

BUILDING EMERGENCY PROCEDURES FOR



Ridgmount Gardens, London WC1

Prepared For:
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Last Reviewed	Person Reviewing	Significant Changes
25/7/24	Elliot Valentine	Change in fire alarm system – extended into flats
10/10/25	Stuart Marks	Removal of boiler
29/06/2026	Mark Dron	PCFRAs & disabled residents, Terrorism and Suspect Devices / . Vehicles, Hydrant information and Disabled residents.

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 demise.

The Bedford Estates Facilities Manager must be notified immediately of any emergency situation 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 by the Facilities Manager, and will be re-issued with an up to date copy as required.

1.1.2 Property Details

Full site address	Ridgmount Gardens London WC1
Landlord	The Bedford Estates
Site contact name	Sheila O'Dwyer – Property Manager
Day time contact number	020 7636 2885
Number of floors	Basement, Ground + 5
Assembly Points	Corner of Chenies Street and Ridgmount Street
Brief Description of Site	Ridgmount Gardens is a 7 storey Victorian Mansions Building featuring a series of eight residential blocks housing 149 flats located between a quadrangle of roads. The building consists of basement, lower ground, upper ground and four upper floors, (identified as floors 0 – 4 in the blocks). The building is interlinked at basement level via passages and central lightwells. A large proportion of the basement permits through access and thus alternative exit routes except for a couple of area which have padlocked passage doors. The building apartments range from one to four bedrooms laid out as follows; Block 1 flats 1-12 (16 flats) entrance on Chenies St; block 2 flats 12 - 24a (17 flats), block 3 flats 25 – 36 (19 flats), block 4 flats 37 – 48 (18 flats), block 5 flats 49 – 63 (flats 24 flats), block 6 flats 64 - 76 (18 flats) and block 7 flats 77 - 89 (18 flats) are all accessed from Ridgmount Gardens; block 8 flats 90 – 104 (18 flats). Some flats have an “a” designation and there are 3 Porters flats. There are no entrances on Huntley street. Construction of concrete frame, floors and stairs, traditional red brick walls, particularly at lower ground level and featuring ashlar stone window surrounds and moldings. Asbestos is present within the building. The basement area is used primarily used for storage units demised to the tenants, as well as plant areas and the porters’ office; all other floors are used for residential accommodation. Each block has an entrance opening into a passage/corridor with a concrete staircase providing access to the upper floors and a separate stair giving access down to basement level. The lay-out of the flats accessed from Ridgmount Gardens is similar but the end blocks have a different layout. The flats are located at off the staircase landings and are serviced by a passenger lift in each block which have been built into the lightwells and open into the staircase enclosures. There are electrical intakes located at basement level with risers and meters in the stairwells.
Occupancy details	Residential

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: Boiler room, basement. Gas meter also located in basement - DECOMISSIONED
Electricity	Electric Company/Supplier: UK Power Networks
	Electric Company Emergency No. 0800 316 3105
	Electrical Isolation Point: In the side passage of the basement beneath the blocks; and in risers in the stairwells with meters in cabinets outside flat entrances
Water	Water Company/Supplier: Thames Water
	Emergency No. 0800 316 9800
	Water Supply Isolation Point: Front basement (one for each block). There is a communal boosted pump in Block 4 that if isolated shuts off water to all upper floors.
Health & Safety	HSE: 0300 0031677
	Environmental Health Office: 020 3567 8105
Environment	Incident Contact Centre: Tel: 0800 80 7060
	Environment Agency London: 0370 850 6506

