STAY PUT

HIGHER-RISK BUILDING

wishtower

Property Information Booklet

2027



We do Property and Asset Management better.

www.wishtower.com



Introduction

As part of our ongoing commitment to maintaining safe and compliant residential environments, we are pleased to share this year's Property Information Booklet. Please note this booklet does not supersede building-specific guidance. This booklet covers only generic Health & Safety and Fire regulations.

This booklet reflects the latest regulatory requirements and includes essential guidance on fire safety responsibilities, inspection protocols, and practical measures to help reduce risks within your property and the wider building.

We ask that you take a few moments to read through the enclosed information carefully.

Please pay particular attention to the sections of the booklet which may require you to provide further details to us at Wishtower, to ensure we hold up to date information about you, your building and how you use your property.

We understand that these health and fire safety responsibilities can sometimes feel complex – Wishtower are here to support you. Should you have any questions or require clarification, please do not hesitate to contact us. Together, through awareness and collaboration, we can continue to foster a safe and secure living environment for all.

Read this booklet online

Scan the QR code with your phone camera to view or download an online copy. Landlords – please share it with your tenants. Need it in large print or another format? Email info@wishtower.com

Why this booklet matters

- Keeps you informed of your legal duties.
- Explains your role in fire safety.
- Tells you how to report issues.
- Ensures emergency services have accurate information.



Fire Safety



Regulations



Resident Responsibilities



Support

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General fire safety

Fire safety in your block

The DOs

- Allow access to your flat for essential inspections and maintenance.
- Report damage to the building structure that could compromise fire safety (e.g. fire doors).
- Report anything in the communal areas or on fire exit routes that doesn't belong there.
- Get in touch with Wishtower before doing any works / renovations within your property, to ensure that you will not be compromising fire safety features of your property or the building. You may also require approval / consent from building control, which for a higher-risk building like yours is the Building Safety Regulator (see page 21).
- Notify Wishtower of any fault or damage to installed fire safety systems.
- Communicate with your property manager before removing, replacing or changing your flat entrance doors in any way (including the self-closing device).
- Test the smoke alarms in your flat every month.

The DON'Ts

- Don't obstruct the communal areas, stairs, corridors and landings, these often form the fire escape routes for the building.
- Don't prop open fire doors in communal areas.
- Don't store prams, bicycles or mobility scooters in communal areas without written permission.
- Don't store anything that might catch fire or burn in cupboards that have electrical equipment (especially items such as consumer units/fuse boards) unless they have been specifically designed for safe storage.
- Don't leave door mats (especially rubber-backed ones), shoes, plants or other items in communal hallways.
- Don't charge or store e-bikes, e-scooters or their batteries in communal areas, or use communal sockets for personal charging.

Your property operates the following evacuation strategy:

STAY PUT



Your Fire Risk Assessment shows your building is designed to hold back fire and smoke, giving you some protection. If a fire starts elsewhere in the building, you are usually safer staying in your flat.

Fire in your flat

- Get everyone out and close the door behind you.
- Use the stairs, not the lift, and don't stop for belongings or try to fight the fire.
- **Call 999** once you are outside.

Fire somewhere else in the building

- Stay in your flat and close your windows and doors.
- **Call 999** and tell them where you are in the building.
- Leave straight away if heat or smoke is affecting you, or if the fire service tells you to.

How to report a fire

CALL 999

1. **Call 999 straight away** and ask for the Fire Service. Don't assume someone else has already called.
2. **Give the full address,** including the building name, your flat number and which floor you are on.
3. **Say where the fire or smoke is** (if you know) and whether anyone is trapped or may need help to get out.
4. **Follow the operator's advice** and stay on the line if asked to.
5. **Once you are safe,** let Wishtower know. Out of hours, call 0345 512 0190.

If in doubt, get out.

Preventing fires in your flat



Kitchen

Cooking Safely

- Stay with your cooking — if you leave the kitchen, turn pans off or down.
- Don't cook if under the influence of alcohol or drugs.
- Keep children out of the kitchen unsupervised.
- Turn pan handles inwards; keep matches out of reach.
- Keep tea towels, cloths, and loose clothing away from the hob.
- Always check the cooker is off when finished.

