



BUILDING SAFETY INFORMATION PACK GIBRALTAR HOUSE

BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

KEEPING SAFE AT HOME

Keeping safe in our homes is important to all of us. This booklet is for everyone over the age of 16 who lives in your building, and outlines:

- What Brentwood Borough Council is doing to keep you safe
- What you can do to keep yourself and your neighbours safe
- How you can be involved in building safety decisions
- How to keep your household safety information up to date
- How to let us know when something is not right

Whether you've already let our Estates Management Team know that you may need help in case of a fire or already make sure you keep fire exits clear, we would like to thank you for helping to keep you and your neighbours safe.

Please keep this booklet safe so you know what to do in an emergency and who to contact when you need advice, support, or to report an issue.

Do you need this guide translated or in a more accessible format? Ask your Housing Officer or email housing.compliance.gov.uk



ABOUT GIBRALTAR HOUSE

Gibraltar House is a high-rise, concrete purpose-built block of flats, built in 1965. It has 14 floors, including roof, connected via a single protected staircase.

The main staircase, and doors leading to it from the walkway, are made from materials that can resist fire. It is important to keep the staircase, walkways, and all communal areas clear of obstacles so residents, leaseholders, and the Emergency Service can use them easily and safely.



The walls and doors that divide each flat from the common areas are constructed from fire retardant materials that will prevent flames and smoke from spreading. It is important your flat front entrance door and the common doors throughout the building are regularly inspected and never propped open.

Each flat is fitted with a mains powered smoke and heat detectors, with battery backup. An automatic opening vent system (AOV) is at the top of the staircase and is monitored via a panel in the foyer area which is monitored offsite by a remote monitoring centre.

All these features mean your building is designed to contain a fire in the area where it starts (e.g., in a flat or common area) and stop it spreading to surrounding areas (e.g., common area or another flat). Gibraltar House is designed as a 'Stay Safe' block. This means if there is a fire elsewhere in the building, you should be able to stay safe in your flat unless you are asked to evacuate by the Fire Service.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

EVERYONE HAS A RESPONSIBILITY TO KEEP THEMSELVES AND EACH OTHER SAFE

TO KEEP YOU SAFE, WE WILL ENSURE:

- Your home and block are safe for you to live in and meet appropriate building regulations
- Fire doors are maintained to meet legal standards.
- Monthly testing of the emergency lighting system to check all lights are working in emergency mode and internal backup batteries are fully charged.
- Monthly estate visits are undertaken to ensure fire escape routes and communal lobbies are clear. You may receive a letter from your housing officer, if any items found in the communal lobbies blocking escape routes, requesting these are immediately removed.
- Regular inspections of firefighting equipment are undertaken.
- We communicate with other organisations such as the Fire and Rescue Service to keep you safe.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

YOU CAN HELP BY MAKING SURE YOU:

- Always keep an eye on cooking
- Check your smoke alarms are working once a week by pressing the button to ensure it sounds
- Are available for the annual check of the central heating system, smoke alarms and flat front entrance door inspection
- Use the fixed heating system fitted in your home.
- Ensure chargers and cables are the model meant for the device, and from reputable sources i.e. CE marked
- Switch off and unplug all electrical appliances overnight (apart from those that should be left on, like a fridge)
- Keep exits from your home clear so that people can escape if there is a fire
- Keep door keys accessible
- Always close doors at night, particularly the kitchen and lounge
- Keep lighters and matches out of sight and reach of children



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

IT'S REALLY IMPORTANT YOU:

- **DO NOT** tamper with any entrance door or wedge them open
- **NEVER** leave a lit cigarette unattended and ensure they are fully extinguished
- **NEVER** light BBQs on balconies, communal areas, or landings
- **DO NOT** smoke in any communal area in your building including internal stairwells and corridors
- **DO NOT** use a radiant heater, especially one with a flame (gas or paraffin) or a radiant element (electric bar) as these are prohibited in your building
- **DO NOT** leave a chip pan unattended – use other cooking methods if possible
- **DO NOT** overload electrics - one plug for one socket
- **DO NOT** use damaged or frayed electrical cords
- **DO NOT** leave burning candles unattended and ensure they are extinguished when you leave the room

Please report any issues or concerns to Brentwood Borough Council, particularly around fire safety.

