

Analysis of Fire Safety Issues in Residential Areas—Taking a Residential Area in Northern China as an Example

Zhaoyong Sun^{1, *}, Wanting Feng²

¹School of Economics and Management, Southwest Petroleum University, Chengdu, Sichuan, China

²School of Economics and Management, Southwest Petroleum University, Chengdu, Sichuan, China

Received: 23.05.2025 | **Accepted:** 28.05.2025 | **Published:** 30.05.2025

***Corresponding Author:** Zhaoyong Sun

DOI: [10.5281/zenodo.15552163](https://doi.org/10.5281/zenodo.15552163)

Abstract

Original Research Article

With the continuous development of China's economy, the safety problem of urban residential community has become a problem that we have to face in reality. As an important part of the safety problem of residential community, community fire safety has a very important significance for the safety of residents in residential community. But at present many property management companies, especially iron soldiers jia yuan property management. Does not give due attention to fire safety management and pay attention to, such as residential area many unreasonable fire control facilities equipment, maintenance, incompleteness of property management personnel lack of fire knowledge and skills, could eventually lead to have avoided. This paper is based on the background of this era, aiming at the above problems, combined with the actual fire fighting cases, trying to dig out the common problems and causes, and try to find the corresponding effective measures.

Keywords: Residents, Property Management, Fire Fighting, Fire, Property Management.

Citation: Sun, Z., & Feng, W. (2025). Analysis of fire safety issues in residential areas—Taking a residential area in northern China as an example. *GAS Journal of Economics and Business Management*, 2(2), 72-78.

INTRODUCTION

In recent years, with the development of China's economy and society, people's living standards have gradually improved. The focus of the public has gradually shifted from economic issues to social security issues, and social fire safety issues have also begun to attract more attention. Community fire safety is an important aspect of social fire safety and is closely related to people's lives, playing a very important role. However, the fire safety management in modern residential communities is not satisfactory, especially in small and medium-sized cities in China. Many property management companies do not attach importance to property fire safety and fail to fulfill their responsibilities. In addition, due to the weak fire safety awareness of the public, fires in residential communities occur frequently, and fire safety management has not played its due role.

This article collects various favorable and unfavorable factors in the application of property fire safety management, compares many community fire cases that have occurred in

recent years, summarizes many contradictions and problems in community fire safety management, and proposes some feasible solutions.

1. The Importance of Fire Safety in Property Management in Small and Medium-sized Cities in China

With the rapid development of urbanization in our country, more and more people are flocking to cities, and the number of residents in urban areas is gradually increasing. In the face of an increasing number of residents in communities, community fire protection has become particularly important. However, in many small and medium-sized cities in China, many building developers do not strictly follow the requirements of fire safety when constructing buildings. This has led to unreasonable designs of electrical wiring, emergency exits, ventilation ducts, and fire lanes in many buildings, and there are also potential fire hazards. Once a fire breaks out, the lives of all residents in the community will be seriously affected, and the difficulty of rescue will also increase. Therefore, it is urgent to improve the

fire protection layout and enhance the fire protection skills and awareness of property management personnel.

The fire data of the past five years in China shows that residential fires account for 44.8% of the total, causing 1,045 deaths throughout the year, accounting for 78.3% of the total, far exceeding the total number of casualties in other places. Among residential fires, the proportion of casualties caused by electrical reasons remains high. Among the fires with identified causes, 52% were caused by electrical reasons, especially fires caused by various household appliances, electric vehicles, and electrical lines are becoming more and more prominent. There were 7 major fires caused by electric bicycles alone. According to statistics, the total number of electric bicycles in urban and rural areas across the country has reached 250 million, and the number of new energy vehicles has reached 3.81 million. The probability of fires caused by them will increase further. At the same time, with the acceleration of population aging in our country, the proportion of elderly people who died in fires has increased from 29% in 2009 to 36.2% in 2019, far higher than the proportion of the elderly in the total population of 16.2%. In residential fires, this proportion is even higher, reaching 42.9%.

