

# Your fire front door

## Customer guidance



### What will your fire door do?

- Protect you from fire within a communal area or another flat.
- Protect others from a fire within your flat
- Provide protection against smoke and fire for a minimum of 30 minutes.
- Create a safer living environment for you, your family and other residents.
- Help to save lives and protect your property in the event of a fire.

### Who is responsible for your fire flat door?

- You - as a resident living in your property, you have a duty to ensure that you do not purposely affect the operation or integrity of the fire door set, placing yourself and others at risk.
- Coastline - as property owner, Coastline has a duty to inspect and action repairs to your front door. Sometimes leaseholders will be responsible for repairs or replacement – please check with us.

### If my door is being replaced, how long will this work take and what will be involved?

- Installations can vary but the work should take no longer than two working days.
- There might be a break in between the first and second day, this will depend on the amount of finishing required.
- Coastline will contact you to arrange a convenient day for the work to start. On day one your old door and frame will be taken out and the new door set will be installed. The new door will be left secure and working correctly at end of the day.
- On day two we will finish the making good. This might be any filling and painting that was damaged by taking out the old door frame.

**It is important we have an up-to-date contact number for you. Please let us know as soon as possible if your details have changed.**

### Contact us

My Coastline - on app or at [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

Email - [customer.service@coastlinehousing.co.uk](mailto:customer.service@coastlinehousing.co.uk)

Telephone - 01209 200200

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### What can I do with my fire front door?

- Open and close it.
- Lock and unlock it.
- Wipe it clean with water, using a soft cloth. Wiping your door and frame regularly can make all the difference and help stop heavy dirt and grit building up which can cause problems later on.

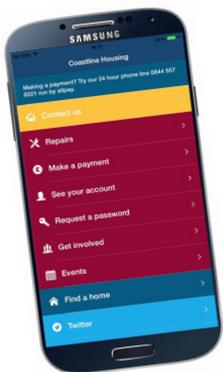
### What can't I do with my fire front door?

You must not alter the door in any way, otherwise we may charge you to replace it. Examples of what you must not do:

- Replace with any other door.
- Wedge the door open.
- Block the door with furniture or other items.
- Tamper or disconnect the self-closing mechanism.
- Cut in and fit a cat flap.
- Cut in and fit a new letterbox.
- Trim or cut any part of the door (including when fitting carpet/flooring).
- Paint or varnish the door or frame.
- Screw/nail into the door or frame.
- Affix any other locks or handles.
- Stick anything to the door.
- Hang over door hooks.
- Use any cleaning products or chemicals on the surface or components.

### What should I do if my fire front door stops working correctly or if I think there is a problem?

You need to contact Coastline to book an appointment for an engineer to visit and complete any remedial works needed.



**My Coastline** is our digital service on app and website.

Report and book repairs, check your account, make payments, and more.

Download the app from your device's store now or visit [www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

