

# Maintaining Compliant Fire Doors Across Multiple Sites: The Power of a Repairs-First Approach

**NEO**





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With over  
**40,000**

**building fires in the UK annually,  
ensuring your fire doors are  
well-maintained not only  
protects your properties and  
safeguards your building users  
but also secures a clear audit  
trail that safeguards you.**



## Prioritising Repairs: The Key Stage of Your Fire Door Maintenance Strategy

When you're responsible for thousands fire doors across multiple sites where do you start in ensuring all Fire Doors are well maintained?

Fire doors can become damaged at any time, especially in high-traffic areas. Left unchecked, these damages can prevent doors from performing their life-saving role. Across various sectors, organisations are now prioritising regular inspections, compliant expert repairs, and replacing only when necessary as part of their maintenance routines.

With extensive experience in helping organisations maintain compliance and safety, Neo is a trusted leader in fire door maintenance.

This free guide provides essential information to help you make informed decisions about your fire door strategy, including legal requirements, best practices, and practical steps to keep your buildings and users safe.

As the Responsible Person for fire doors, you face many challenges. As you read, reflect on your current strategy. If you're uncertain about its effectiveness or want to ensure you're following best practices, we invite you to reach out for a free consultation. This small step can make a significant difference in the safety and compliance of your fire doors.



How Do You Ensure  
Damage is Quickly Identified  
and Resolved?



Do Your Fire Door  
Inspections Lead to Efficient,  
Effective Repairs?



How Do You Manage  
Competency of Contractors  
and the Quality of Work?



How Do You Manage  
Maintenance and  
Inspection Records for  
Thousands of Doors?





# Compliance, Safety, Budget Optimisation: Fire Door Strategy Goals

## Understanding the Legal Requirements

Compliance with fire door regulations is not just a matter of best practice — it's a legal obligation with significant consequences for non-compliance. Failing to ensure your Fire Doors are in efficient working order and in good repair can lead to severe penalties, including hefty fines, legal liabilities, and increased insurance premiums.

### Key Legal Obligations:

- **Regulatory Reform (Fire Safety) Order 2005 (FSO):** Article 17 mandates that fire doors must be correctly installed and maintained. Non-compliance can lead to prosecution or building closures.
- **Fire Safety Act 2021:** Expands the FSO to cover any residential building with two or more domestic premises, requiring strict compliance from landlords and building maintenance companies.
- **Fire Safety (England) Regulations 2022:** Specify regular checks to ensure self-closing devices are functional and all fire doors are in good repair.
- **Building Safety Act 2022 and the Golden Thread:** Mandates that all fire door-related information be accurately recorded and accessible throughout the building's lifecycle.

### Why a Repairs-First Strategy Matters:

- **Cornerstone of Your Strategy:** While regular inspections are necessary, it's the compliant, expert repairs that truly ensure your fire doors remain effective. Recognising this, many organisations now make repairs the cornerstone of their maintenance strategies.
- **Safer Buildings:** Don't wait months to replace a defective door that can be repaired in a week.

### The Benefits of Prioritising Repairs:

- **Extend Fire Door Lifespan:** Immediate repairs prolong fire door life and reduce replacement costs.
- **Reduce Capital Expenditure:** Strategic repairs free up budget for other essential projects.
- **Minimise Disruption:** Fewer replacements mean less disruption and smoother operations.
- **Lower Insurance Costs:** Well-maintained properties benefit from lower insurance premiums.

### Evaluate Your Current Strategy

Are your fire door inspections leading to effective repairs? Can you afford for this aspect of your safety strategy to fall short? If you're uncertain, contact Neo for a free consultation and discover why leading universities, social landlords, and student living providers trust Neo to lead a repairs-first approach.







## Neo and PTSG Fire Solutions

Neo, part of PTSG’s Fire Solutions division, delivers advanced passive fire protection services across the UK.

We work with a diverse range of large organisations’ responsible for thousands of fire doors, including social housing providers, local authorities, healthcare trusts, educational institutions, student accommodation providers, and security-sensitive offices.

As a repairs-first company, we help save organisations thousands of pounds of unnecessary costs. We bring specialised expertise to each project, offering tailored solutions to enhance safety and ensure compliance with the highest standards. Bolster software plays a crucial role in our management of passive fire protection projects and with a track record of excellence, at Neo we’re dedicated to safeguarding people and properties.