Electrics in the Kitchen

- Keep plugs and leads away from water.
- Keep toasters clean and away from curtains/paper.
- Never put metal in a microwave (unless designed for it).

Deep Fat Frying

- Dry food before placing in oil.
- If oil smokes → it's too hot; turn off heat and let it cool.
- Never use chip pans — choose a thermostat-controlled fryer.

If a Pan Catches Fire

- Never move the pan or throw water on it.
- Turn off heat if safe.
- Close the kitchen door if possible.
- Get out. Stay out. Call 999.

Electric



Electrical Safety

- Use appliances as instructed by the manufacturer.
- Don't overload sockets or extension leads.
- Plug high-power items (e.g. washing machines) directly into a wall socket.
- Unplug appliances when not in use or before bed.
- Register white goods at registermyappliance.org.uk to get safety updates.
- Check recalls at productrecall.campaign.gov.uk before using second-hand items.
- Watch for scorch marks, flickering lights, loose plugs or broken sockets.

Portable Heaters

- Place heaters near walls, not in walkways.
- Keep clear of curtains, bedding and furniture.
- Never use it to dry clothes.
- Don't sit too close — risk of burns.

Electric Blankets

- Unplug before bed.
- Store flat, rolled, or loosely folded.
- Don't buy them second-hand.
- Check regularly for damage.
- Always follow manufacturer's instructions.

Preventing fires in your flat

Smoking

- Always put cigarettes out fully.
- Safer to smoke outdoors — never in bed.
- Use a sturdy ashtray (not bags or paper) that can't tip over.
- Never leave lit cigarettes, cigars or pipes unattended.
- Take extra care if you're tired, drinking alcohol or on medication — falling asleep while smoking can be fatal.
- Keep matches/lighters out of children's reach.
- Only buy child-resistant lighters and legally made cigarettes.

Candles

- Place candles and tea lights on stable, heat-resistant surfaces.
- Keep away from curtains, papers and other flammable items.
- Never leave candles burning when you leave a room or go to bed.
- Do not leave children alone with candles.
- Be extra cautious if you've been drinking or taking medication.

Balconies

- No barbecues, fire pits, patio heaters or chimineas.
- Don't store gas bottles, flammable items, or white goods.
- Keep balconies clutter-free — they may be escape routes.
- Don't use fireworks or sky lanterns from balconies.
- Don't add combustible screening or modify balcony structures.
- Avoid smoking on balconies. If you do:
  - Use a heavy ashtray with a little water.
  - Never throw smoking materials over the balcony.

If there's a fire or smoke in your flat

Get out. Stay out.

And Call 999

Smoke alarms in your flat



Most fires in blocks of flats start inside a flat. Under a Stay Put strategy the communal areas do not usually have an alarm that sounds throughout the building, so the alarms inside your own flat are your most important early warning – for you, and for your neighbours.

What we recommend

Each flat should ideally be fitted with an interlinked fire detection and alarm system to **BS 5839-6, Grade D1, Category LD2**. In practice this means:

- **smoke alarms** in the hallway / escape route within your flat and in your main living room
- a **heat alarm in the kitchen** (smoke alarms in kitchens cause false alarms)
- alarms that are **mains-powered with a sealed back-up battery** (Grade D1)
- alarms that are **interlinked**, so when one sounds they all sound

Looking after your alarms

- **Test them every month** by pressing the test button.
- Never disconnect, cover or paint an alarm, or remove its battery.
- Replace alarms when the manufacturer says – usually every 10 years.
- Fit a **carbon monoxide (CO) alarm** in any room with a gas, oil or solid-fuel appliance, such as a boiler.

If you let your flat

Landlords must, by law, fit at least one smoke alarm on every storey, fit a CO alarm in any room with a fixed combustion appliance (except gas cookers), check alarms work at the start of each tenancy and repair or replace any alarm reported as faulty.

