GREATER MANCHESTER
FIRE AND RESCUE SERVICE

ADVICE AND INFORMATION ABOUT INSPECTIONS OF HIGH-RISE RESIDENTIAL BUILDINGS UNDER THE REGULATORY REFORM (FIRE SAFETY) ORDER 2005

Greater Manchester Fire and Rescue Service (GMFRS) is committed to ensuring the safety of the Greater Manchester community through our prevention, protection, and response activity. As the enforcing authority for the Regulatory Reform (Fire Safety) Order 2005 (the Fire Safety Order) we undertake inspections of a wide range of premises across Greater Manchester. Our inspections of high-rise residential buildings are based on both ensuring compliance with the Fire Safety Order and the Fire Safety (England) Regulations and our approach recognises that there may be a number of people with responsibility for fire safety.

This information provides a basic overview of responsibilities under the Fire Safety Order and explains when and how we will inspect high-rise residential premises and the information you will be asked about as part of an inspection. It also details the powers of our Inspectors who conduct these visits and your rights if we inspect your premises.

This information also contains links to other resources that you may find useful and which contain more detailed advice and guidance. Where these resources are freely available the link to the relevant website and document has been included and is embedded in the document. The Government guidance and resources are available on www.gov.uk and there is a search facility. Where British Standards have been listed these are available from the British Standards Institute at https://knowledge.bsigroup.com/ however, please note the majority of British Standard are not available without purchase.

Responsibility for Fire Safety

The Fire Safety Order applies to most premises. How the premises is used will determine who is responsible for fire safety – this is 'the responsible person'. The responsible person has overall responsibility for fire safety in the premises and carries the legal obligation for ensuring compliance with the Fire Safety Order.

In a **residential block of flats** the Fire Safety Order says **the responsible person** is the person in control of the building with the carrying on of a trade, business or other undertaking. This will generally be the person who has control of the communal areas of the premises and obligations in relation to the repair and maintenance of the premises including the structure and be responsible for the collection of service charges. The responsible person for a high-rise residential building will ordinarily be an organisation, for example a limited company, a public body, a charity or a trust.

As well as the responsible person there may be other people who have responsibility for complying with the Fire Safety Order – for example if a managing agent is employed and fire safety is part of their management – the extent of their legal responsibilities will be determined by what is within their control through the contractual agreements in place.

This information sheet is intended to assist anyone who has responsibility for fire safety in a high-rise residential building to prepare for an inspection

Duties under the Fire Safety Order

The Fire Safety Order is concerned with making sure that premises are safe for people in the event of a fire. It requires the responsible person to take steps to reduce the likelihood of a fire occurring and spreading and to ensure that if a fire does occur people in the premises do not come to any harm from the fire.

There is guidance available from the Government for different types of premises and this is free to download from the Government website www.gov.uk under 'Fire Safety law and guidance documents for business'. You can find this by going to the Government website and searching for 'fire safety' via the following link:

The appropriate guidance for your building will depend on the age, use and design guides used at the time of construction. The general guidance available from the Government in relation to residential flats is 'Fire safety in purpose-built blocks of flats' guidance, but you may also need to refer to the 'Fire safety risk assessment: sleeping accommodation' guidance. In modern buildings which have been designed using specific design guidance, for example BS9991 *'Fire safety in the design, management and use of residential buildings – Code of practice'* you may need to refer to this guidance.

Fire Risk Assessment

The starting point to ensure the safety of a premises is a requirement to make a suitable and sufficient **fire risk assessment**. This is a systematic approach to considering the risk to people from fire and what measures need to be put in place to ensure people are safe.

There is guidance on completing fire risk assessments in the 'Fire safety in purpose-built blocks of flats guidance', which can be found on the government website www.gov.uk by typing the guidance name in the search bar. However, please note that in relation to fire risk assessments the specified approach of four types of fire risk assessment are not considered by GMFRS to be an appropriate approach to assessing the risks in high-rise residential buildings. It is unlikely that GMFRS will consider a so called 'Type 1' fire risk assessment to be suitable and sufficient.