**Our services include:**



DRY RISERS AND  
WET RISERS



FIRE HYDRANTS  
AND PUMPS



SPRINKLER  
SYSTEMS



FIRE DETECTION AND  
LIFE SAFETY SYSTEMS



FIRE AND SMOKE DAMPER  
INSPECTION AND TESTING



SECURITY  
SYSTEMS



SUPPORT SERVICE  
AND MAINTENANCE



PASSIVE FIRE  
SERVICES



SPRINKLER PUMP  
MAINTENANCE



VENTILATION AND  
DUCTWORK

We’ve written this guide and supporting downloads to help you navigate strategic fire door maintenance. If you need further support or want to discuss your organisation’s fire door requirements, we’re here to help.





## Repairs–First Model for Compliant Buildings and Safe Users

As a building manager, you understand that maintaining effective compartmentation is essential to your fire strategy and ensuring the safety of your building users. Neo understands the importance you place on your contractors' awareness of your building's fire risks, providing you access to competent Passive Fire Experts working under third-party accreditation.

With Neo's model, compliance is streamlined. We focus on detailed surveys to identify issues, providing compliant, repairs–first solutions. Our work is quality–assured, ensuring consistent results and a golden thread of information, giving you confidence in your building's safety and compliance. Now is the perfect time to evaluate whether your current supply chain is delivering the same level of expertise and assurance

Although each building owner or manager faces unique challenges, there are commonalities that our model can adapt to address, ensuring a customised yet consistent approach to fire door maintenance and compliance.



## Our Accreditations







## The First Step to Compliance: Effective Fire Risk Assessments

### Understanding Your Building's Fire Risks and Strategies

Most responsible fire safety professionals already ensure they have up-to-date Fire Risk Assessments, reviewed regularly to reflect any changes to the building or its usage. They understand that it's legally required and that failing to manage this properly could leave their building, and their reputation, at risk.

These assessments clearly identify the position and resistance requirements of all fire doors, supported by compartmentation drawings that align with the building's fire strategy.

The first step in Neo's Repairs-First Model is understanding your building's fire risk assessments and strategies, ensuring a tailored approach to safeguarding compliance and safety.

### Need to reduce your risk?

If your Risk Assessments or Fire Strategy isn't up to date or if you're missing critical elements like compartmentation drawings or a trusted contractor for repairs, contact Neo. Not only are we many landlords and management companies Fire Door Maintenance partner. We can help with the other aspects too.

### Contact us today to arrange a FREE consultation.

Act-now and gain the peace of mind that comes with knowing your strategy is compliant, effective and efficient at ensuring your building's safety.







## From Assessment to Action: Selecting Competent Contractors

After a comprehensive Fire Risk Assessment, the next critical step is selecting competent contractors. Failing to select qualified professionals can lead to costly enforcement actions, legal challenges, and compromised safety.

Leading organisations have approved contractors on standby to perform immediate, compliant expert repairs based on regular Fire Door Inspections. They want the peace of minds that comes from compliance and the long-term cost savings and operational efficiency by preventing small issues from becoming costly problems.

### **Client Responsibilities:**

As a client, you are responsible for planning, managing, and monitoring all aspects of your project. This includes appointing both designers and contractors by assessing organisational capability and ensuring individual competencies.

### **Assessing Organisational Capability:**

Ensure that organisations have adequate resources, supervise and monitor staff effectively, and have systems in place to ensure all activities comply with relevant regulations.

### **Ensuring Individual Competence:**

Every individual involved in your project must have the required skills, knowledge, and experience to perform their duties effectively. They should work collaboratively, operate within their areas of expertise, and seek additional support when necessary to maintain compliance and deliver high-quality results.







# How Effective Are Your Fire Door Inspections?

Compare Your Current Practices to Our Recommended Approach



**Documentation and Tracking:**  
Our app-based surveys mark pin locations on digital floor plans within the Bolster system. Each doorset is tagged with a QR code, granting instant access to comprehensive door data—including measurements, surveys, certificates, and repair history—via the app or a client portal.



**Certified Inspection:**  
Survey conducted to LPS1197 STD 058 standards, with a certificate issued to prove compliance. If fire door certification is missing due to absent labels or plugs, doors are assessed against notional compliance standards.



**Ensure Report Format Supports Effective Repair Work**  
Neo's comprehensive survey includes photographic evidence and detailed specifications for remediation works. This ensures that repair works can be accurately carried out based on the survey. We recommend that BM Trada ARTs are referenced with detailed information on the required repairs, not just the identified door defects.



**Regulatory Compliance**  
Ensure compliance with Regulation 38 of the Building Regulations, the Fire Safety (England) Regulations 2022 (particularly Regulation 10), and Articles 17 and 18 of the Regulatory Reform (Fire Safety) Order 2005 (FSO) to guarantee effective fire door inspections and maintenance.

Adopting industry-recognised standards and best practice will help ensure your fire doors are installed, and maintained correctly, providing a robust framework for fire safety management across all your properties. Contact Neo to arrange a FREE consultation.