If your flat is a **short-term or holiday let** (e.g. Airbnb), check your lease first, as many restrict this. You will also need your own fire risk assessment, and an interlinked system to the standard above is likely to be required. Please tell Wishtower if your flat is let.

E-bikes and e-scooters

and other lithium-ion batteries

Lithium-ion batteries in e-bikes, e-scooters, mobility scooters and other rechargeable items can catch fire very quickly if they are damaged, overcharged or poor quality. These fires spread fast, give off toxic smoke and are very hard to put out.

Never in communal areas

- **Don't charge, store or leave** e-bikes, e-scooters or their batteries in communal areas – corridors, stairs, lobbies, bin stores, cycle stores or car parks – unless Wishtower has given written permission for a designated area.
- **Don't use communal (landlord) power sockets** to charge anything personal. They are for cleaning and maintenance only.
- If you need to keep or charge a mobility scooter, please speak to Wishtower first.

Do

- Use the charger supplied with the product, or a genuine replacement.
- Buy from reputable sellers and register the product.
- Charge on a hard surface, away from anything that can burn.
- Unplug once fully charged.
- Have a working smoke alarm where you charge.

Don't

- Charge overnight or while you are out.
- Charge or store them in your hallway or by your front door – your escape route.
- Use damaged, swollen or modified batteries.
- Put old batteries in your household bin – use a recycling point.

If a battery catches fire: don't try to put it out. Get out, close the door behind you, stay out and **call 999**.

Electric vehicle charging



Electric vehicle (EV) chargers in car parks and shared areas must be installed and used safely – a poor installation can affect the fire safety of the whole building.

Before installing a charger

- **Get written consent from Wishtower** before installing any EV charger, outdoor socket or cabling in a car park, parking space or communal area. Your lease is likely to require this, and unauthorised installations may have to be removed.
- Use a **qualified, registered electrician**. The work must meet the wiring regulations (BS 7671) and the Building Regulations, and be notified to building control where required.
- Don't run cables through riser cupboards, walls or floors without approval – any openings must be properly **fire stopped**.
- Send Wishtower copies of the installation certificates when the work is complete.

Charging safely

- **Never run extension leads or trailing cables** from your flat, window or balcony, or across paths and communal areas.
- Don't plug vehicle charging cables into communal sockets.
- Keep the area around the charger clear of rubbish and stored items.
- If a charger, cable or socket is damaged, stop using it and report it to Wishtower straight away.

Routine testing

EV chargers should be **inspected and tested regularly by a qualified electrician** (we recommend once a year), who will issue a certificate. Please **forward a copy of the latest certificate to Wishtower** for our records.

If a vehicle catches fire

Move well away, **call 999** and tell them it is an electric vehicle. Don't try to put it out yourself – EV battery fires can give off toxic gases and can reignite hours later.

Communal areas

door mats, belongings, bins and security



Door mats

Door mats should not be left in communal hallways, corridors or landings – particularly rubber-backed mats. In a fire they add fuel and give off thick, toxic smoke. They are a trip hazard for anyone escaping in smoke or darkness, and they can stop fire doors closing properly. Please keep your door mat inside your flat.

Keep communal areas clear

Corridors, stairs and landings are escape routes and the way in for firefighters. Please don't leave shoes, plants, furniture, pushchairs, bicycles, boxes, rubbish or decorations in them. Items left in communal areas may need to be removed for safety.

Bins and rubbish

- Use the bins provided – never leave bags in corridors, on landings or outside the bin store.
- Keep bin store doors and lids closed.
- Arrange collection of bulky items through the council.

Security and arson prevention

- Don't let people you don't know into the building, or wedge entrance doors open.
- Report broken door entry systems, locks or lighting, and anything suspicious, to Wishtower.
- Never leave anything that could be set alight near entrances or under stairs.

If you smell gas: don't use switches or naked flames, open windows, turn off the gas at the meter if it is safe to, leave and call the **National Gas Emergency Service on 0800 111 999**.

