

Customer's name  
Address line 1  
Address line 2  
Address line 3  
Address line 4

One Vision Housing  
PO Box 891  
Orpington  
BR6 1LY.

**Telephone:** 0300 365 1111  
**Email:** [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)

xx/xx/xx

Dear <name>

## RE: Fire safety information for customers

As a responsible landlord, we want to ensure you are aware of the fire safety instructions for your home, including information on your flat entrance fire door, communal fire doors and the evacuation strategy for your building.

Fire Action Notices can be found in the communal areas of your building, normally in main entrances, exits, staircases and by lifts. These notices provide specific information on the action to take in the event of a fire and how to report it – **please familiarise yourself with the information below.**

Fire doors are an essential element of fire safety measures in your building. They help prevent the spread of fire, smoke, and toxic gases. Fire doors must never be tampered with or wedged open. We inspect fire doors in communal areas at least four times a year and will make every effort to inspect your flat entrance fire door at least once every 12 months.

We appreciate your cooperation in maintaining fire safety in your building by following the below:

1. Allow access to One Vision Housing colleagues, or those working on our behalf, as required to carry out necessary inspections.
2. Keep your flat entrance door and communal fire doors closed when not in use and never wedge a fire door open.
3. Never tamper with or allow anyone to tamper with self-closing devices on fire doors.
4. If you suspect that a self-closing device has been tampered with, or identify damage to any fire doors, please contact us immediately.
5. Do not do anything that could increase or create a risk of fire or affect the structure of the building, e.g. carrying out refurbishment or building works that create a safety risk.



The following information may also prove useful in relation to fire safety in your building:

1. The Accountable Person and Principal Accountable Person for fire safety in your building is 'One Vision Housing' and the contact address is PO Box 891, Orpington, BR6 1LY.
2. Tetra Tech is appointed to complete and review the fire risk assessment.
3. Lee Haugh, Building Safety and Compliance Manager for One Vision Housing is the responsible person for fire safety.
4. Sovini Property Services and other contractors and consultants are the nominated competent persons to implement firefighting measures.
5. We have a legal requirement to operate a mandatory occurrence reporting system for high-rise residential buildings. For further information visit [ovh.org.uk/support/building-safety-act-2022-mandatory-occurrence-reporting/](https://ovh.org.uk/support/building-safety-act-2022-mandatory-occurrence-reporting/)
6. The following authorities are responsible for enforcing fire safety for your building:
  - The Building Safety Regulator. For more information call 0300 790 6787 or visit [gov.uk/guidance/contact-the-building-safety-regulator](https://gov.uk/guidance/contact-the-building-safety-regulator)
  - Merseyside Fire and Rescue Service. For more information call 0151 296 4000 or visit [merseyfire.gov.uk/get-involved/contact/](https://merseyfire.gov.uk/get-involved/contact/)

If you have any concerns regarding fire safety, you can contact us by email at [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk), call us on 0300 365 1111, or speak to your Neighbourhood Services Officer.

Let's work together to keep you safe in your home.

Yours sincerely,

**Lee Haugh**

Building Safety and Compliance Manager