

Factsheet



In case of a fire, get out, stay out and call 000. Never go back inside a burning building. Your safety is our top priority.

Smoke alarms

Working smoke alarms save lives. Smoke alarms detect the presence of smoke or fire in your home and will be installed on your ceiling. Do not remove them or cover them.

When smoke is detected, they produce a loud, distinctive sound, which will wake you and your family if you are asleep. They provide early warning for you and your family to evacuate safely in case of a fire.

Report smoke alarm issues

If you experience problems with your smoke alarm such as beeping or false alarms due to cooking, or it is damaged, report this to the Customer Care Hub immediately on 1800 573 370. We will arrange a contractor to attend your property to fix it.

A smoke alarm will emit a warning signal before the battery fails, which sounds like a chirping sound.

Annual smoke alarm testing

By law, SGCH must conduct annual smoke alarm tests and fire safety inspections of each property. We will let you know when these are happening. You must provide us access to your property for these inspections to keep you and your family safe. This is a condition of your Residential Lease Agreement.

If we cannot access your property for an inspection, we may issue you a fee and we will gain access via a locksmith.

Clear exits

Unlock deadlocks when you are at home, or make sure keys to all locked doors are readily accessible in case you need to escape.

Reduce clutter in your homes and ensure your personal items are not blocking windows and doors which you may need to use to exit your home.

Have an escape plan

Familiarise yourself with where the fire exits are in your building so you have an escape plan. Don't use a lift in a fire - use the emergency exit/stairs.

Fire Safety Doors

Ensure that you keep fire safety doors closed at all times and do not use anything to hold the doors open.

Fire doors and fire stairs must not be blocked at any time. They need to be clear for use in an emergency. If you have anything stored in fire exits, remove it. If you see any items stored in or near fire exits or stairs, let us know straight away on **1800 573 370**.

As you escape make sure you close internal doors behind you to prevent the fire from spreading.

Safe habits

Never smoke in bed and take extra care if consuming alcohol while smoking.

Always keep lighters and matches away from children and educate them that they are “tools not toys” that should only be used by responsible adults.

Keep looking when cooking

Do not use gas cookers inside and never leave cooking or other open flames unattended. This includes candles and oil burners.

If you have a gas, electric or wood BBQ always check that it is in safe working order before lighting and that it is operated by a responsible adult.

Never use water to put out a fat or oil fire.

Safe storage of hazardous materials

Do not store gas (LPG) bottles inside your house or garage. Fumes can escape and cause an explosion.

If you have a garage or shed remember to take extra care with any stored chemicals and fuels. Always refuel mowers and edgers when they are cold and in the open.



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