IF WE ALL PLAY OUR PART, TOGETHER WE WILL KEEP YOU AND YOUR NEIGHBOURS SAFE



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

The table below identifies who to contact in the case of an emergency, and the general telephone numbers for the Axis repairs and gas teams.



Gas In an Emergency Smelling Gas 	Electric In an Emergency Whole Area no electric 	Water In an Emergency or no water to your home 	If you have a total loss of electricity, burst water pipes, restore flush to toilet, roof leaks, board up or re-glaze windows for safety and security in your home 	General Repairs including lift breakdown 	Gas Repairs No heating/hot water 
Cadent Gas	National Grid	Essex & Suffolk	Axis Europe Repairs Team	Axis Europe Repairs Team	Axis Europe Gas Team
0800 111 999	0800 40 40 90	0345 782 0999	01277 312 500 Option 2, 2, 1	01277 312 500 Option 2, 2, 1	01277 312 500 Option 2, 2, 2



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

It is important to remember if a fire starts in your home that you have a plan to evacuate and stay safe.

IF A FIRE BREAKS OUT IN YOUR FLAT:

- Leave the flat as quickly as possible
- **DO NOT** try to remove any possessions or personal items from your flat
- Close your flat door securely behind you
- Call 999 as soon as you can and safe to do so
- Evacuate the building using the **stairs** and **NOT** the lift
- Go to the fire assembly point outside the building:
BY THE GRASS VERGE ON THE EDGE OF THE CAR PARK OF GIBRALTAR HOUSE ROADSIDE



IF A FIRE BREAKS OUT ELSEWHERE IN THE BUILDING:

- This building has been designed and refurbished to keep you safe from fire if it starts in another part of the building
- If you are in the communal area and notice a fire, leave the building immediately and call 999, do not go back inside.
- If you about to leave your flat and notice a fire:
- Keep your flat door closed securely
- Close all internal doors and remain in a room with a window and telephone.
- If you think it is unsafe to stay in your flat, your flat is threatened by fire and smoke, or you are told to leave your flat by the Fire Service, evacuate the building using the **stairs** and **NOT** the lift
- **DO NOT** return to your flat until you have been told it is safe to do so.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

WHAT IF I CANNOT MANAGE THE STAIRS?

Part of your tenancy audit visit with your Housing Officer, they will ask if you are able to self-evacuate in the event of an emergency using the stair. If you are unable to use the stairs, a Personal Emergency Evacuation Plan will be completed with you as part of your tenancy audit. This information will be passed to the Fire and Rescue Service.



CALLING THE FIRE SERVICE

The Fire Service must be called to all fires, and you must do this as soon as possible.

1. Dial 999 from any telephone
2. Ask for the Fire Service and if requested give the telephone number you are calling from



3. When connected to the Fire Service, tell them clearly where the fire is:

You are at **GIBRALTAR HOUSE, THE DRIVE, BRENTWOOD, CM13 3AZ (What3words - entrance lobby – career.green.mats)**

Do not hang up until the Fire Service has correctly repeated the address back to you. The Fire Service cannot help if they do not have the correct details.

KEEPING YOU SAFE

The internal walls to Gibraltar House have been painted in fire rated paint and your flat entrance door has been changed to a fire rated door set.

Fire doors must be closed when they are not in use.

Outside of the building, the area has been designed so emergency vehicles can get as near as possible to the building. These areas must be kept clear at all times.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

PLANNING

Take time to think about how you would exit the building and where the doors to the stairways are.

It is important escape routes are kept clear at all times.

Think about the corridors you use and what they would be like filled with smoke. Even external corridors can become filled with black smoke.



