



Fire Safety FAQs

The following frequently asked questions (FAQs) are to help you know what to do in the case of a fire alarm activation. Please refer to the Fire Safety Scheme on the back of your front door, for general fire safety information for your building.

Do I need to call 111 if I hear the fire alarm?

You should call 111 if you are the first person to evacuate, or if you discover smoke or fire. We recommend that you make the call outside the building using a cell phone.

If you are not the first person to evacuate, check that someone has made a 111 call. If you don't think it has already been done, please call 111 yourself.

What do I do if I'm the first person to evacuate?

The first adult to evacuate should take on the role of Chief Warden. The Chief Warden makes sure that the evacuation board or check sheet is filled out as everyone evacuates, so that there is a record of which apartments are clear.

What do I do if I need help to evacuate safely?

If you think your evacuation may slow the evacuation of other occupants, it is important that you have a personal emergency plan in place. The plan should include other residents in the building who can stay with you and help you to evacuate safely.

During an evacuation, please wait beside the stairwell until the exit path is clear. Once the stairwell is clear, you and the people helping you should make your way to the assembly area and report to the Chief Warden.

If you cannot get down the stairs safely, please stay beside the stairwell and wait for help from emergency responders.

Can I bring my belongings with me when I evacuate?

You should evacuate the building as quickly as is safe to do so. Do not take large items with you, as they can cause an obstruction which may delay the evacuation.

What is an evacuation board?

An evacuation board is used to record which apartments have been evacuated.

Fire and Emergency New Zealand (FENZ) use the evacuation board to guide their response. The quicker FENZ can confirm the building is clear, the quicker they can focus on fighting the fire or rescuing people.

Where is the evacuation board in my building?

The location of the evacuation board in each Te Kāinga building is described and shown below. You should familiarise yourself with the location of the board in your building.

Te Kāinga Aroha, 197 Willis Street

- Located at the bottom of the stairwell exiting to Feltex Lane.



Te Kāinga Te Aka, 203 Willis Street

- Located on the left side of the main entrance door as you exit the building.



Te Kāinga Te Pu, 180 Willis Street

- Located on the right side of the main foyer as you enter the building, between Education House and Te Pu apartment building.



Where is the assembly area?

Please refer to the fire scheme placed on the inside of your front door.