

Fire evacuation process for Douglas House

Douglas House has a “Simultaneous Evacuation Policy” for all parts of the building. This means that if you hear the fire alarm, you should leave the building immediately and proceed to the fire assembly point, which is located in the lower Douglas House car park, and only return when you are told that it is safe to do so by the Fire Service.

If a fire breaks out in your flat



Leave the room where the fire is and close the door. Do not attempt to tackle the fire yourself.



Alert everyone in your flat and then leave immediately, closing the door if safe to do so. Raise the alarm by pressing a manual call point on your way out of the building



Use the staircase to exit the building. **Do not** use the lift.



Dial 999 and tell them the building address. **Do not** re-enter the building.



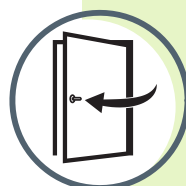
Go to the car park area (to the right when leaving the building) and wait for further instructions.

Got any feedback or a concern?

Any urgent issues should be reported immediately to the Customer First Team on 01626 322722. You can also contact your Senior Community Housing Officer, Rachel Skeates, on 01626 322803 or email Rachel.skeates@teignhousing.co.uk.

Please contact us if you would like to see copies of any of the fire risk assessments or building safety information for Douglas House.

If you hear the fire alarm sounding in the building



Evacuate the building immediately. Do not put collect any belongings or put yourself at risk to investigate further. Close the door to the flat.



Use the staircase to exit the building. **Do not** use the lift.



Go to the car park area (to the right when leaving the building) and wait for further instructions.

If you are unable to leave the building by yourself



You will have a PEEP (Personal Emergency Evacuation Plan). This will inform the Fire and Rescue Service when they arrive, and they will assist you if you need to leave the building. Contact us if you haven't got a PEEP but would need help to evacuate the building.