



What a Fire Officer does



To ensure the safety of our residents ClwydAlyn have dedicated Fire Officers, this factsheet is aimed to tell you what they do and how they keep you safe

What does a Fire Officer do?

The Fire Officer is responsible for checking the communal smoke detectors and fire alarms are working as they should and that they don't need replacing or repairing. They are also responsible for making sure the communal fire extinguishers are in date and in good working order should they need to be used in the event of a fire and that the emergency light systems are working and will turn on to help you find the exit if there is a fire.

The Fire Officer also checks that the communal areas such as corridors are free from rubbish or clutter. Residents are not allowed to leave anything in the communal areas as they pose a risk in the event of a fire. Fire Officers make sure no one is leaving anything in the communal areas and advising residents to remove them if found.

How often does the Fire Officer visit?

The Fire Officer carries out a weekly visit at communal properties. Once a week you may hear the Fire Alarm sounding. **You should be aware that if the Fire Alarm is sounding for a long period of time that it is not the Fire Officer and you should follow safety procedures for the event of a fire.**

I want to give feedback or raise an issue, who should I contact?

We welcome your feedback in order to improve the services which we provide, please contact us with your comments, concerns using one of the following methods:



enquiries@clwydalyn.co.uk



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