1.2 Fire

1.2.1 Fire Safety Controls

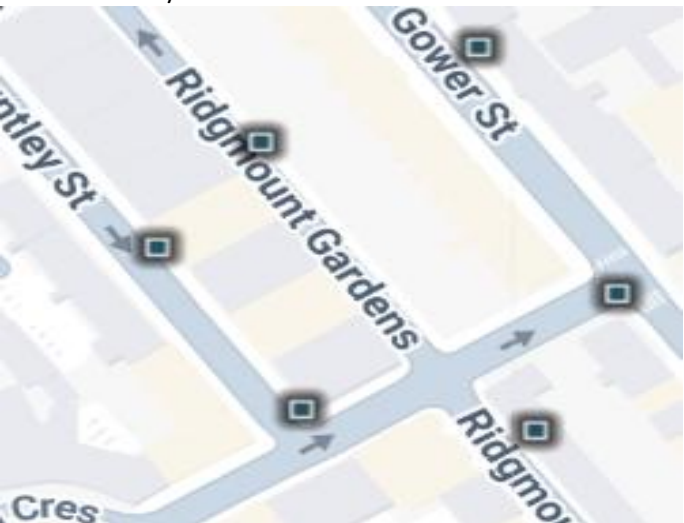
Management Control	There is a permanent Landlord presence on site by the way of 3 Porters who live on site. Their duty hours are 0700 – 2100 and they are on call outside of those hours. They have a sounder in their flats to alert them to a fire alarm activation. In the event of a single detector or manual call point activation the Porters will respond and have a 5 minute “staff investigation” period to determine the cause of the alarm. If they do not accept and silence the alarm within 5 minutes or confirm it is a real fire the system will go into full alarm (single tone electronic sounders) and the block must be immediately fully evacuated. Where two detectors are activated the fire alarm will go straight into full alarm and the block must be immediately fully evacuated. The Porter will investigate and where necessary they will call the fire service by dialling 999. The Porters will liaise with the Fire Brigade upon their arrival, the senior porter on duty will act as the Incident Control Officer. <u>Tenants are responsible for ensuring the alarm is raised if there is a fire in their flat.</u> <u>Tenants are responsible for managing their own evacuations from their flat and out of the building in the event of an alarm.</u> <u>Where tenants have identified themselves, or have been identified as vulnerable, a Person Centre Fire Risk Assessment will have been conducted by Bedford Estates and the relevant information will have been placed in the Premises Information Box for those individuals. In keeping with the requirements of the legislation, Bedford Estates will also facilitate input from the Local Fire Service on Home Fire Safety, if those individuals have no family or care assistance to do this.</u> Tenants are responsible for ensuring that these requirements are followed. Tenants are responsible for notifying the Porters of any site hazards that they become aware of.
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Fire Risk Assessment

Fire risk assessment of the building are completed by a competent consultant nominated by The Bedford Estates.

The fire risk assessment is available on request from The Bedford Estate Representative.

Fire risk assessments should be reviewed regularly, at least annually. A copy of the Fire Risk Assessment should be held on site.

Fire Detection and Alarm System	There is an integrated fire detection and alarm system with detectors, electronic sounders and manual call points (MCP) located in the communal area and extended into the flats with a heat/sounder in the entrance hall of each. Some flats have an additional device if they are large enough to require one. The main fire panel is located in the Porters Office in block 5 basement, with repeater panels located at the entrance of each block. When a detector is activated or an MCP operated the evacuation alarm sounds continuously throughout the building. There is a nimbus cloud system which alerts all 3 porters to their mobile devices with the location of the activated detector/MCP. 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	Natural ventilation only by means of windows off the landings, the block front doors and windows in flats.
Hydrants	Two x Hydrants are located on Huntley Street reference 125/1.6 and 125.1.5 and 1 x Hydrant on Ridgmount Gardens reference 125/1.1 

Emergency Exits	The main staircase in each block is the emergency exit route and leads directly to the emergency exit door to the front of the block at street level. The basement interconnects with each block via passages and lightwells providing multiple means of escape although it can be complex but Means of Escape “Running Man” signs are posted through the areas.
Emergency Lighting / Emergency Escape Lighting	There is emergency escape lighting provided within the common areas, including basement, staircase and landings. Emergency escape lighting is checked regularly and subject to a full discharge test annually by a competent contractor.
Fire Log Book	All records are held by The Bedford Estates
Assembly Point & Roll Call	The assembly point is the Corner of Chenies Street and Ridgmount Street 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	Bedford Estates will provide Personal Evacuation Plans (PCFRAs) and provide advice and assistance on these as part of their legal obligation. Further advice on Home Fire Safety can be found via the London Fire Brigade – Fire safety at home London Fire Brigade

1.2.2 Fire Emergency Plan (Residential – Phased/Delayed)

In the event of a: Fire	ACTION
How people will be warned if there is a fire:	Electronic sounders will activate, Porters will shout and knock on doors where safe to do so.
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.