COMMUNAL AREAS, LANDINGS, LOBBIES, AND STORAGE AREAS

To keep safe, all communal areas, landings, lobbies, and storage areas must be free of obstructions, including door mats, upholstered furniture or fabrics, rubbish bins/bags, books, household equipment, pushchairs, bicycles, or when used as additional storage. If items are found in communal areas, Housing Services will attach a seven-day removal notice asking the owner to remove it. If it is not removed within seven days, the item will be thrown away.



Also, tenants and other relevant persons **MUST NOT** prop open or block fire doors in communal areas.

Combustible items, including paint, gas bottles, DIY materials, and car batteries cannot be stored in communal areas within the building. If combustible items are found in communal areas, they will be removed without warning by a caretaker or Housing Officer and disposed of immediately.

If you see something that is not working as it should, please report this by contacting your Housing Officer or call us on 01277 312500.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

SCOOTERS

Please let us know if you have a scooter, e-scooter/e-bike or mobility scooter.

Scooters should not be stored in communal areas or landings. Any petrol fuelled vehicle found will be immediately removed. We will also investigate the owner for breach of tenancy.

For further information and advice, please visit Essex County Fire and Rescue Service webpage on www.essex-fire.gov.uk/fire-safety-e-scooters-bikes



ELECTRICAL APPLIANCES

Take extra care when using electrical items in your home, such as hair straighteners, mobile heaters, and electric blankets.

Extension leads should be fully unwound and plugged directly into a socket. Do not overload sockets as this can be dangerous.

All electrical and white goods such as fridge freezers, washing machines and dryers need to be safe for use.

The Government issues information on products that have been recalled by the manufacturer because they could cause a fire. We share this information on our website under “High Risk Buildings”.



ALTERATIONS TO YOUR FLAT

Permission from Brentwood Council is required before making alterations to your flat or any doors or door furniture.

The flats are designed with fire protection features and these should **NOT** be tampered with or removed.

If you wish to discuss alterations to your flat, you can contact us on 01277 312500 or email repairs@brentwood.gov.uk.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

CHECK AND MAINTENANCE SCHEDULE

All essential firefighting equipment is checked on a regular basis. This includes communal fire doors, dry riser mains, emergency lighting and the automatic opening vent (AOV) at the top of the building.

Below is a timetable how often we check fire safety in Gibraltar House and what types of checks we carry out.



Type of check	Building	How often
Asbestos condition surveys	Communal areas	Annually
Communal fire door checks	Blocks that are more than 11 metres high	Every three months
Damp and mould checks	All properties	As required
Electrical inspection and testing	All tenanted homes and landlord-owned homes	Every five years
Fire risk assessment	High-rise building – 18m or seven floors or more	Annually
Fire risk assessments	All other properties with communal areas	One to three years
Flat front entrance door checks	Blocks that are more than 11 metres high	Annually
General fire protection – dry/wet riser, AOV, emergency lighting, sprinkler	Various properties	To industry standard
Landlord gas safety checks	All properties with gas	Annually
Lift planned preventative maintenance inspections	All buildings with passenger lifts	Monthly
Lightning protection	High-rise and higher-risk properties	Annually
Water hygiene risk assessment (prevention of Legionnaire's Disease)	All buildings with communal water tanks	Every four years, change to the system, or if the control method is no longer working
Water hygiene (sampling and monitoring)	All buildings with communal water tanks	Every six months

BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

THE TEAMS AT BRENTWOOD COUNCIL WHO MANAGES THE SAFETY IN YOUR BLOCK

COMPLIANCE

Ensures regular and statutory servicing and maintenance of key facilities in the building such as lifts, electrics, fire safety equipment, fire door inspections, central heating repairs and other systems are completed.



They also ensure activities that take place in your building are carried out in such a way as to not compromise it and your safety.

They are also here to ensure your voice is heard for anything related to fire safety in your building.

REPAIRS

Maintain your home to a good condition. When repairs are reported they will arrange for them to be completed by the correct expert.



HOUSING ESTATES

Manage all aspects of tenancy and estate management issues, anti-social behaviour, allocations, and mutual exchanges.