1.1 Property Fire Safety

Fire protection is the abbreviation for fire prevention and fire fighting. It is a specialized job that aims at preventing and extinguishing fires and has a social security nature, gradually formed and developed by humans in the process of fighting against fires.

Property fire protection refers to eliminating potential fire hazards through many effective and reasonable means to reduce the probability of fire occurrence. When a fire occurs, through emergency control measures, the damage caused by the fire can be minimized to protect the life and property safety of the residents in the residential community.

The fire protection system cannot exist independently. It must rely on its users and the usage environment and needs to be constantly maintained and repaired. The professional skills and qualities of the users should be improved so that the fire protection system can effectively play its role. Therefore, if one wants to truly exert the role of property fire protection, focusing only on the fire protection system is like being blinded by a single leaf and failing to see the big picture. One should instead shift the focus to its users - the property management enterprises. Based on maintaining and adjusting the layout of fire protection facilities and equipment, improving the professional qualities of property staff, and fully exerting the role of the property fire protection system in daily life.

1.2 Current Situation of Property Fire Safety Management

The property management industry has gradually spread to the mainland of China and has now had a history of over thirty years. Along with the development of urbanization in our country, it has also been advancing rapidly. It plays a very crucial role in the lives of urban residents in our country. However, the development of property fire safety management within this industry has not been as rapid. Especially in the smaller cities of our country, most property enterprises have not

given due attention to property fire safety management, which has indirectly led to many disastrous fires. This is not only thought-provoking.

Firstly, property management companies do not allocate sufficient special management funds for property fire safety management. This will result in a lack of corresponding financial support in improving fire facilities and equipment and in the maintenance of these facilities. If one focuses on the current property fire safety management, it can be observed that many property fire facilities and equipment are not sufficiently complete, and there is a lack of corresponding special funds for support. For some residential communities, after the change of property management companies, the use of special funds will be questioned by the owners, which will make the process of updating and maintaining property fire facilities and equipment very complicated, thus leaving the property fire safety management of the entire residential community in an un-updated state, and there are still so many fire hazards, so the fire safety work still needs to be continuously improved.

Secondly, the fire safety management systems of a considerable number of property management companies are not fully established. Many property management staff in residential communities merely have a basic understanding of property management tasks and lack the necessary judgment and emergency rescue capabilities for sudden fire incidents in residential areas. This results in the ineffective implementation of safety inspections and hazard screenings arranged by property management companies, as they are unable to detect dangers in the first instance. In a certain residential community in the north, the property inspection personnel did not have a reasonable and effective inspection system during their inspections, nor did they have correct evaluation standards and handling methods for fire safety hazards. This makes it difficult for property management to effectively carry out fire safety management. In addition, during a fire incident, the property management company does not have an appropriate fire rescue plan, and the property staff do not have corresponding emergency methods. This will significantly delay the rescue time, causing the impact of the fire to become increasingly severe, and having an irreparable impact on the lives and property safety of residents in the residential community.

2. Problems Existing in Property Fire Safety in Small and Medium-sized Cities of Our Country

2.1 Fire Management Responsibilities are Not Clearly Defined.

At present, many property management companies have not established property fire safety management regulations and systems, which leads to many property staff not truly understanding the importance of property fire safety management, not having a clear understanding of their own fire safety responsibilities in residential communities, and easily shifting the blame when a fire occurs. Moreover, many property companies have not established a truly own property fire safety management model, making it impossible for property management companies to establish effective fire safety hazard inspection plans and safety hazard investigation standards, and

there are no reasonable and effective management plans for the inspection and maintenance of property fire facilities and equipment.

