

BUILDING EMERGENCY PROCEDURES FOR



Chesterford House, 28/29 Store Street London WC1E 7BS

Prepared For:
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Last Reviewed	Person Reviewing	Significant Changes
25/7/24	Elliot Valentine	N/a
12/9/25	Stuart Marks	Upgrade of fire alarm system. Extension into flats and link to commercial units

1.1 General Information

1.1.1 Introduction

This emergency procedure document is designed to provide information so that everyone in the Building knows what to do and how to evacuate safely in an emergency.

In the event of an emergency arising from fire, explosion, a leak of gas or a flood, or any other cause, tenants are responsible for the safe evacuation of people from their part of the premises.

The Bedford Estates Facilities Manager must be notified immediately of any emergency and, where on-site staff are employed, they will assume responsibility for any subsequent evacuation from the common parts of the premises.

If dangerous substances are located on site, the emergency services must be informed of their presence, type and location so that they can draw up their own safety procedures for dealing with fires involving these materials.

The procedures covered in this document are:

- Fire evacuation
- Gas leaks
- General accidents and incidents
- Bomb threat
- Power failure
- Flood and water leaks
- Environmental incidents
- Lift failure
- Damage to suspected asbestos containing materials
- Glass breakage/building damage

The frequency recommended for a routine review of these procedures is annual, but is subject always to the need to review more regularly whenever there is a material change in the site that could affect the relevance of these procedures.

Tenants will be informed of any change to these procedures Facilities Manager, and will be re-issued with an up to date copy as required.

1.1.2 Property Details

Full site address	Chesterford House 28/29 Store Street London WC1E 7BS
Landlord	The Bedford Estates
Site contact name	Ediz Giritli – Property Manager
Day time contact number	0207 636 2885
Number of floors	5
Assembly Points	Corner of Store Street/South Crescent
Brief Description of Site	Chesterford House, 28/29 Store Street is a 5 storey (inc basement) listed multi-occupied building. Traditional brick walled construction, concrete floors, commercial retail demises have ashlar frontages and 28 & 29 are framed by ashlar mouldings. Commercial retail demises ground with 6 residential flats on the upper floors.
Occupancy details	Residential and offices

1.1.3 Emergency Services Information

Fire	Emergency: 999
	Non- Emergency No. 020 8555 1200
Police	Emergency: 999
	Non- Emergency No. 030 0123 1212
Ambulance	Emergency: 999
	A&E Dept. No. 0203 4567890
	A&E Dept. Address: UCL, 235 Euston Road, London NW1 2BU
Gas Emergency	Gas Leak Emergency Tel: 0800 111 999
	Location of Isolation Valve: Isolation on individual flat meters inside flats
Electricity	Electric Company/Supplier: UK Power Networks
	Electric Company Emergency No. 0800 316 3105
	Electrical Isolation Point: Ground floor passage
Water	Water Company/Supplier: Thames Water
	Emergency No. 0800 316 9800
	Water Supply Isolation Point: Water tank room, basement of Block 17-20 Gower Mews Mansions & in basement of 28 Store St commercial unit.
Health & Safety	Local HSE Office: 0300 0031677
	Environmental Health Office: 020 3567 8105
Environment	Incident Contact Centre: Tel: 0800 80 7060
	Local Environment Agency Office: 0370 850 6506

1.2 Fire

1.2.1 Fire Safety Controls

Management Control	There is no permanent Landlord presence on the site. <u><i>Tenants are responsible for managing their own evacuations in the event of an emergency.</i></u> In order to manage emergency situations effectively local control and leadership is required. In the event of a fire or other emergency a tenant should assume responsibility and control, this will likely be the tenant affected directly by the emergency. The tenant must ensure the alarm has been raised, where safe to do so and without delaying your evacuation, knock on other tenant's doors as you pass them and call the fire service as soon as it is safe to do so if it has not already been done. Tenants are responsible for ensuring that these are acted upon. Tenants are responsible for notifying the Facilities Manager of any site hazards that they become aware of.
Fire Risk Assessment	Biennial fire risk assessments of the building are completed by a competent consultant nominated by The Bedford Estates. Fire risk assessments should be reviewed regularly, at least annually. The fire risk assessment is available on request from The Bedford Estate Representative.
Fire Detection and Alarm System	There is an integrated fire detection and alarm system with detectors and manual call points (MCP) located in the communal area and flats. Additionally there is a linked interface between this panel and fire alarm system in the commercial unit in the ground and basement. When a detector is activated or an MCP operated in either the residential or commercial demises the evacuation alarm sounds continuously throughout the property. Upon activation of the alarm the person discovering a fire must call the Fire Service.