PLANNED WORKS

Deliver major improvement projects such as lift upgrades, sprinkler installs, fire door set renewals, kitchen, and bathroom replacements etc.



CLEANING

Ensure the building is maintained to a good standard, keeping communal areas clear and clean.



CUSTOMER CONTACT COMPLAINT CENTRE

If you are not happy with the service from one of the above teams, you can contact the Customer Contact Complaint Centre who will look into what has happened.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

MAKING A DIFFERENCE

TENANCY AUDIT HOME VISIT

We will visit you to discuss fire safety in your home and assist you with questions you may have about Gibraltar House. We will check you feel safe in your home by asking you how you feel about living in your block.



PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

As part of the tenancy audit home visit we will ask if you need help to evacuate in the event of a fire. This could be because of a disability or if you have reduced mobility.



NOTICEBOARDS

There is a new noticeboard in the lobby area with important information you should familiarise yourself with. Any important fire safety information will be updated here along with any notices from the Fire and Rescue Service.



ANONYMOUS REPORTING

You can report fire safety issues anonymously by using the numbers provided at the back of this leaflet and ask to remain anonymous or by emailing buildingsafety@brentwood.gov.uk.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

ANNUAL FIRE RISK ASSESSMENT

We work closely with our Fire Engineer who undertake annual risk assessments and recommend remedial actions to keep Gibraltar House in a safe condition.

We have also undertaken an External Wall Risk Appraisal, which is required for buildings over 18 meters or seven storeys tall. The document confirms the types of materials on the external wall.

This enabled the Council to obtain an EWS1 form created for anyone that requires the information to be able to sell their property.



ESSEX COUNTY FIRE AND RESCUE SERVICE

We are actively working with the High-Risk Task Force team at Essex County Fire and Rescue Service to reduce incidents in your block. We will share information about this on noticeboards.



HIGH RISE LIVING FORUM

The High-Rise Living Forum is made up of tenants like you who meet every three months to discuss building safety and other subjects affecting resident safety. The Forum is part of our commitment to ensuring you have an opportunity to influence building safety decisions. You are very welcome to join the group, please call 01277 312500 or email buildingsafety@brentwood.gov.uk to find out more.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

GETTING INVOLVED

HIGH RISE LIVING FORUM

Join our High Rise Living Forum. Residents meet with officers once every three months and we would be delighted if you wanted to find out more. Just call us on 01277 312500 or email buildingsafety@brentwood.gov.uk

IN THE FUTURE

Please let us know if you have any suggestions for changes to this guidebook.

Is there more information you would like? Can we make it easier for you to get involved in building safety decisions? We review this guidance every year and we would like to hear your views.

In addition to inviting your general feedback, there will also be times when we will ask for your opinions about decisions, we need to make that impact you. To do this we may send you a letter, email, discuss it during the high rise living forum, send a survey to complete, or invite you to a meeting. You will usually have 3 weeks to respond to the consultation, sometimes longer depending on the nature of the work.

We will always feedback the outcomes of these consultations to you, usually on our website and noticeboards in Gibraltar House - keep a look out.

You can find a full copy of your bespoke Resident Engagement Strategy on our website on the “High Risk Buildings” page.



BUILDING SAFETY AND STAYING SAFE AT GIBRALTAR HOUSE

KEEPING EVERYONE SAFE

Would you or anyone in your household need help to evacuate your building in an emergency?

For example, if you have any mobility issues or a visual impairment? Please let us know by calling 01277 312500 or emailing buildingsafety@brentwood.gov.uk . It may be necessary for an Officer to visit you in your home, and for a further visit from Essex County Fire & Rescue Service.



Is your information up to date?

It is important we have up-to-date information about who lives in our buildings in case of an emergency. This means you need to update your resident information if someone moves in or out, or if you have any medical conditions.



Second Edition: November 2025

Brentwood Borough Council

Town Hall, Ingrave Road, Brentwood, CM15 8AY

Telephone: 01277 312 500 | Website: www.brentwood.gov.uk
E-mail: housing.compliance@brentwood.gov.uk