This guidance was originally produced in 2011 and has not been updated and some elements may not be appropriate for your building and the relevant British Standards for some of your fire safety provisions may have changed. The content of the

Guidance in relation to Personal Emergency Evacuation Plans has been redacted pending the issue of further Government guidance.

Until recently a common standard for Fire Risk Assessments in residential buildings was '**PAS 79-2: 2020 -** *Fire risk assessment. Housing. Code of practice'* and this approach may have been used in some of your existing fire risk assessments. This PAS is currently being reviewed by the British Standards Institute and is being revised as a British Standard.

The Fire Safety Act 2021 amended the Fire Safety Order to clarify that the external walls and structure of a building are covered by the legislation. This means that the fire risk assessment for a high-rise residential building **must consider the risk of external and internal fire spread**. The fire risk assessment should include information about the materials used in the external wall and assess any risk of external fire spread.

GMFRS expects that for high-rise residential buildings the work required to identify and assess the materials in the external wall will already have been undertaken. If your fire risk assessment does not consider the risk of external fire spread as part of the audit process you will need to explain why, and the steps you are taking to review and update the fire risk assessment. GMFRS will expect that you have followed the 'Fire Safety Act commencement: prioritisation guidance' published by the Home Office and provide details of the priority rating given to your building.

If you have identified that there are materials in the external walls which may contribute to external fire spread and have not previously had a specialist assessment undertaken then the relevant standard for your fire risk assessment will be 'PAS 9980 Fire risk appraisal of external wall construction and cladding of existing blocks of flats – Code of Practice' (PAS9980). This provides advice on the risk of fire spread via external wall construction and sets out a methodology for competent professionals to conduct and record fire risk appraisals of external walls – this is commonly referred to as a FRAEW.

If you choose to arrange for the fire risk assessment to be undertaken by an outside company or individual you should take steps to ensure that they are competent. The Fire Sector Federation has produced a 'Guide to Choosing a Competent Fire Risk Assessor' and this guide along with other helpful information can be found on the National Fire Chief's Council website at https://www.nationalfirechiefs.org.uk/

The fire risk assessment is fundamental to ensuring that the responsible person has assessed the risk from fire and implemented the appropriate fire safety measures to mitigate any risks.

Fire safety arrangements

The Fire Safety Order requires the responsible person to make and give effect to fire safety arrangements that are appropriate for the planning, organisation, control and monitoring of the preventive and protective measures. These are the measures identified in the fire risk assessment as being necessary to ensure the safety of people in the event of a fire.

It is essential that all parties involved in the management of the building and their employees are aware of the fire safety provisions and the steps they need to take as part of the fire safety arrangements – where individuals have specific responsibility for example for undertaking testing of any of the fire safety systems, they should have received training to enable them to do this effectively.

Where a change is being made to the evacuation strategy for the building this will ordinarily be as a result of the findings of the fire risk assessment. If your fire risk assessment identifies that the building can no longer support a 'stay put' policy you should follow the 'Guidance to support a temporary change to a simultaneous evacuation strategy in purpose-built blocks of flats' co-ordinated by the National Fire Chiefs Council (NFCC) and available on the NFCC website.

The fire risk assessment should provide the basis for the general fire precautions which are needed in the building and identify the 'preventive and protective' measures which are required to ensure the safety of residents and others using the building. It is essential that responsible persons are familiar with the content of the fire risk assessment and the measures that they need to take to ensure that all of the fire safety provisions within the building are operating as intended and that where work is required this is arranged within an appropriate timescale.