	The fire alarm is tested weekly by The Bedford Estates; if the alarm cannot be clearly heard or is not working correctly occupiers should report the problem to the Facilities Manager. All test records are held by The Bedford Estates. The fire detection and alarm system is serviced regularly by a competent contractor; this will be arranged by the Landlord
Smoke Control	Manually operable windows in head of stair skylight
Emergency Exits	A single protected concrete staircase providing escape from the upper floors, discharging through the front entrance at ground level.
Emergency Lighting / Emergency Escape Lighting	There is emergency escape lighting provided within the common areas, including staircase and landings. Emergency escape lighting is checked regularly and subject to a full discharge test annually by a competent contractor.
Fire Fighting Equipment	Fire extinguishers are not provided.
Fire Log Book	All records are held by The Bedford Estate
Assembly Point & Roll Call	The assembly point is Corner of Store Street/South Crescent It is the responsibility of all occupiers to ensure that their staff and visitors are aware of the location. In the event of an evacuation all occupants and visitors should proceed to the assembly point.
Visitors Procedures	It is the responsibility of hosts to ensure that all visitors (including contractors) are provided with relevant information contained within this Emergency Plan including instructions for action in the event of fire.
Disabled Access	Tenants are responsible for developing Personal Emergency Evacuation Plans (PEEPs) for staff and visitors as appropriate. For more information, refer to Fire Safety Risk Assessment Supplementary Guide, Means of Escape for Disabled People available from www.firesafetyguides.communities.gov.uk

1.2.2 Fire Emergency Plan (Simultaneous Evacuation)

In the event of a: Fire	ACTION
How people will be warned if there is a fire:	Electronic sounders will activate
If you find a fire:	If a fire is discovered the <u>immediate action</u> should be to: Activate the nearest Fire Call Point Warn all persons within your flat and leave together. Where possible turn off your cooker, oven, or gas fire if it is on. Ensure you close all doors and, if it is safe to do so, windows on the way out. Ensure you close the front door. Do not lock doors where there is a possibility people could remain trapped inside. Leave the building by the nearest available exit and move away to a safe distance. Call the fire service immediately.
Tackling a fire:	If a cooking pot or chip pan is involved, turn off the cooker and cover with a fire blanket if you have one, otherwise saucepan lid, tray or damp cloth. DO NOT USE WATER. Then follow instructions above. If there is any doubt evacuate immediately.
Hearing the alarm:	On hearing the evacuation fire alarm sound: A FULL EVACUATION is required Evacuate the building via the stair and front door exit. If you have visitors, instruct them to follow you. Where possible always close doors behind you. Do not put yourself at risk or cause delay.
How the fire and rescue service and any other services will be called:	Dial 999 and ask for the Fire Service.
Re-entering the building	Do not re-enter the building for any reason, until you have been instructed to do so by the Fire Service.

In the event of a: FIRE	ACTION
Plans to deal with people once they have left the premises:	Do not re-enter the building for any reason, until you have been instructed to do so by the Fire Service. The all clear can only be given if: The reason for a false alarm is clearly evident. OR The fire service have attended and having investigated have declared there to be no danger. AND The fire detection system is fully operational again to detect any new incident.

1.3 Emergency Procedure for Suspected Gas Leaks

If you smell gas or think you have a gas emergency call the free Gas Emergency Services line immediately on **0800 111 999**.

DO NOT	X Operate any electrical switches (on or off) X Smoke or use a naked flame
DO	✓ Open doors and/or windows to ventilate the area ✓ Check your gas appliances and turn them off ✓ Turn the gas supply off at the main meter
The gas isolation valve is located at:	Isolation on individual flat meters inside flats

Notify the Facilities Manager

If there is a fire on the premises, follow fire procedures.

