

## Fire Scene Investigation

Following a fire, a formal Fire Scene Investigation may be required. This investigation aims to determine the cause, and development of the fire. It may involve multiple agencies, such as the police. We aim to complete investigations as quickly as possible to support business continuity, although it may take several weeks.

## Business Continuity

Consider how a fire may affect your business continuity and future growth. Resources and advice for business continuity planning are available on the HM Government website.

## Security and Utilities

After RBFRS leaves, your property becomes your responsibility. Take steps to secure it, such as by closing windows and doors, and consider boarding up. Remove valuables and important documents. Be cautious with utilities and do not attempt to reconnect them yourself. Contact utility companies for reconnection and engage qualified professionals for repairs.

## Useful Contacts

- **RBFRS:** To call our Reception Team, please call: 01189 452888.
- **Thames Valley Fire Control Service:** Call their non-emergency number on 01183 589333.
- **In an emergency always call 999.**
- **Police:** Call 999 for emergencies and 101 for non-emergencies.
- **Medical Emergency NHS:** Call 999 in an emergency, and 111 when it is less urgent.
- **Electricity:** To report power cuts, call 105.
- **Gas:** If you smell gas or suspect a gas leak you must call 0800 111 999.
- **Water 24 hour line:**  
South East Water: 0333 000 333  
Affinity Water: 0333 000 0365  
Thames Water: 0800 316 9800

**ROYAL BERKSHIRE  
FIRE AND RESCUE SERVICE**

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Supporting and  
Protecting Business

**After the Fire**

# What to do after a fire takes place

After a fire, we are here to help you recover and minimise disruption to your business and community. Consider the following points to ensure your property is safe:

- **Air Quality:** Be mindful of poor air quality following the fire. Take steps to limit exposure and use protective equipment if needed.
- **Water Damage:** Address water damage and potential mould growth. Avoid direct contact with contaminated water.
- **Food Safety:** Do not use food items exposed to heat, smoke, or contaminated water.
- **Structural Integrity:** Do not re-enter a damaged building until it has been checked by a competent person.
- **Fire Alarms:** Test and check your smoke and heat alarms work.
- **Electrical Safety:** Isolate and ensure any wiring or appliances are checked by a competent person before use.
- **Asbestos Awareness:** If you suspect asbestos-containing materials have been damaged, seek advice from local authorities.
- **Insurance Matters:** Contact your insurance company promptly to initiate the claims process. Document the damage, including photographs
- **Money Exchange:** If your money has been damaged, inquire at your bank about exchanging it.
- **Communication:** Ensure your customers can reach you by diverting phone calls to another number if your telephone system is disabled. Make arrangements for mail collection or redirection to maintain communication with stakeholders.
- **Preventing Secondary Damage:** Secondary damage refers to avoidable damage that occurs after a fire. Identify items at risk and address them first. This may involve decontamination, humidity control, or special surface treatments.
- **Important Documents:** Recover documents, such as bank and credit card information, driving licenses, insurance policies, title deeds or warranties, if they have been lost or damaged.
- **Your Legal Requirements:** to comply with fire safety regulations you must:
  1. Carry out or review your fire risk assessment.
  2. Check fire safety measures are in place to minimise the risk of injury or loss of life in the event of a fire
  3. Ensure people using the premises are aware of the procedures they need to follow
- **Arson:** Implement measures to reduce the risk of arson, including property security and proper storage of combustible materials.

[Read more on rbfrs.co.uk](https://rbfrs.co.uk)