In cases where GMFRS undertake an inspection in response to a change to the evacuation strategy they will pay particular attention to the fire safety arrangements and are likely to ask you to demonstrate the following:

- How the fire safety arrangements are managed including arrangements for testing and maintenance of fire safety features
- Plans for undertaking work identified as necessary by the fire risk assessment including timescales
- How information about the fire safety arrangements and the fire safety provisions in the building are communicated to residents
- How residents can report concerns about the fire safety provisions in the building

It is important that the responsible person or your representative has access to the relevant documents that support the fire safety arrangements - this may include the original fire safety strategy, the fire risk assessment and the documents and records which relate to the fire safety arrangements. GMFRS may request copies of these documents.

Compartmentation – Article 8 of the Fire Safety Order

It is fundamental to the safety of residential buildings that there is adequate fire resistance between different areas of the building - referred to as compartmentation and this forms part of the general fire precautions that are required under Article 8 of the Fire Safety Order.

Following previous guidance released from Government including Advice Note 14 and the Consolidated Advice Note and the current PAS9980 you should have

arranged for a holistic review of the fire risk assessment for the building and this should have considered the risk of internal fire spread. If there are visual indications that there may be breaches in the compartmentation it is unlikely that a fire risk assessment commonly referred to as a 'Type 1' fire risk assessment will be considered to be suitable and sufficient.

When inspecting the building GMFRS will pay particular attention to the compartmentation and fire stopping in the building and will be looking at the following areas:

- Between residential units and common areas
- Between floors
- Between uses e.g., commercial and residential
- Between service risers and residential flats / common areas
- Between ancillary areas / rooms and residential flats e.g., plant rooms

Although GMFRS Inspectors do not undertake invasive inspections we may want to look above ceiling tiles and access service shafts and riser cupboards and will pay particular attention to the following areas:

- Fire stopping between electrical intake boxes and flats
- That any cables and pipework which pass into flats have appropriate fire stopping and that any cables are secured so as not to pose an entanglement hazard for firefighters.
- If rubbish chutes are present they have appropriate firestopping and protection to prevent the spread of smoke

You may find the following resources helpful:

- The Association for Specialist Fire Protection (ASFP) has numerous free to download guides available at ASFP Publications - ASFP via the website www.asfp.org.uk
- The Building Regulations 'Fire Safety Approved Document B' available on www.gov.uk
- BS 9991:2015 Fire safety in the design, management and use of residential buildings – Code of practice. Clause 59 Ensuring that systems respond properly in an emergency.

Means of Escape - Article 14 of the Fire Safety Order

The Fire Safety Order imposes a range of obligations in relation to the means of escape in a high-rise residential building and ensuring that the means of escape are adequately protected from fire and smoke, kept clear and any doors can be easily and immediately openable is essential to ensure the safety of residents.

The means of escape may include a number of areas within the building including:

- Corridors between the front door of a flat to the stair/s
- The stairs and staircase enclosures.
- From the base of stair to an area outside the building

During an inspection, GMFRS may require information about the systems you have in place for checking that the means of escape can be used safely by residents. Inspectors are likely to inspect all areas forming the means of escape and will be looking at the following areas;

- Are the means of escape sterile and clear from any obstructions
- Are travel distances within the recommended guidance - if not are the mitigatory measures which form part of the fire strategy being managed effectively
- Are final exit doors unobstructed and capable of being easily openable
- Where there is an entry control system that override controls are in place and operating effectively
- Are any storage areas, risers and service cupboards locked and kept free of rubbish
- If portable firefighting equipment is available it is located appropriately with clear signage
- Whether evacuation lifts are present and if so these are operating effectively

As well as looking at the above areas, GMFRS Inspectors will also be auditing compliance with the Fire Safety (England) Regulations 2022. As the premises is a high-rise residential building, all elements of the Regulations will apply. The requirements are:

- A requirement to submit information electronically to GMFRS in relation to the design and materials used in the external walls
- A requirement to submit plans of the building electronically to GMFRS
- A requirement to undertake checks of fire doors including quarterly checks of fire doors in communal areas and annual checks of flat front doors
- A requirement to provide a Secure Information Box at the premises
- A requirement to install wayfinding signage
- A requirement to provide fire safety information to residents when they move in and on an annual basis
- A requirement to undertake monthly testing of key firefighting provisions and report any faults which cannot be rectified within 24 hours to GMFRS

You may the following resources helpful:

- Government Guidance & Factsheets on the Fire Safety England Regulations
- GMFRS Guidance & Resources on the Fire Safety England Regulations
- The FIA & NFCC Code of Practice on the provision of Premises Information Boxes
- The Building Regulations ‘Fire Safety Approved Document B’
- BS 9991:2015 Fire safety in the design, management and use of residential buildings – Code of practice. Clause 59 Ensuring that systems respond properly in an emergency.

Fire Doors

Fire doors are essential to ensuring that the means of escape can be used safely by residents evacuating the building.

It is essential that you have adequate arrangements in place for inspecting and maintaining fire doors throughout the premises and this includes;

- Fire Doors in common parts:
- Cross corridor doors.
- Doors protecting lobbies.
- Doors protecting staircases.
- Doors to service riser cupboards.
- Doors to plant rooms etc.
- Fire Doors to flats.

The system of maintenance will be assessed against Regulation 10 of the Fire Safety (England) Regulations 2022 which requires:

- The responsible person must use best endeavours to undertake checks of fire doors at the entrances of individual domestic premises in the building at least every 12 months.
- The responsible person must keep a record of the steps taken to undertake best endeavours including in any case where access to the domestic premises was not granted during any 12-month period, the steps taken by the responsible person to try and gain access.
- The responsible person must undertake checks of any fire doors in communal areas of the building at least every 3 months.

During an inspection GMFRS Inspectors may require information about the specification of fire doors in the premises and may want to see details of the testing of the doors. The Inspectors are likely to inspect a sample of doors in the premises and will be looking at the following areas:

- Are the doors intact with no holes or breaches of integrity
- If the doors have glazing is this fire rated
- Where there are different types of door in the premises are they all fire resisting doors
- Are self-closing devices fitted and operating effectively
- Where hold open devices are present are these operating effectively and subject to a suitable system of maintenance and testing
- Are the doors properly fitted and is the door furniture suitable
- Are the doors fitted with intumescent strips and cold smoke seals and that these are in good condition

In addition, GMFRS Inspectors will expect you to be able to provide details of how you monitor the condition of fire doors and the systems you have in place to identify any defects and arrange necessary repairs.

You may the following resources helpful:

- British Woodworking Federation Fire Door Alliance BWF Fire Door Alliance | Guidance on Fire Door Maintenance & Inspection available at www.firedoors.bwf.org.uk
- Government Guidance & Factsheets on the Fire Safety England Regulations
- GMFRS Guidance & Resources on the Fire Safety England Regulations

Emergency Escape Lighting

The Fire Safety Order requires that where necessary to ensure the safety of people evacuating emergency escape routes are provided with emergency lighting to illuminate escape routes in case of the failure of normal lighting systems.

The areas which are likely to require emergency lighting are;

- Common corridors / areas.
- Stairs
- Final exit doors

During an inspection the local GMFRS Inspectors will want to see that you are testing and maintaining emergency lighting systems and will also be looking at the following areas;

- Is the emergency lighting sufficient to ensure the means of escape can be safely used if the normal lighting fails
- Is emergency escape lighting located correctly – at the entrance to stairs, at changes of level and final exit doors
- Is there an appropriate electricity supply
- Is the emergency lighting in effective working order

You may the following resources helpful:

- BS 5266-1:2016 Emergency lighting. Code of practice for the emergency lighting of premises.

Automatic fire detectors and alarms - Article 13 of the Fire Safety Order

The presence and purpose of automatic fire detection and alarms is complex in residential buildings and it is essential that responsible persons understand the systems in place in their building, including the cause and effect.

