



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199

In the event of a fire in your home

To make a comment, suggestion or complaint about a council service, download a feedback form online at www.eastlothian.gov.uk or pick one up at your local office.

Further information

Contact your Area Housing office on 01620 827827 to speak to your CHO.

East Lothian Council
John Muir House
Haddington
EH41 3HA



**What to do and
who to contact**

What to do in the event of a fire

If a fire breaks out in your home:

- **Do not tackle the fire yourself.**
- **Leave quickly, without collecting belongings**
- **Check everyone is safe, outside**
- **Contact emergency services on 999**

When the Fire Service arrives

- **Do not get in the way of fire fighters.**
- **Your belongings may suffer smoke and water damage, even in a small fire.**
- **Fire fighters remove all fire damaged goods from rooms. They may quickly put furniture, clothes, carpets, etc. out of the window. Items may be irreparably damaged.**
- **The Fire Service may help recover vital items, such as medication.**

Finding emergency accommodation

If you cannot stay with family or friends, we will try to find you somewhere else. To do so in an emergency limits options and could mean staying in a hotel or bed and breakfast until we can allow your safe return.

If fire breaks out during council office hours (9am–5pm Monday to Thursdays, 9am–4pm, Friday) call East Lothian Council's Contact Centre on **01620 827827** and ask to speak to your Area Housing office.

If you have nowhere to stay our **out of office hours emergency number is 0800 169 1611** for temporary accommodation.

Contact your Area Housing office as soon as possible thereafter. Your Community Housing Officer (CHO) will help find the best housing solution. If your insurance pays for temporary accommodation, tell your CHO and/or emergency homelessness officer.

You cannot go home until we say it is safe.

Even if the fire is small and quickly put out, that may take several days. In major fires it could take months, if at all.

Rent & benefits

Your CHO can ask the council's Rent Income, and Welfare Rights teams to help you manage with any associated issues as a result of a fire.

Cleaning up after a fire

Once it has been declared safe you will be allowed home to start the process of cleaning up and getting back to normal. If items are damaged beyond repair we can help you dispose of them.

Support

A fire is a traumatic experience and can impact both your finances and mental wellbeing.

Your CHO will help you find and replace damaged household goods.

If you are struggling to cope, contact your GP for support and referral to support services if required.

If currently assisted by our Adult Social Care team, you can discuss any extra help you need as a result of the fire with your social worker.

Prevention & insurance

Prevention is best.

Get a **free Fire Service Home Safety visit**, and updated fire alarms if recommended. Call: **0800 0731 999**

Home Contents Insurance helps pay for items damaged by fire.

East Lothian Council can arrange an affordable policy for you. Pick up an application form at a housing office or apply online at:

www.eastlothian.gov.uk/home_contents_insurance

Please keep this leaflet to hand.
This information is also available
at **www.eastlothian.gov.uk/fire**