Fire safety and fire doors



Fire doors are pivotal to your building's fire safety strategy. Used and maintained correctly, they stop fire from spreading through your building. Your flat door will give you and your neighbours sufficient time to escape and / or the fire brigade time to attend and potentially save your premises.

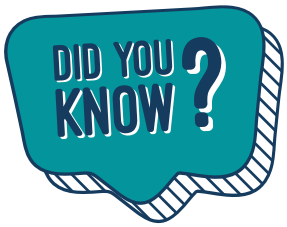
Please familiarise yourself with the important information below, as understanding fire doors, their role and ensuring they are in good condition is vital for everyone's safety. If, once you have reviewed this information, you have any concerns about fire doors in your property, let Wishtower know so that we can investigate further.

What is a fire door and why is it important?

A fire door is specially designed to automatically close behind you and to resist fire and toxic smoke for a certain period, typically a minimum 30 minutes (FD30s). In blocks of flats, there can be a mix of communal fire doors and flat front doors.

Flat entrance doors are particularly important as most fires in blocks of flats occur within the flats themselves. A well maintained and fire safe entrance door prevents the spread of fire and smoke into the common parts and ensures the safety of other residents. As a result, **fire safety law requires flat entrance doors** that open onto communal areas and escape routes shared with other residents **to give suitable fire protection and be kept in good order**.

Fire doors between stairways, corridors and lobbies keep those areas free from fire and smoke, so that they can safely be used by residents and others who might need to exit the building during a fire, and to assist the fire service entering the building to fight a fire.



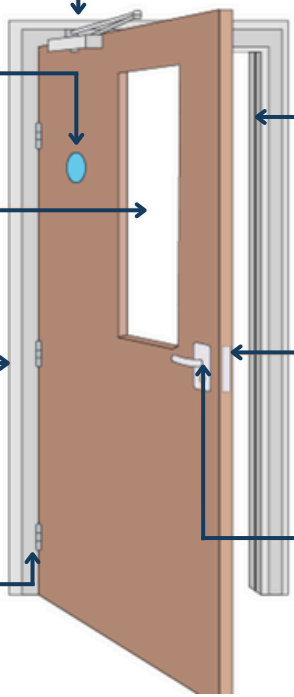
In most instances, flat front doors form part of the leaseholder's flat under the lease, so leaseholders are usually responsible for repairing them. Fire safety law also applies to flat entrance doors, so you may share legal duties to keep yours up to fire safety standards.

What you need to do:

Residents have an important role to play in ensuring that fire doors offer an effective barrier to the spread of fire and smoke into the common parts. There are very simple things which you can do to maintain fire safety:

- Always keep fire doors shut when not in use;
- Never tamper with or remove self-closing devices; and
- Report any fault or damage to Wishtower immediately.

Anatomy of a fire door



Automatic Door Closer
Pulls the door fully shut every time. Never remove, disconnect or wedge it open.

Signage
Communal fire doors need a 'Fire door keep shut' sign. Flat entrance doors don't.

Intumescent Strips
Strips and smoke seals round the edge expand in heat to block smoke and fire. Never paint over or remove them.



Vision Panel
This should be fire-resisting glazing.

Door Frame
The frame should be to the same standard as the door, ideally purchased as a set.

Locks and Latches
Should be suitable for fire doors, with intumescent protection where the door's certification requires it.

Door Handles
Should be suitable for fire doors and securely fitted.

Hinges
Fire-rated hinges (usually three), with every screw in place.

Are old doors OK?

There is a difference between modern fire doors and older type doors, often called 'notional fire doors'. This doesn't mean older doors are not fit for purpose. Provided they are in good condition, and subject to your building's fire risk assessment, they can still provide the protection they were designed for. Many have been in place for years and met the standards of the time.

Minimum requirements for inspections of fire doors

In buildings over 11 metres high, the Fire Safety (England) Regulations 2022 require communal fire doors to be checked every three months, and flat entrance doors at least once a year (using best endeavours to gain access). The checks make sure doors are in safe working order and good repair, and that self-closing devices work.