In buildings which have been designed to have a ‘stay put’ strategy it is likely that any automatic detection will be linked to other fire safety features and not to give sound a warning in all areas of the building.

Where an alarm has been installed to support the evacuation of the building on a simultaneous or phased basis this should have been designed by a competent person based on your fire risk assessment.

During an inspection GMFRS Inspectors will require information about the systems you have in place and will want you to demonstrate that you understand the cause and effect of the system and have an appropriate maintenance regime in place.

They will be considering any automatic detection in the following areas:

- In common parts including corridors and stairs.
- Ancillary areas e.g., plants rooms etc.
- Residential flats.

The GMFRS Inspector will expect you to be able to demonstrate:

- The purpose of any automatic detection and how it relates to other fire safety measures – for example smoke control systems
- The cause and effect of the system and that if operates effectively
- The systems in place have been communicated to residents and they understand the basics of how the system will operate and have been informed not to tamper with the systems
- That residential flats have appropriate fire detection and alarms
- Where a full fire alarm system has been installed that this extends into all of the residential flats
- Detectors are sited appropriately and are not obstructed or covered
- All parts of the system are securely fixed
- Any control panels are operating effectively without faults

You may the following resources helpful:

- BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises.
- BS 5839-6:2019+A1:2020 Fire detection and fire alarm systems for buildings. Code of practice for the design, installation, commissioning and maintenance of fire detection and fire alarm systems in domestic premises.
- BS 7273-6:2019 Code of practice for the operation of fire protection measures. Fire detection and fire alarm systems. Interface with ancillary systems and equipment.
- BS 7273-4:2015+A1:2021 Code of practice for the operation of fire protection measures. Actuation of release mechanisms for doors.

Smoke Control / Clearance Systems

In residential buildings smoke control systems are a vital fire safety measures to ensure that the means of escape do not become filled with smoke. The type of system in the building will depend on when it was built and the date of any

subsequent refurbishment as well as design code used to establish compliance with the Building Regulations.

It is essential that responsible person understand the systems in place in the building and how these are intended to operate in the event of a fire. You must also have a suitable system of testing and maintenance in place.

The type of smoke control systems that may be present in residential buildings are:

- Natural ventilation systems may include:
    - Opening Ventilators (OVs) in common lobby / stair (generally smaller premises).
    - Permanently open ventilators in common corridors (cross ventilation via opposing ventilators / openings).
    - Automatic Opening Ventilators (AOVs) in common corridors on an external wall.
    - AOVs in common corridors into a shaft.
    - AOV at the head of a stair / stairs.
- Mechanical ventilation systems may include:
    - Mechanical ventilation via a shaft.
    - Mechanical ventilation via ductwork.
    - Pressurisation of an area (generally the stair).
- Control system

If you are unaware of how the system in your building is designed to operate and this is not addressed in the fire risk assessment you should arrange for a competent person to attend the building and assess the system and explain to you how it works.

During an inspection GMFRS Inspectors will want to see that you are testing and maintaining the smoke control systems and will also be looking at the following areas:

- Any vents are free from obstruction and have not been painted or secured shut
- Are the vents openable when needed and readily available without the use of a key or a code
- Do any automatic opening vents operate as required and expected on activation of the automatic detection
- Where shafts are present as part of the system are they kept clear
- Where shafts are present is there a safety grille in place at every level
- Are override controls available for use by Firefighters
- If a control system is present it has a power supply and no faults are identified

You may find the following resources helpful:

- The Smoke Control Association (SCA) ‘Guidance on Smoke Control to Common Escape Routes in Apartment Buildings’ available at www.smokecontrol.org.uk

- BS 9991:2015 Fire safety in the design, management and use of residential buildings – Code of practice. Clause 14 Smoke control.
- BS 9999:2017 Fire safety in the design, management and use of buildings. Code of practice, clause 27 and Annexe I
- Approved Document B.
- BS EN 12101 series 'Smoke and heat control systems' (this is a multi-document separated into different elements of smoke control system requirements)
- MHCLG 'Advice for Building Owners of Multi-storey, Multi-occupied Residential Buildings' – although this Advice has been withdrawn following the publication of PAS 9980 you may find the section on Smoke Control Systems a helpful overview.

