b>	<ul style="list-style-type: none"><li>• Standard Repairs to be sent to <a href="mailto:enquiries@ongo.co.uk">enquiries@ongo.co.uk</a></li><li>• Any other issues to be escalated to line managers or relevant contractors, departments or colleagues.</li></ul>

## 4. What we will do in the event of any pandemic or lockdown situation

- 4.1 If a pandemic or lockdown situation should arise (like COVID19) the following steps will be taken to continue to manage fire safety in accordance with the Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021 and Fire Safety (England) Regulations 2022.
- 4.2 A review of the Fire Risk Assessment and the use of the building will take place and any changes of use will be considered in terms of risk. The review of the Fire Risk Assessment will identify any closed premises or parts of the premises locked and taken out of use during the crisis and take account of any increases in the level of risk caused by these changes or measures to mitigate infection control. We will record the review and any significant changes in working processes. This will be reviewed by the Neighbourhood Regional Manager in conjunction with the Building Safety & Compliance Team.
- 4.3 The fire alarm testing and building checks will be continued as normal, however a further risk assessment will be done giving consideration as to how these tasks

are carried out safely which will be relevant to the circumstances, this will cover any reductions in colleagues and the ability of reduced colleague numbers to operate processes safely to meet the needs of the existing fire procedures. This will be reviewed by the Neighbourhood Regional Manager and Building Safety & Compliance Team in conjunction with the Health & Safety Team.

- 4.4 Fire drills, if due, will not be carried out during such a situation where social distancing is required, to ensure the safety of all present at that site. Government Guidelines will need to be followed.

## **5. Monitoring**

- 5.1 The Fire & Asbestos Compliance Lead will be responsible for coordinating and ensuring that audits are conducted to measure compliance with this procedure.

- 5.2 An audit programme will be set up to check these procedures are being followed and recorded correctly.

## **6. We will look at this again?**

- 6.1 This procedure will be reviewed at least three yearly. We may conduct reviews earlier should any changes to legislation or regulation occur or there are any alterations to the buildings, a significant change to the organisation or we suspect this is no longer relevant.



No of Flats in High Rise	No evacuated?	How many flats did not evacuate?	How many flats answered after door knocking those who did not evacuate?

3.2 A roll call was taken and those flats that didn't evacuate were visited in person by colleagues {Include in here any commentary if needed following the roll call and door knock}

3.3 Issues picked up by colleagues:

- {bullet point here any issues picked up during drill and following role call}
- {Also include reasons why people didn't evacuate following post drill knock}

#### 4 ACTIONS OUTSTANDING

ACTION	RESPONSIBLE PERSON	COMPLETED DATE

#### 5 ISSUES FOR CONSIDERATION

5.1 {include in here any issues which have resulted from the Fire Drill which may have a wider impact across teams and/or if a further decision is needed. What are the main risks? Can they be controlled?}

Name of report author: [insert]

Job title: [insert]

Email: firstname.surname@ongo.co.uk

Telephone: (01724) 298???

Date report written: [insert date]