If defects are identified it may be necessary to undertake appropriate maintenance to ensure they remain fit for purpose or, where needed, to replace them. Please note, there is no requirement to replace a fire door simply because it does not meet the current standard under building regulations if the door remains in full working order from a fire safety point of view.

The minimum requirement is to undertake an inspection of the doors to identify any obvious damage or issues. These checks include:

- A fire-resisting flat entrance door has not been replaced with a new, non-fire-resisting door.
- Where a letterbox has been fitted into a door that did not previously have one, confirmation that the new letterbox is suitable for use in fire-resisting doors.
- Letterboxes should be firmly closed and not jammed open.
- Ensuring no damage / defects to the door, door frame or the securing wall that might affect the ability to resist the spread of fire or smoke (e.g. a split in the wood of a timber fire door, damage to any glazing in the door, warping of the door that affects its fit in its frame, a hole where a lock has been removed, etc.).
- There are no obvious defects to door furniture such as hinges (e.g. missing or loose screws), or other ironmongery (e.g. ventilation grilles).

Continued on next page...

Intumescent strips (which expand when exposed to fire and seal gaps around the door) and smoke seals (which look similar to draught seals), if present, are undamaged, make contact with the door edge or frame, and have not been painted over during decoration activities. If they were not originally present, this may be acceptable, subject to the findings of the fire risk assessment.

- The gap between the door and the frame is not too large. As a general guide, the gap should be no more than about 4mm, except at the bottom of the door, where the gap should be as small as practicable, whilst ensuring that the door is unlikely to snag on the floor even if the door drops slightly on the hinges.

- There is an effective self-closing device on fire doors of flat entrances. A fire door that does not close fully into its frame will not adequately hold back fire and smoke. You should check that the door will close fully into its frame when opened to any angle and allowed to close under the action of the self-closing device. A simple way to check this is to:

    - Firstly, open the door fully, then let it go.
    - Then open the door to around 15 degrees and let it go.

In both cases, the door should fully close into the frame, overcoming the resistance of any latch or friction with the floor.

Fire door checks: we'll contact you

When your flat entrance door is due to be checked, we will contact you to arrange access. The check is quick and non-intrusive. Please reply promptly and make sure someone can let us in – if your flat is let, please pass the request to your tenant or letting agent.

If any defects are found we will let you know what needs to be put right.

Spotting issues with fire doors

The following pictures represent common issues with fire doors. If you see any of these issues, please report them to Wishtower as soon as possible:



Door closer is broken or does not shut the door.



Fire door does not close properly or there is a gap at the edges or underneath



Door handles, closers, locks or hinges are missing or damaged.



The fire door frame is damaged or poorly fitted.



Fire door is damaged or has a hole in.



There is damage to the glass panel.



The seals around the edge of the door or frame are damaged, missing or have been painted over.



Screws are missing from hinges.



The fire door has had changes made to it after it was fitted, for example a ventilation grill has been added.

PEEPs
(Personal Emergency Evacuation Plans)



What is a PEEP?

A PEEP is a confidential document designed to ensure that individuals who may struggle to evacuate a building unaided during an emergency, such as a fire, receive the support and assistance they need from emergency services.

The purpose of a PEEP.

Identify residents who may need assistance during an emergency.

Make information readily available on site to emergency services about those residents' needs and locations.

Ensure that evacuation procedures are tailored to individual circumstances, improving safety and response times.

LEGAL REQUIREMENT

The Fire Safety (Residential Evacuation Plans) (England) Regulations 2025 came into force on 6 April 2026. In buildings of 18m or more (or 7+ storeys), and over 11m with a simultaneous evacuation strategy, residents who may need help to evacuate must be offered a person-centred fire risk assessment.

These regulations apply to your building. If you believe you or someone in your household may need help to evacuate, please request a questionnaire by emailing info@wishtower.com

Landlords: If your property is tenanted, please pass this information on to your tenant. Information you give us is held securely and shared only as our privacy notice explains – for example, with the fire and rescue service, with your consent, so they can plan to help you. Our privacy notice is on www.wishtower.com or available on request.

