



HOARDING NOTIFICATION SYSTEM

Research has identified that hoarding in and around a home increases the risk of having a fire and reduces the likelihood of the occupant/s being able to safely escape in the event of a fire. Fires in these homes also increase the risk to responding firefighters and neighbouring properties. The Hoarding Notification System places a discreet electronic alert on a property address where hoarding results in increased risk. In the event of a fire or other emergency the alert activates to advise responding firefighters that hoarding/high fuel load has been identified at the property address to increase firefighter preparedness and safety.

ELIGIBILITY CRITERIA

- The property must be located within the Metropolitan District (see attached list of suburbs and map).
- Hoarding must be at level 5 or higher on the Clutter Image Rating Scale (see attached scale).
- The property must have a minimum of one working smoke alarm. MFB strongly recommends that prior to submitting a notification, additional smoke alarms are installed to provide the earliest possible warning of a fire for the occupant/s.

PROCESS

Submit a new notification

- If hoarding at the property fits the eligibility criteria, fill out the electronic Hoarding Notification Form (attached to your email) and submit this via hoardingnotification@mfb.vic.gov.au.
- Within 5 working days you will receive an email to advise the notification has been received and the address has been activated.

Renew a notification

- Notifications become inactive after 18 months.
- A renewal notice will be sent to your agencies administration email address in a period no later than 18 months from the activation.
- If hoarding at the property fits the eligibility criteria, fill out a new Hoarding Notification Form and submit this via hoardingnotification@mfb.vic.gov.au.
- If MFB has not received a renewal with 28 days the notification the alert will be automatically removed.
- If the resident relocates or when the level of hoarding is reduced to 4 or under on the clutter image rating scale, fill out the Discontinuation of Hoarding Notification form (attached) and submit this to the MFB via hoardingnotification@mfb.vic.gov.au to remove the alert.

1. Is the hoarding alert visible?

The alert is electronic and attached to the internal MFB turn out information for firefighters only. Turn out information includes map references, hazards, and other information identified as assisting firefighters to respond in an emergency, and is not accessible to the general public.

2. Where do I put the occupant/s name of the notification?

The collection of the names or any personal details about the occupant/s is not within the scope of the Hoarding Notification System. The system has been designed to deliver an improved safety outcome without collecting personal information.

3. Will the notifications about hoarding be shared with another agency?

All information contained on the Hoarding Notification System is confidential and will not be shared with other agencies.

4. Why is the renewal notice sent to the administrative email address I provided?

Community sector workers may change role, location or agency. The notification for renewal is sent to the agency administrative email address so that this can then be referred to the allocated worker at the time of renewal.

5. Does MFB inspect the property or contact the occupants?

MFB operational firefighters may perform a drive by of the property to identify additional hazards visible from the street such as proximity to other properties, access and the location of hydrants. MFB will not make direct contact with the occupant/s.

6. Does MFB charge a fee?

There is no fee attached to a notification.

7. If the hoarding in the home is reduced to a safe level, or the occupant moves from the property, do I need to contact the MFB?

- If the resident relocates or when the level of hoarding is reduced to 4 or under on the clutter image rating scale, fill out the Discontinuation of Hoarding Notification form (attached) and submit this to the MFB via hoardingnotification@mfb.vic.gov.au to have the alert removed.

8. What if the address is in a CFA area?

The notification is not currently available in CFA areas.

9. How do I check if the address is in an MFB area?

Check the address against the list of suburbs and map attached. If you are unsure, please forward an enquiry via hoardingnotification@mfb.vic.gov.au.

What is 'hoarding'?

- Hoarding is a large accumulation of possessions which appear to have no apparent use or value
- It results in rooms no longer being able to be used for the purpose they were intended
- Hoarding is a progressive and chronic condition

People affected by hoarding may also experience a high level of isolation and reject offers of assistance as they fear this will result in removal of their possessions.

People who hoard do so for a variety of different reasons. The effects of hoarding can be apparent inside, outside the house or a combination of both.

Commonly hoarded items include personal papers, newspapers, clothing, furniture, appliances, household rubbish, animals and hard rubbish.

The fire risks

Fires in hoarding homes increase risk for the occupant, their neighbours and firefighters. MFB research has identified that people who hoard aged 50+ are at particular risk and account for 24% of all preventable fire deaths between 1999 and 2009

Hoarding increases the risk of fire because:

- Accumulation of possessions results in an abnormally high fuel load and greater opportunity for ignition
- Blocked exits and narrow internal pathways impede escape for the occupant and access for firefighters
- Non functional gas or electricity may result in unsafe practices for cooking and heating

