

UNIVERSITY OF MANCHESTER.**FIRE SAFETY ADVICE NOTE NO 4.****HELPDESK USE FOR FIRE SAFETY REPAIRS****1. Introduction.**

There are various Fire Safety elements that go towards making our buildings safe, examples of these include such things as: -

- Fire resisting compartments and fire protected routes, to help occupants to get out of our buildings safely should a fire occur;
- Fire doors with self-closing devices which hold back fire and smoke to protect escape routes;
- Final fire exit doors which should always be accessible.
- Fire alarms, to alert all occupants in case of fire.
- Emergency lighting and fire signage to ensure that occupants can find their way out of a building safely.

These are just some examples and there are many such elements within a building. However, for any of them to work as designed they must be kept in good repair and not compromised. For example a fire door cannot protect people if it is wedged open or if the self-closer isn't working, a final exit is of no use if it is locked or access to it obstructed, a fire alarm achieves nothing if activation is ignored.

An essential element of fire safety in buildings is therefore the vigilance of the occupants themselves who can make sure the housekeeping and fire safety elements of a building remain safe and are functional.

It is very important that all occupants are aware of this and that if they notice that any of the fire safety elements within a building are defective, that the fault is reported quickly because if it isn't, it could impede the safe evacuation of occupants in case of a fire. This Fire Safety Advice note aims to show what must be done immediately, should any such defect be discovered.

**FIRE SAFETY IS EVERYONES RESPONSIBILITY SO IF YOU SEE
SOMETHING WRONG, REPORT IT.**

2. How to report any Fire Safety building defect.

The University of Manchester “Helpdesk” is the first point of contact for reporting a defect that is in need of repair, there is a dedicated procedure and online facility via the University’s Helpdesk homepage, (see the link below).

<https://www.estates.manchester.ac.uk/services/msu/helpdesk/>

The facility provides advice on how to access the wide range of services available across all parts of the Directorate and processes all requests for small repair-type work from start to finish. If you need to contact the Helpdesk and for general enquiries, you can use: -

Email -estates@manchester.ac.uk

or Telephone: -161 275 2424 Monday to Friday 8:00am - 4:00pm

In case of a serious emergency and outside of these times you should report any problems to the Main Security Office on 52728

Residences Buildings – Staff in the University's halls of residence should log all their requests for work on the Building Maintenance facility which can be found on the following link - also available of the helpdesk online webpage:- [Building Maintenance](#).

3. In conclusion.

The University has a large building stock and has a large amount of staff, students and visitors. The Estates building repairs team work tirelessly to maintain all of its buildings to a high standard. Fire Safety is taken extremely seriously and if any related building defect is reported early, then naturally it will be repaired more quickly. Please try to report any defects as quickly as you can whenever a problem is noticed helping to ensure that our occupants and buildings remain safe.