Facilities for Firefighters - Article 38 of the Fire Safety Order & Firefighting Access

The Fire Safety Order requires you to maintain any facilities which have been provided in the building for the use by or protection of firefighters are subject to a suitable system of maintenance and are maintained in an efficient state, efficient working order and good repair. This requirement applies to facilities which have been provided under the Fire Safety Order or other legislation including legislation which has been subsequently repealed.

The type of facilities provided for firefighters in the building will depend on the original design of the building and when it was built or refurbished. The most common facilities that will have been provided for use by or the protection of firefighters are:

- Dry or wet risers
- Firefighting Lifts
- Lifts which have a 'Fireman's switch'
- Protected shafts
- Floor numbering
- Wayfinding signage
- Evacuation Alert System

The responsible person and anyone involved in the management of the building should be aware of the firefighting facilities in the building and how those provisions are intended to assist firefighters. The provisions within the building should be recorded in the fire risk assessment and the necessary testing and maintenance regimes should be identified and form part of the fire safety arrangements.

When undertaking an inspection, GMFRS Inspectors will consider:

- The type of lift provided and the maintenance arrangements
- That the lift is working as intended
- Risers are available and accessible and subject to regular maintenance

- Where an Evacuation Alert System is provided it has been installed correctly including siting of sounders, signage and the control panel
- Where provided floor numbering and wayfinding guidance meets appropriate standards

When undertaking an inspection, GMFRS Inspectors may also wish to consider the access to the building for firefighters. Although this falls outside of the requirements of the Fire Safety Order access for appliances and firefighters can be essential for an effective operational response. This is likely to include:

- Access for appliances with any areas reserved for emergency vehicles clearly marked
- Measures are in place to prevent unauthorised parking that would obstruct emergency access
- Where a Premises Information Box is available this is located appropriately and contains relevant information

It is also likely that an Operational Crew will attend the premises to collect information to support an effective emergency response and you may be required to provide access codes and an out of hours emergency contact and provide copies of plans for the building.

You may find the following resources helpful:

- BS 8899:2016 Improvement of fire-fighting and evacuation provisions in existing lifts. Code of practice (particularly Annexes A & B).
- BS 9990:2015 Non automatic fire-fighting systems in buildings. Code of practice
- BS 9999:2017 Fire safety in the design, management and use of buildings. Code of practice.
- BS 8629:2019 Code of practice for the design, installation, commissioning and maintenance of evacuation alert systems for use by fire and rescue services in buildings containing flats.

Automatic Fire Suppression Systems

Where a building has an automatic fire suppression system this forms part of the preventive and protective measures and should be subject to a suitable system of maintenance. The type of system present in a residential building may include:

- Residential sprinkler systems.
- Residential water mist systems.
- Commercial sprinkler systems (in multi-occupied buildings and / or where a residential system is not appropriate).
- Commercial water mist systems (in multi-occupied buildings and / or where a residential system is not appropriate).
- Coverage of AFSS e.g. residential flats only, common corridors areas, ancillary spaces, adjacent commercial units / car parks etc.