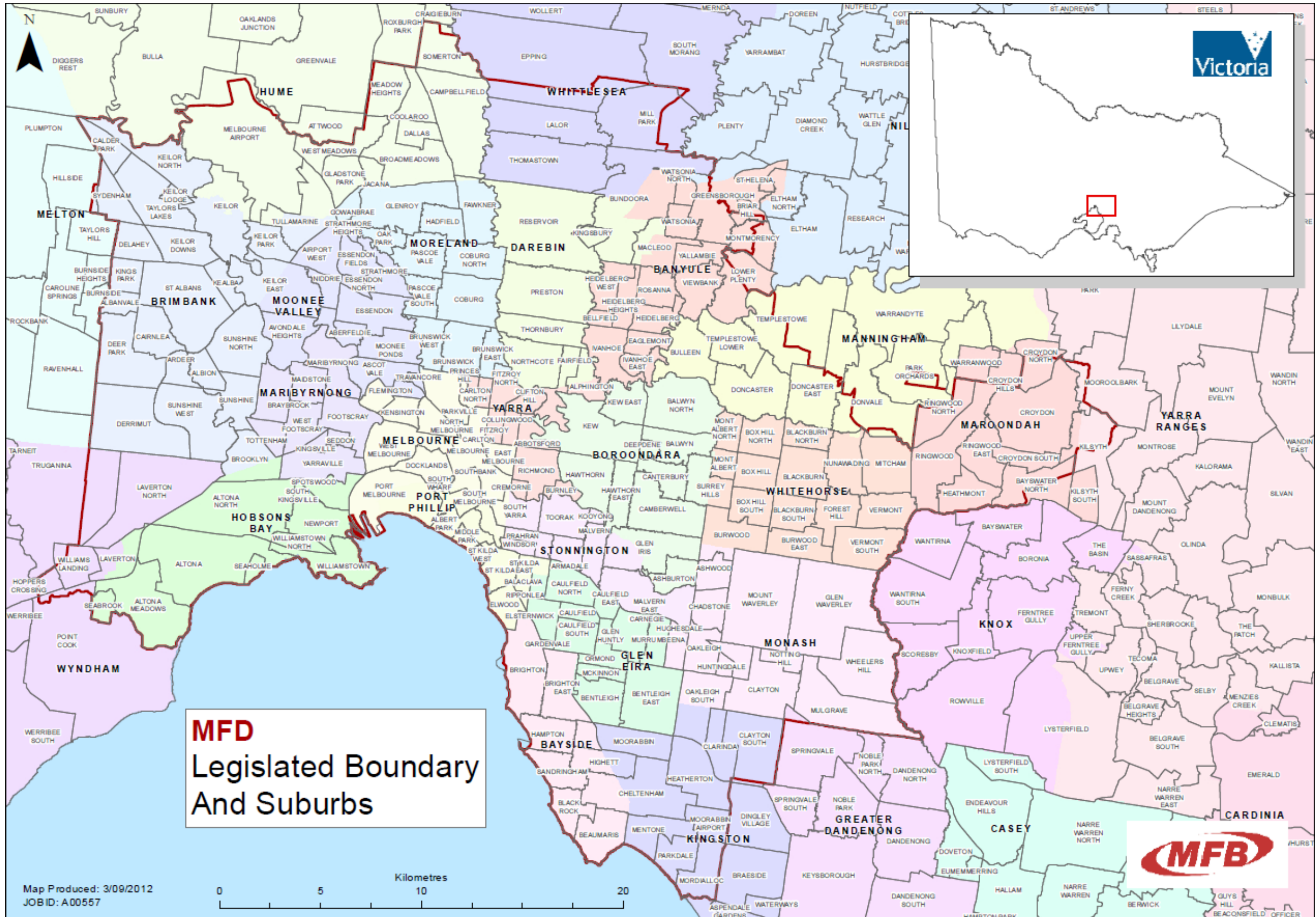
MFB recommends that in the first instance, individuals or agencies assisting those affected by hoarding should:

- Install smoke alarms and test them
- Unblock exits
- Widen internal pathways
- Check utilities are connected
- Prioritise removing clutter from around cooking area and stove tops as 39% of fires in hoarding homes result from cooking
- Ensure clutter is removed from around heaters and electrical items and discourage the use of open flame as combined these factors account for 44 % of fires in hoarding homes

For further general information please contact the Community Resilience Department on (03) 9665 4464 or commres@mfb.vic.gov.au

Information on general fire safety can be found at www.mfb.vic.gov.au and more specifically home fire safety at www.homefiresafety.com.au