1.4 General accidents and incidents

As an employer, it is the responsibility of the tenant to respond to, report and investigate accidents and dangerous occurrences within their workplace.

Where accidents occur in a common/landlord area of the property, the Facilities Manager **MUST** be informed as it may be their legal duty to report the accident or dangerous occurrence to the relevant enforcing authority.

Emergency contact numbers and details of local hospitals etc. can be found in section 1.1.3 of this document.

As an employer, the tenant has the following duties with respect to accidents and incidents

occurring within their workplace:

- Respond to any accidents within the workplace and provide first aid treatment as required.
- Report certain accidents and dangerous occurrences to the relevant enforcing authority e.g. the Local Authority or Health and Safety Executive. For details on what and how to report see <http://www.hse.gov.uk/riddor/index.htm>.
- Investigate accidents and dangerous occurrences to determine root causes and prevent recurrence.
- Co-operate with the enforcing authorities should they decide to investigate the incident further.

1.4.1 First Aid

First Aid provision is the responsibility of the tenant. It is important that tenant employers have made arrangements to ensure their employees receive immediate attention if they are injured or taken ill at work. You must therefore make an assessment of the hazards and risks in your workplace and establish an appropriate level of first aid provision. For further details on what is required, see <http://www.hse.gov.uk/firstaid>.

1.4.2 Vehicle incidents

Vehicle incidents within the car park or roadways under the control of the landlord should be reported to the Facilities Manager. If possible, take photographs of any damage to Buildings or structures and obtain statements from those involved. Record insurance details of all involved parties.

1.5 Bomb threat

Terrorist attacks, and attacks by extremist campaigners or malicious hoaxers are rare. However, they are designed to intimidate, disrupt, cause economic damage and could cause injury or loss of life.

During a bomb threat the Police and other agencies may offer advice but the responsibility to seek advice and act upon it lies with the tenant. It is not possible to be precise about exact procedures to be followed as this will depend on the circumstances and assessment by Police and tenant staff.

1.5.1 Suspicious Package or vehicle

If a suspicious package or vehicle is located in tenants' demise the occupier should instigate his own emergency procedures.

If the package/vehicle is located in landlords demise the emergency services should be called and other tenants informed of the problem.

The emergency services will take charge of the situation upon arrival at site.

1.6 Electrical failure

A major power interruption can be described as a loss of electrical power to an area of the property resulting from failure of high voltage switchgear or transmission lines.

This may result in a requirement to evacuate buildings and there may also be problems with power sensitive equipment and disruption to business. In the event of mains power interruption, the fire alarm systems will remain operational on battery back-up for 24 hours and the emergency lighting system for 3 hours.

In the event of a telephone the Electricity Supplier, see section 1.1.3 for contact details. Switch off sensitive electrical appliances / services for which you are responsible where they could be adversely affected by the restoration of power, e.g. servers.

Meet the electricity emergency services (if they attend) and brief them on the events and any hazards that could affect their health and safety.

An evacuation will need to be co-ordinated if required.

1.7 Flood and water leaks

If you think you may be at risk of flooding due to extreme weather you can find out more via the Environment Agency's website www.environment-agency.gov.uk/floodline or by calling their Floodline number on Tel: 0845 988 1188.

If there is an imminent risk apparent to the building fabric, persons or equipment, the following procedure should be followed;

- Relocate vehicles to higher ground. Move stock, fittings and high value equipment to above flood level;
- Turn off source of water leak if possible;
- Switch off electricity and gas source in area of water ingress (provided there is no risk to personal safety);
- Contain water wherever possible until assistance arrives by putting sandbags, airbrick covers or flood boards in place;
- Notify other occupants of building, co-operate with emergency services and local authorities and prepare to be evacuated.

In the event of a major flood or leak, electrical installations and equipment in the area should be turned off and should remain isolated until mopping up operations have been completed and the electrical systems checked by a qualified electrical contractor.

1.8 Environmental Incidents

To protect against potential liability under the Environmental Protection Act tenants should identify all potential contaminating substances and/or materials that they use or create.

Tenant companies should ensure that they have suitable controls in place to manage and dispose of such substances or material safely so as to prevent harm to people and/or the environment.