Vacant property and occupancy usage



The majority of residential block insurance policies include conditions and exemptions concerning unoccupied properties. Whilst each insurance policy is building-specific, insurers generally request to be notified if a flat is going to be unoccupied continuously for 30 days or more.

Typically, insurers stipulate specific conditions for unoccupied properties, and may also apply a higher excess for these unoccupied areas in the event of damage. Your building's summary of cover sets out the exact conditions, but in general terms they require the following:

- **Tell Wishtower** before the flat becomes unoccupied (or immediately afterwards), so we can notify the insurer.
- Isolate all gas and electrical services except electrical circuits required to maintain any fire or intruder alarm system.
- Isolate and completely drain the water system or set central heating systems to a minimum temperature of 5 degrees celsius during the period 1 October to 1 April each year.
- Where sprinkler systems are installed and water supplies must be maintained, set heating to a minimum temperature of 5 degrees celsius.
- Permanently seal the letter box and other unprotected apertures (speak to Wishtower first, as your letterbox is part of your fire door).
- Remove all combustible contents and waste from within the unoccupied area and any yard areas belonging to it.
- Secure the flat against unlawful entry by closing and locking its doors and windows and setting all its security and alarm systems.

Inspections:

- The flat / unoccupied area will be subject to a programme of internal and external inspections to ensure continuing compliance with insurance terms and conditions.
- Inspections must commence from when the flat / property is unoccupied and continue at intervals not exceeding 7 days thereafter.
- Inspection results must be recorded and retained.
- Any new accumulations of combustible materials including but not limited to junk mail found during such inspections are to be immediately removed.
- Tell Wishtower within 7 days if damage or unauthorised entry to the unoccupied areas becomes evident or known, so we can notify the insurer.

Leaks and water damage

- **Know where your stopcock is** so you can turn the water off quickly, and **report leaks to Wishtower straight away** (out of hours: 0345 512 0190).
- Leaks into other flats are a common insurance claim, which can push up premiums and excesses for everyone. You may be liable for damage that starts in your flat.

If your property is or is going to be unoccupied, please report this to Wishtower at info@wishtower.com

Frequently asked questions

Fire and safety

Q: Can I store items in communal hallways?

A: Not without our written permission. Hallways must be kept clear for safety.

Lease and legal

Q: Can I make alterations to my flat?

A: Most structural or significant changes require consent. Check your lease and contact Wishtower before starting work.

Service charges and accounts

Q: What does my service charge cover?

A: Your lease will outline what service charge monies cover. Typically it's cleaning, lighting, insurance, maintenance of communal areas, and contributions to reserve funds for major works.

Q: How often are service charges billed?

A: Typically quarterly or annually but it depends on the terms within your lease. Payment details are included on your service charge invoice.

Everyday living

Q: Where should I dispose of bulky waste (furniture, appliances)?

A: Do not leave items in communal areas. Contact the council for collection services or use designated disposal points.

Q: What are the rules on noise?

A: Leaseholders must avoid causing nuisance. Please be considerate, especially during evenings and nights.

Access and security

Q: How do I get replacement keys or fobs for communal doors?

A: Please contact Wishtower. A fee may apply, and proof of residency will be required.

Repairs and maintenance

Q: Who is responsible for repairs inside my flat?

A: Usually the leaseholder, for internal repairs (plumbing, electrics, fixtures), but check your lease. Wishtower manages the communal areas and structure for the client.

Q: How do I report a repair in communal areas?

A: Please email info@wishtower.com or call the office. Emergency issues (e.g., leaks, lift breakdowns) should be reported immediately via the out of hours number.

Communication

Q: How do I contact the managing agent?

A: Office contact details are on the back of this booklet. Outside office hours, call the emergency line.

Q: How can I raise a complaint or concern?

A: Submit in writing to Wishtower. We will acknowledge all complaints and handle them as per our formal complaints procedure.