Where an automatic fire suppression system is present then during an inspection the GMFRS Inspectors will consider:

- The type of system present and the coverage
- Where the system is provided within flats that sprinkler heads have not been painted over
- There is no sign of tampering with the system
- There is a suitable maintenance regime for the system

You may find the following resources helpful:

- BS EN 12845:2015+A1:2019 Fixed firefighting systems. Automatic sprinkler systems. Design, installation and maintenance.
- BS 9251:2014 Fire sprinkler systems for domestic and residential occupancies. Code of practice.
- BS 8489-1:2016 Fixed fire protection systems. Industrial and commercial water mist systems. Code of practice for design and installation.
- BS 8458:2015 Fixed fire protection systems. Residential and domestic water mist systems. Code of practice for design and installation.
- Approved Document B.
- BS 9999:2017 Fire safety in the design, management and use of buildings. Code of practice.
- BS 8629:2019 Code of practice for the design, installation, commissioning and maintenance of evacuation alert systems for use by fire and rescue services in buildings containing flats.

GMFRS inspections of premises

GMFRS Inspectors carry out inspections under the Fire Safety Order to ensure that premises are safe and the responsible person is complying with the Fire Safety Order and the Regulations.

In most cases we will give advance notice that we are planning to carry out an inspection. If we receive a complaint or information that the Fire Safety Order is not being complied with, an inspection can be carried out without giving notice. The powers of our Inspectors under the Fire Safety Order are set out at the end of this document along with the rights of any one whose premises is inspected.

What happens after an audit or inspection?

The outcome of our visits will depend on whether we are satisfied that the Fire Safety Order is being complied with and if the premises are safe. In all cases we will write to you to confirm our findings and explain what, if any, action you need to take.

If you are complying with the Fire Safety Order and we are satisfied the premises are safe we will write to you and confirm this. We may include advice about how you can ensure the premises remains safe and small steps you can take to improve your fire safety arrangements.

If we consider that you are taking most steps necessary to comply with the Fire Safety Order and / or the Regulations but need to make some small improvements, we will write to you and set out which requirements of the Fire Safety Order and / or the Regulations you are not fully complying with and the action you need to take.

If we consider that you are not complying with a number of requirements of the Fire Safety Order and / or the Regulations, then we are likely to take formal action through an **Enforcement Notice**. This will set out which requirements of the Fire Safety Order are not being complied with and why that is the case and specify the action you need to take and a date by when this must be done.

If we serve an Enforcement Notice, we will carry out further inspections of the premises to ensure that you have taken the necessary action. If you do not comply with an Enforcement Notice, then you will be committing a **criminal offence** and depending on the circumstances you could be prosecuted.

If during an audit or inspection, we find that the premises is dangerous, and people would be at risk if there was a fire, we will take immediate action. This can involve a **Prohibition Notice** being served which prohibits or restricts the use of the premises immediately or from a specified date and time.

A Prohibition Notice will specify why we think the use of the premises is putting people at risk and what needs to be done to reduce the risk. A Prohibition Notice does not give you a date by which you must take action and it is your responsibility to contact us once you have taken the action the notice states you must take.

If a Prohibition Notice is served it is a **criminal offence** if you or anyone else uses the premises in the way the Notice describes and you could be prosecuted. If a Prohibition Notice is served, we will usually also serve an Enforcement Notice to ensure the premises is made safe.

Contacting us

When we write to you to arrange an inspection or confirm the outcome we will provide you with the details of the Fire Safety Inspector who will be visiting your premises. If you are not clear about what is expected from you or you do not understand the letters that they send you can contact them for further advice.

If you have a general enquiry you can contact us via email at FireSafetyHighRisk@manchesterfire.gov.uk or via phone on 0800 555 815 between 9am and 5pm Monday to Friday.

Tell us how we did

We are committed to continually improving the we way we deliver our services and seeking feedback after our inspections. Once we have inspected your premises we will ask you to provide feedback on how we did.

This is through an online survey which is hosted on the GM Consult platform and can be accessed via this link GMFRS Customer Insight - Fire Safety Inspection Feedback - Greater Manchester Combined Authority - Citizen Space (gmconsult.org) or scanning the QR Code below.

If you are not happy with the service you have received from us you can make a complaint under our Complaints Procedure which can be found on our website www.manchesterfire.gov.uk or by emailing complaints@manchesterfire.gov.uk