METROPOLITAN LEGISLATED BOUNDARIES AND SUBURBS MAP



SUBURBS WITHIN METROPOLITAN DISTRICT

ABBOTSFORD	CHADSTONE	HIGHETT	PARKVILLE
ABERFELDIE	CHELTENHAM	HOPPERS CROSSING	PASCOE VALE
AIRPORT WEST	CLARINDA	HUGHESDALE	PASCOE VALE SOUTH
ALBANVALE	CLAYTON	HUNTINGDALE	POINT COOK
ALBERT PARK	CLAYTON SOUTH	IVANHOE	PORT MELBOURNE
ALBION	CLIFTON HILL	IVANHOE EAST	PRAHRAN
ALPHINGTON	COBURG	JACANA	PRESTON
ALTONA	COBURG NORTH	KEALBA	PRINCES HILL
ALTONA MEADOWS	COLLINGWOOD	KEILOR	RESERVOIR
ALTONA NORTH	COOLAROO	KEILOR DOWNS	RICHMOND
ARDEER	CREMORNE	KEILOR EAST	RINGWOOD
ARMADALE	CROYDON	KEILOR LODGE	RINGWOOD EAST
ASCOT VALE	CROYDON NORTH	KEILOR NORTH	RINGWOOD NORTH
ASHBURTON	CROYDON SOUTH	KEILOR PARK	RIPPONLEA
ASHWOOD	DALLAS	KENSINGTON	ROSANNA
AVONDALE HEIGHTS	DEEPPENE	KEW	SANDRINGHAM
BALACLAVA	DEER PARK	KEW EAST	SEABROOK
BALWYN	DELAHEY	KILSYTH	SEAHOLME
BALWYN NORTH	DERRIMUT	KINGS PARK	SEDDON
BAYSWATER NORTH	DOCKLANDS	KINGSBURY	SOMERTON
BEAUMARIS	DONCASTER	KINGSVILLE	SOUTH KINGSVILLE
BELLFIELD	DONCASTER EAST	KOOYONG	SOUTH MELBOURNE
BENTLEIGH	DONVALE	LALOR	SOUTH WHARF
BENTLEIGH EAST	EAGLEMONT	LAVERTON	SOUTH YARRA
BLACK ROCK	EAST MELBOURNE	LAVERTON NORTH	SOUTHBANK
BLACKBURN	ELSTERNWICK	LOWER PLENTY	SPOTSWOOD
BLACKBURN NORTH	ELWOOD	MACLEOD	SPRINGVALE
BLACKBURN SOUTH	EPPING	MAIDSTONE	ST ALBANS
BOX HILL	ESSENDON	MALVERN	ST KILDA
BOX HILL NORTH	ESSENDON FIELDS	MALVERN EAST	ST KILDA EAST
BOX HILL SOUTH	ESSENDON NORTH	MARIBYRNONG	ST KILDA WEST
BRAYBROOK	ESSENDON WEST	MCKINNON	STRATHMORE
BRIAR HILL	FAIRFIELD	MEADOW HEIGHTS	STRATHMORE HEIGHTS
BRIGHTON	FAWKNER	MELBOURNE	SUNSHINE
BRIGHTON EAST	FITZROY	MELBOURNE AIRPORT	SUNSHINE NORTH
BROADMEADOWS	FITZROY NORTH	MENTONE	SUNSHINE WEST
BROOKLYN	FLEMINGTON	MIDDLE PARK	SURREY HILLS
BRUNSWICK	FOOTSCRAY	MILL PARK	SYDENHAM
BRUNSWICK EAST	FOREST HILL	MITCHAM	TAYLORS LAKES
BRUNSWICK WEST	GARDENVALE	MONT ALBERT	THORNBURY
BULLEEN	GLADSTONE PARK	MONT ALBERT NORTH	TOORAK
BUNDOORA	GLEN HUNTLY	MONTMORENCY	TOTTENHAM
BURNLEY	GLEN IRIS	MOONEE PONDS	TRAVANCORE
BURWOOD	GLEN WAVERLEY	MOORABBIN	TRUGANINA
BURWOOD EAST	GLENROY	MOORABBIN AIRPORT	TULLAMARINE
CAIRNLEA	GOWANBRAE	MOOROOLBARK	VERMONT
CALDER PARK	GREENSBOROUGH	MORDIALLOC	VERMONT SOUTH
CAMBERWELL	HADFIELD	MOUNT WAVERLEY	VIEWBANK
CAMPBELLFIELD	HAMPTON	NIDDRIE	WATSONIA
CANTERBURY	HAMPTON EAST	NORTH MELBOURNE	WATSONIA NORTH
CARLTON	HAWTHORN	NORTHCOTE	WEST FOOTSCRAY
CARLTON NORTH	TEMPLESTOWE	NOTTING HILL	WEST MELBOURNE
CARNEGIE	TEMPLESTOWE LOWER	NUNAWADING	WESTMEADOWS
CAULFIELD	THOMASTOWN	OAK PARK	WHEELERS HILL
MULGRAVE	HAWTHORN EAST	OAKLEIGH	WILLIAMS LANDING
MURRUMBEENA	HEATHERTON	OAKLEIGH EAST	WILLIAMSTOWN
NEWPORT	HEATHMONT	OAKLEIGH SOUTH	WILLIAMSTOWN NORTH
CAULFIELD EAST	HEIDELBERG	ORMOND	WINDSOR
CAULFIELD NORTH	HEIDELBERG HEIGHTS	PARK ORCHARDS	YALLAMBIE
CAULFIELD SOUTH	HEIDELBERG WEST	PARKDALE	YARRAVILLE

CLUTTER IMAGE RATING SCALE



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