Your building is a higher-risk building



Your building is at least 18 metres or 7 storeys high and has two or more homes, so it is a **higher-risk building** under the Building Safety Act 2022. It is registered with the **Building Safety Regulator (BSR)**, the national body that oversees the safety of these buildings.

Who is responsible

Every higher-risk building has at least one **Accountable Person** – the organisation legally responsible for managing the risks of fire spreading and structural failure in the shared parts of the building. Where there is more than one, one of them is the **Principal Accountable Person**. Their names and contact details are displayed in your building. Wishtower manages your building and is your first point of contact for building safety.

What the Accountable Person must do

- Assess and manage the risks of fire spreading and structural failure.
- Prepare a safety case report for the building and keep it up to date.
- Have a resident engagement strategy explaining how you can get information and have your say.
- Run a complaints procedure for building safety concerns (see page 23).
- Report serious structural and fire safety occurrences to the BSR.
- Display the building assessment certificate in the building once the BSR issues it.

Building and renovation work

Works to a flat in a higher-risk building may need approval from the Building Safety Regulator, which acts as building control for these buildings. Always speak to Wishtower before you start.

Your duties as a resident



The Building Safety Act 2022 (section 95) gives residents aged 16 or over, and flat owners, three legal duties in higher-risk buildings:

1. **Don't create a significant safety risk**
   Don't do anything that creates a significant risk of fire spreading or of structural failure – for example, removing walls or fire doors without consent, or blocking escape routes.

2. **Don't interfere with safety items**
   Don't damage, remove or tamper with safety items in the shared parts of the building, such as fire doors and closers, smoke vents, fire alarms, sprinklers, dry risers and signage.

3. **Respond to requests for information**
   If the Accountable Person reasonably asks for information they need to manage safety risks, you must provide it.

If a duty is breached

The Accountable Person can issue a contravention notice and, if needed, apply to the county court. If access to your flat is needed to assess safety risks or check these duties, we will ask in writing. If access isn't given, the Accountable Person can apply to the county court for an order.

Landlords: please make sure your tenants know about these duties – they apply to them too.

Information and complaints



Information you can ask for

You can ask Wishtower for information about your building's safety, including summaries of its fire and structural risk assessments, its fire safety measures and evacuation arrangements, the resident engagement strategy and the building safety complaints procedure. You can also ask for further information, which may include the building's safety case report.

Having your say

The resident engagement strategy explains how we share safety information and involve residents in decisions about building safety. We welcome your views – tell us how you would like to be involved.

Raising a building safety concern

1. **Tell Wishtower** at info@wishtower.com or speak to your property manager. For urgent safety issues out of hours, call **0345 512 0190**.
2. If you are not satisfied with the response, use the **Principal Accountable Person's building safety complaints procedure**. A copy is displayed in your building and available from us.
3. If your complaint is still not resolved, you can refer it to the **Building Safety Regulator** through GOV.UK.

Complaints about service charges or our management service follow our formal complaints procedure and, if needed, the Property Redress Scheme.

Safety features in your building



Buildings 18 metres or higher have extra fire safety measures under the Fire Safety (England) Regulations 2022. Please help us keep them working.

Secure information box

Usually near the main entrance, it holds building plans and key information for firefighters. Please don't tamper with it.

Wayfinding signs

Floor and flat numbers on stairs and lobbies help firefighters find you quickly. Don't cover or remove them.

Lifts and equipment

Firefighting and evacuation lifts and other key firefighting equipment are checked every month. Faults not fixed within 24 hours are reported to the fire service.

Information for firefighters

Floor plans and details of the external walls are shared electronically with the local fire and rescue service.

Evacuation plans

The residential evacuation plan rules apply to your building. If you or someone in your household may need help to leave in an emergency, please ask us for a questionnaire (see page 17).

Report it

Damage to fire doors, smoke vents, alarms or other safety equipment should be reported straight away to info@wishtower.com or, out of hours, **0345 512 0190**.

