

Frequently asked questions about fire safety

Q: Do you have any tower blocks?

A: We have one block of flats that has six floors. Most of our buildings are three storeys or under.

Q: Do your buildings have cladding?

A: Some of our buildings have been clad. As part of the government required checks since the Grenfell Tower fire, we've inspected cladding on all our blocks of flats and can reassure our customers that we do not have the same cladding system on any of our blocks.

Q: Do your buildings comply with building and fire regulations?

Our buildings are regularly checked to ensure they meet current regulations. This includes ensuring all our contractors use approved materials which are certified where possible by authorising bodies.

The cladding systems are approved for use in the UK and meet the relevant British Standards.

Blocks of flats have a current fire risk assessment and these are updated regularly. Fire safety measures and all health and safety equipment is regularly tested and inspected as part of our approach to maintaining our stock.

Q: What happens when a communal fire alarm system is activated?

A: The fire alarm system is monitored at all times by our fire safety contractor. They are charged with the responsibility of notifying the fire service and our emergency response team in the event of a fire alarm activation or incident.

As well as responding to direction given by the emergency services, our team may also be requested to assist in providing access to information, securing the premises, facilities management and communicating with residents.

Q: Do you use sprinkler systems?

A: Not currently because it is not a requirement of the fire safety measures for the types of buildings we have. We work with the fire service to implement the most appropriate safety measures for each building and we'll continue to take advice on a regular basis.

[continued]

Q: How can I report issues with fire doors/equipment/fire escape routes?

A: Fire safety measures and all health and safety equipment is regularly tested and inspected as part of our approach to maintaining our blocks of flats.

If you spot something that doesn't look right then please email customer.service@settlegroup.org.uk or call us on 0330 343 0016.

Q: What else can I do to ensure my safety?

A: We're working in partnership with Hertfordshire Fire and Rescue who are happy to carry out [visits to your home](#) and provide advice and guidance on fire safety measures.

You don't need our permission to contact the fire service or to book a visit.