# Maximise Savings with Effective Fire Door Management

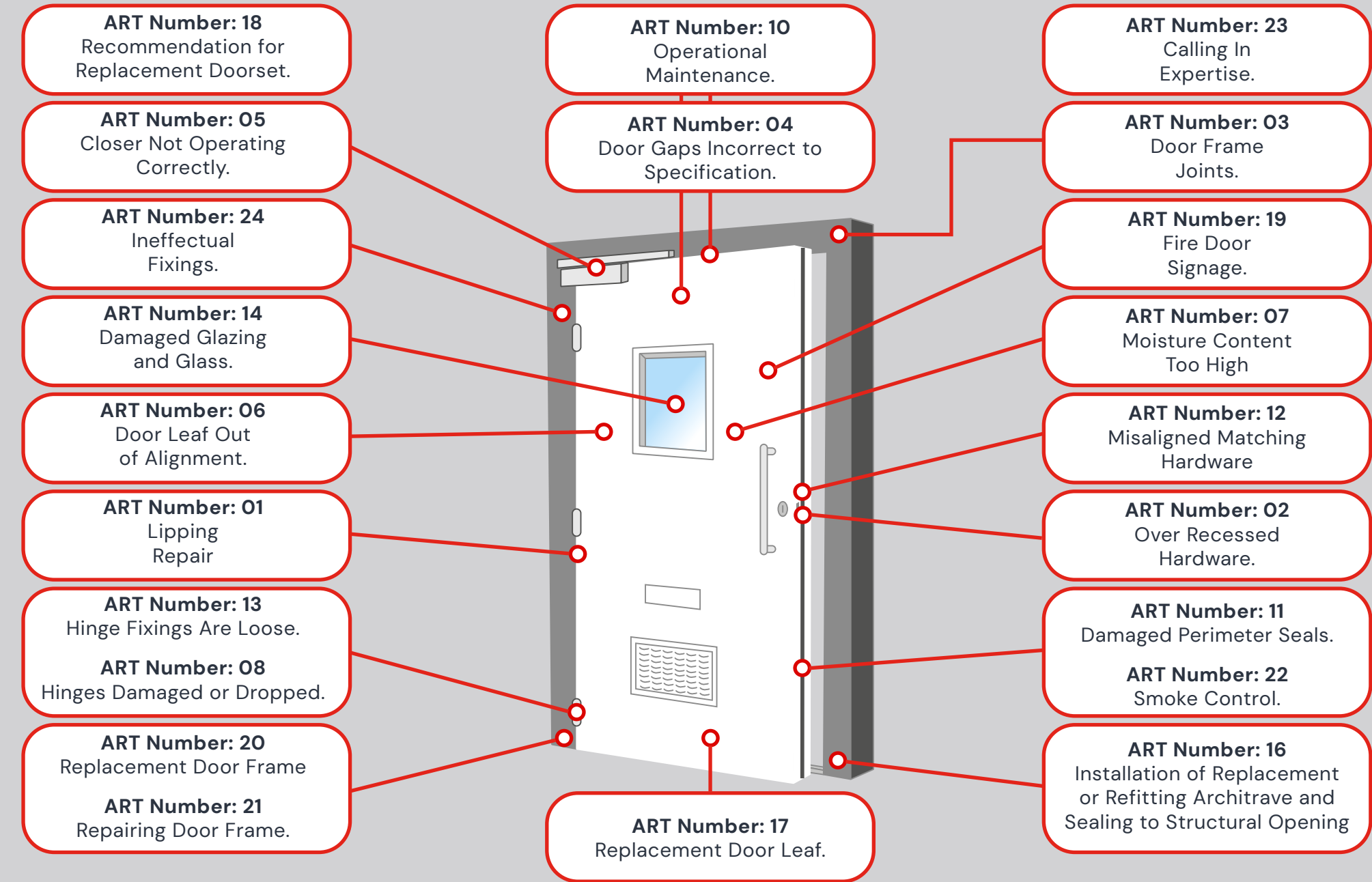
Building Safety Managers understand that effective fire door management not only ensures safety and compliance, but it can also lead to significant cost savings.

**Repair-first Approach:** Compare your current arrangements to Neo’s repair-first approach, which has helped similar organisations save thousands of pounds. Neo’s Technical Standards and Competency model guarantees that all repairs meet stringent quality and safety standards, ensuring peace of mind and consistent quality of repairs. It’s important to note that many fire door inspectors may lack the expertise to correctly detail repair options, often condemning doors that could be repaired. This could lead to unnecessary replacements and substantial additional costs.