1.9 Damage to suspected asbestos containing materials

If the person is an outside contractor, tenant or a member of the public, the discovery of a suspect asbestos containing material must be notified to the Facilities Manager.

In any event they shall:

- Note the location and cease to work in this area; the area containing the material should be closed off immediately, with a notice fixed to each entrance and locked shut;
- Contractor to inform his/her immediate supervisor
- The supervisor shall inform the Facilities Manager
- The Facilities Manager shall inform the asbestos consultant, who will attend site as soon as possible.

If the suspect material is, in the view of the Asbestos Consultant in very poor condition (extremely damaged) and is giving rise to airborne dust, then the area containing the material shall remain closed off by:

- Ensuring that all the doors and windows in the immediate vicinity remain shut;
- Advising people not to enter the area;
- A notice is to be fixed to each entrance to the area being the legend "NO ENTRY - CONTACT (NAME AND TELEPHONE NUMBER)" in red on a white background and of prominent size and location;
- If external, cordon off the area with barrier tape.

No person other than the Asbestos Consultant or approved and licensed asbestos removal contractor shall interfere with any suspect material and shall not do so without prior consultation with the same.

1.10 Glass breakage/building damage

In the event of glass breakage or building damaged the tenants' representative must contact the Facilities Manager as soon as possible.

The Facilities Manager will assess the situation and call an appropriate competent contractor to assist with dealing with the situation.

The priority will be to ensure that the area is immediately made safe, for example by cordoning off the area and restricting access.

1.11 Specific Responsibilities

1.11.1 Property Manager / Surveyor

- To have ownership of this Fire Emergency Plan.
- Circulate this Fire Emergency Plan to tenants' representatives.
- Ensure the Fire Emergency Plan is kept up to date and reviewed at least annually.
- Encourage tenants to carry out basic fire training for all members of their personnel, facilitate group training sessions if appropriate.
- Ensure that adequate maintenance of fire safety systems and provisions in the building is carried out by competent organisations and that proper records of such maintenance are kept.
- Assist tenants in establishing Personal Emergency Evacuation Plans (PEEPS) as required for disabled occupiers.

1.11.2 Tenants

- Disseminate this Emergency Plan to occupiers.
- Establish Personal Emergency Evacuation Plans (PEEPS) as required for disabled occupiers.
- Co-operate with the Property Manager and other tenants in the establishment and use of effective fire procedures.
- Advise the Property Manager if they become aware of any defective fire precautions equipment or installations.
- Advise the Property Manager if they become aware of any problems with these Emergency Procedures.
- Take a full and active part in fire drills arranged by the Property Manager.

Appendix A – Fire Service Information

(To be made available to the Fire Officer attending any incident)

ITEM	LOCATION
Building layout & flat numbering	The building is used for residential and retail accommodation. 6 flats on 1 st – 3rd third floor accessed via a door in between the retail demises.
Tenants who may have difficulty leaving the building	Residents in Flats 1 & 2, both hard of hearing
Gas intake	Isolation on individual flat meters inside flats
Boiler room	Not applicable
Electrical intake	Entrance passage
Fire alarm indicator panel	Entrance passage
Lift motor room	Not Applicable
Riser inlets	Not Applicable
Sprinkler stop valves	Not Applicable
Basement flood access	Not Applicable
Fire lobbies	Not Applicable
Refuges	Not present
Private hydrants	Not Applicable
Private water supplies	Not Applicable
Hazardous substances	Not Applicable
Key risk rooms	Electrical Intake cupboard and risers in stairwell
Hazardous machinery	Not Applicable
Other	Not Applicable

Appendix B – Fire Safety Maintenance Checklist

Weekly:	• Test the fire alarms by activating different call points in rotation – tests recorded in Fire Log. • Check operation of all automatic release devices fitted to doors etc.
Monthly:	• Function tests the emergency lighting
Quarterly:	• Servicing and maintenance of fire detection and alarm systems by a competent engineer. • Carry out fire door inspections for common parts doors
Annually:	• Emergency evacuation plans reviewed by Property Manager. • Fire risk assessments reviewed by competent consultant. • Emergency lighting full annual discharge test by competent engineer. • Carry out fire door inspections for flat entrance doors