PROPERTY INFORMATION FORM

Please complete and return to Wishtower

A: CORRESPONDENCE DETAILS

OWNERS' FULL NAME(S):

PROPERTY ADDRESS:

CORRESPONDENCE ADDRESS:
(if different from above)

TELEPHONE NUMBER(S):

Landline:

Mobile:

EMAIL ADDRESS(ES):

Email (1):

Email (2):

Please indicate your mailing preference:

Post Only ☐ Email & Post ☐ Email Only ☐

Please note if your preference is "Email Only", we will require a waiver to be completed. This will be sent to you separately.

OWNER SINCE:
(Date of purchase)

B: PERSONAL EMERGENCY EVACUATION PLAN (PEEP)

The purpose of a PEEP is to ensure the safety of the named individual in a building evacuation situation. If you are confident that you can evacuate the building unaided, you will **not require** a PEEP. However, please do not assume a 'hidden impairment' would not require assistance in an emergency situation.

Do you require a PEEP questionnaire to be sent to you?

Yes ☐ No ☐

If your flat is let, please pass this question to your tenant.

Please return this form to Wishtower by post or email info@wishtower.com

PROPERTY INFORMATION FORM (CONTINUED)

C: HOW YOUR PROPERTY IS USED

The property is currently (please tick one):

- ☐ Lived in by the owner
- ☐ Let on a tenancy
- ☐ Short-term / holiday let
- ☐ Unoccupied (see pages 18-19)

If let, please give your tenant's or letting agent's details:

Name: _____

Telephone: _____

Email: _____

Number of people who normally live in the property: _____

D: YOUR FLAT

Is your flat fitted with working smoke alarms?	☐ Yes	☐ No
Has your flat entrance door been changed or altered (e.g. new door, letterbox, lock or closer)?	☐ Yes	☐ No
Is there an EV charger or outdoor socket for your parking space?	☐ Yes	☐ No
Is an e-bike, e-scooter or mobility scooter kept or charged in your flat?	☐ Yes	☐ No

Signed: _____ **Date:** _____

The information you give will be held securely and used only to help manage the building and its fire safety. Our privacy notice explains how we use it – see www.wishtower.com or ask us for a copy.

Please return this form to Wishtower by post or email info@wishtower.com

Useful contacts

Fire, police or ambulance – emergency	**999**
Wishtower out of hours emergency	**0345 512 0190**
Gas emergency (if you smell gas)	**0800 111 999**
Power cut	**105**
NHS – urgent but not an emergency	**111**
Police – non-emergency	**101**
Wishtower general enquiries	**info@wishtower.com**

Water supply problems: contact your water company (the number is on your water bill).

Free home fire safety visits

Your local fire and rescue service offers free home fire safety visits (often called 'Safe and Well' visits). They can check your smoke alarms, help you plan your escape and advise on fire risks in your home, and in some cases may fit alarms for you. They are especially worthwhile for **older or disabled residents, people who live alone**, or anyone who smokes or uses medical oxygen. Contact your local fire and rescue service to book.

Selling or letting your flat

- **Pass this booklet on** to your buyer or tenant, or share the online copy (scan the QR code on page 2).
- **Tell Wishtower** the new owner's details and completion date, or your tenant's or letting agent's contact details.
- Make sure tenants know your building's **evacuation strategy** and how to report a fire (page 5).

Get in touch with us

info@wishtower.com

Brighton
Queensbury House, 106 Queens Road
Brighton, BN1 3XF
01273 658030 (Mon-Fri, 9am-5pm)

Croydon
Regus Croydon Mosaic East, 17 Addiscombe Road
Croydon, CR0 6SR
0203 150 2050 (Mon-Fri, 9am-5pm)

Eastbourne
23 Marshall Road, Eastbourne
BN22 9AD
01323 312121 (Mon-Fri, 9am-5pm)

OUT OF HOURS EMERGENCY
T: 0345 512 0190

wishtower

RICS®

PRS Property Redress Scheme

GREAT ORMOND STREET HOSPITAL CHARITY

www.wishtower.com