**Cost-Effective Strategies:** We provide detailed cost analysis reports, comparing repair versus replacement options tailored to your building’s fire strategy. By adjusting these ratios based on door type and location, we offer a customised, cost-effective solution that aligns with your specific needs.

**Maximising Fire Door Lifecycles:** Neo offers expert advice on strategies to extend the life of your fire doors. Our approach includes regular maintenance and installing protective measures in accordance with manufacturer recommendations and warranties to prolong the fire door’s lifespan and maintain performance.

**Contact Us for a FREE Consultation:** Before appointing anyone for a Fire Door Survey, contact us for a free consultation. We can help ensure that any defects found can be quickly repaired using the most cost-effective method.







# Managing the Golden Thread of Information for Fire Safety

## Is Your Golden Thread of Information Truly Secure?

Leading fire safety managers understand that a robust Golden Thread of Information is non-negotiable for maintaining safety and compliance throughout a building’s lifecycle. They manage a comprehensive, up-to-date record of all safety-related information—covering design, construction, and maintenance—ensuring that critical safety details are easily accessible to all stakeholders. It’s not just about compliance; it’s about effective risk management and emergency preparedness.

## How Neo Leads in Managing the Golden Thread:

- **Digital Surveys:** Our Bolster system captures precise pin locations on digital floor plans, ensuring that every detail is meticulously documented and easily accessible.
- **QR Code Tagging:** Each doorset is tagged with a QR code, allowing installation teams to instantly verify door locations and specifications, a practice embraced by top safety managers.
- **Comprehensive Data Recording:** Neo ensures that all relevant data—certification, installation, inspection, maintenance records —is securely recorded in our Bolster system, leaving no room for oversight.

Are You Getting This Level of Detail from Your Current Supplier? If not, it’s time to reassess. Don’t settle for anything less than what leading fire safety managers demand.

Contact us today for a review of your current system and see how Neo can enhance your fire safety management with our cutting-edge approach.



### Bolster

Bolster software plays a crucial role in Neo’s comprehensive management of passive fire protection projects. Bolster allows for updating existing fire stopping records by either hosting existing drawings within the Neo license structure or updating records held on client systems. Contact us for a FREE consultation to discuss asset tagging of your Fire Doors and creation of a Golden Thread for all your doors.







## Neo and PTSG Fire Solutions Ltd – Your Trusted Partner in Passive Fire Protection

Neo part of PTSG Fire Solutions Ltd, specialise in delivering passive fire protection solutions. As a recognised leader in this field, we proudly serve as the Principal Contractor and specialist for many large organisations.

Our expertise lies in managing and executing rolling programs of inspection and remediation works. We excel in handling the complexities associated with existing occupied buildings, which involves meticulous pre-commencement planning, programming, stakeholder liaison, and data management.

Unlike other contractors, we focus exclusively on existing structures and do not engage in new build projects.

We are UKAS Certified for ISO 45001, 9001, and 14001 Management Systems, ensuring well-defined risk management processes and compliant, safe buildings for users.

Our multi-discipline approach and third-party accreditations highlight our capabilities:

**Survey, Design, and Specification Team:**  
Specialising in Fire Doors and Compartmentation

**Skilled Technicians:**  
Approximately 100 directly employed experts in Joinery and Firestopping

**Dedicated Procurement Team:** Based in Burton, ensuring standardised components supported by relevant fire test evidence

**Centralised Planning:**  
Efficient workflow management through Oneserve, our cloud-based Field Service Management Solution

**Rigorous quality procedures:**  
Our rigorous quality procedures and third-party certifications guarantee that every aspect of fire door management including a five tier sign off.

At Neo and PTSG Fire Solutions Ltd, we are dedicated to ensuring the highest standards of passive fire protection. Our integrated approach, advanced technology, and skilled team make us the trusted partner for your fire safety needs. But don't just take our word for it, you can read our case studies and see what our clients say about us on our website.





# Navigating Fire Door Maintenance: Your Trusted Guide in Passive Fire Protection

Thank you for taking the time to read our guide. As a token of our appreciation, we'd like to offer you a FREE consultation to explore how you can enhance your fire door strategy.

We understand sticking with your current arrangements might seem safest, but with evolving fire safety regulations, it's worth considering whether your approach remains the most effective. Many leading organisations already choose Neo, reaping the benefits in safety, compliance, and cost-efficiency. If you have any questions or wish to schedule your free consultation, please contact us at [info@neo-ps.com](mailto:info@neo-ps.com) or visit our website.

## Frameworks

We're proud to be featured on the following frameworks, which provides an easy route for many public services to access our services.



## Further Guidance

We've produced a series of downloads which explore key areas further. You can find them here or over on our website.

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