Other Emergencies – Non-Fire

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:	Gas meter in basement, also isolation in boiler room – Gas services have been isolated following decommission of boiler

Notify the Facilities Manager

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

1.4 General accidents and incidents

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.

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>.

1.5 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 Packages or vehicles

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 landlord's demise the emergency services should be called and other tenants informed of the problem.

**UNATTENDED ITEMS:
LOST... or **SUSPICIOUS?****

H Hidden?

- Has it been concealed or hidden from view?
- Bombs are unlikely to be left in locations such as this – where any unattended item will be noticed quickly.

O Obviously suspicious?

- Does it have wires, circuit boards, batteries, tape or putty-like substances?
- Do you think the item poses an immediate threat to life?

T Typical?

- Is the item typical of what you would expect to find in this location?
- Most lost property is found in locations where people congregate.

If after applying the HOT protocols you still believe the item to be suspicious, call 999.

NaCTSO
National Counter Terrorism Security Office

**BRITISH
TRANSPORT
POLICE**

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 major power interruption 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 coordinated 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 resident 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

- 1.11.1 To have ownership of this Fire Emergency Plan.
- 1.11.2 Disseminate this Emergency Plan to Porters and residents.
- 1.11.3 Ensure the Fire Emergency Plan is kept up to date and reviewed at least annually.
- 1.11.4 Encourage tenants to carry out basic fire training for all members of their personnel, facilitate group training sessions if appropriate.
- 1.11.5 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.

1.11.2 Residents

- To read, understand and follow the Emergency Plan.
- Where required establish Personal Emergency Evacuation Plans (PEEPS) as required for disabled occupiers
- Co-operate with the Porters, Property Manager and other tenants in maintaining effective building fire safety.
- Advise the Porters or Property Manager if they become aware of any defective fire precautions equipment or installations.
- Advise the Porters or Property Manager if they become aware of any problems with these Emergency Procedures.

Appendix A – Fire Service Information

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

ITEM	LOCATION
Building layout & flat numbering	Flats located on Lower Ground, Ground and upper floors. Block 1 flats 1-12 (16 flats) entrance on Chenies St.; block 2 flats 12 - 24a (17 flats), block 3 flats 25 – 36 (19 flats), block 4 flats 37 – 48 (18 flats), block 5 flats 49 – 63 (flats 24 flats), block 6 flats 64 - 76 (18 flats) and block 7 flats 77 - 89 (18 flats) are all accessed from Ridgmount Gardens; block 8 flats 90 – 104 (19 flats).
Tenants who may have difficulty leaving the building	Please see LFB GN104-styled Template relating to Vulnerable residents and likely firefighter numbers required to assist etc.
Gas intake	Basement.
Boiler room	Block 6 Basement – boiler decommissioned
Electrical intake	In the side passage of the basement beneath the blocks and in risers in the stairwells with meters in cabinets outside flat entrances
Fire alarm indicator panel	Porters' office in basement. Repeater panel at the entrance of each block
Premises Information Box(es)	These are located in the Entrance Halls of Blocks 1, 5 & 8
Lift motor room	The lift motor rooms are located at roof level accessed from the top of the stairs at blocks 2, 4, 5, 7 & 8 with 1, 3 & 6 accessed from the adjacent block via the roof.
Riser inlets	Not Applicable
Sprinkler stop valves	Not Applicable
Fire lobbies	Each upper floor level
Refuges	Not present
Public Hydrants	Two x Huntley Street One x Ridgmount Gardens
Private hydrants	Not Applicable
Private water supplies	Not Applicable
Hazardous substances	Not Applicable
Key risk rooms	Basement Gas and Electrical Intakes
Hazardous machinery	Not Applicable

Appendix B – Fire Safety Maintenance Checklist (Bedford Estates FM and Porter team reference only)

Weekly:	• Test the fire alarms by activating different call points in rotation • Check operation of fire alarm interface to the lifts – does the lift ground on activation of alarm. • Check operation of all automatic release devices fitted to doors etc. • Test the lift alarms and emergency phones
Monthly:	• Function tests the emergency lighting. • Visual inspection of all communal fire extinguishers
Quarterly:	• Servicing and maintenance of fire detection and alarm systems by competent engineer. • Inspection of communal fire 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. • Inspection of flat front doors • Service of communal fire extinguishers