The reasons for this phenomenon mainly include three points. First, most property management companies overly focus on economic benefits and are unwilling to invest a large amount of funds and energy in property fire safety management. Second, the fire safety awareness of property management companies is weak, and they are unable to actively identify and eliminate existing safety hazards. Moreover, many property managers have a 侥幸心理 (侥幸心理) and ignore many fire safety hazards. Third, the supervision of government regulatory departments is insufficient. According to the "Fire Control Law", "Fire Control Inspection Regulations", and "Regulations on Fire Safety Management of Government Agencies, Groups, Enterprises, and Public Institutions", government agencies, groups, and enterprises are the key targets of daily supervision by the public security fire control institutions. Therefore, various regions have issued corresponding documents to define key units for fire safety, such as the revision of the "Standard for Defining Key Units for Fire Safety in Hunan Province" in 2013. Communities do not fall under the supervision scope of inspections. From a legal perspective, as residential communities are within the jurisdiction of the public security police stations for fire control inspections, with the increasing number of communities, the task is heavy and the police force is limited, making it difficult for the public security police stations to conduct comprehensive inspections.

2.2 Incomplete Fire Protection Facilities

Many real estate developers, in an effort to cut down on development costs and increase their economic benefits, have reduced the purchase and installation of numerous property facilities and equipment during the construction of houses. As a result, the fire-fighting facilities and equipment in residential communities are severely lacking, making it difficult to conduct emergency rescue in case of a fire. Residential communities not only lack property fire-fighting facilities and equipment, but also the emergency passages within the buildings and the fire vehicle access roads outside are occupied by debris and residents' vehicles. The indicator lights for the safety passages within the residential buildings are also in a state of disrepair, significantly reducing the chances of residents successfully escaping in case of a fire. This not only violates the residential safety management regulations for residents' communities in our country, but also poses a great threat to the life safety of residents in the residential communities. Moreover, many communities have not inspected fire hydrants, alarm indicators, fire extinguishers and other fire-fighting facilities and equipment for a long time, and the emergency water reserves in the communities are insufficient to deal with fires.

2.3 Property Management Personnel Lack Fire Safety Knowledge and Skills

When a fire occurs in a residential community, the property management company plays a crucial role in quickly handling

the fire situation and evacuating the residents. The role of the property management staff is particularly important. They need to use their calm minds and professional knowledge and skills to effectively and accurately identify fire hazards, and after the fire occurs, correctly use fire-fighting facilities and equipment to carry out emergency fire extinguishing and rescue trapped residents. Due to the relatively late start of the property management industry and its incomplete development, there are very few professionals with specialized knowledge of property fire safety management and fire technology in this industry. When dealing with the highly modernized professional fire-fighting facilities and equipment in current residential communities, they may lack the necessary capabilities. Moreover, some managers do not have sufficient management levels and strong problem-solving abilities, and are unable to handle the contradictions and conflicts between property operation management and property fire safety management in an appropriate way. Facing the safety hazards in the private areas of residential communities, in order not to offend the residents, there are no bold requirements and 督促 (督促) for the hardware facilities that need to be rectified. Due to the limitations of professional knowledge, they are unable to establish an effective fire safety management model for the areas under their jurisdiction. Even if some models have been established, their adaptability and effectiveness are very poor.

2.4 There are Numerous Safety Hazards in Residential Areas and Residents' Awareness of Fire Safety is Quite Low

With the rapid advancement of the economy and society, the living quality of residents in residential communities has gradually improved, and the decoration and renovation of houses have become more diverse. More daily necessities have also been brought in. Some decoration materials are flammable. If the fire prevention measures are not done properly, there is a high possibility of a fire. Some residents place some daily necessities in the corridors, among which there are many flammable and explosive items. This not only creates a safety hazard of fire but also seriously hinders residents' movement. After a fire occurs, it is very likely to hinder residents' smooth escape. At the same time, high-power electrical appliances have begun to frequently appear in residents' homes, especially in some old buildings, where the wiring is severely aged. The use of high-power electrical appliances is extremely likely to cause overloading and short circuits, which also increases the probability of a fire. Additionally, improper use of gas equipment is also an important factor in the occurrence of fires. Some families due to improper use of gas equipment or poor quality of the equipment will cause fires.

On November 15, 2020, a non-fatal fire incident occurred in Fen Tie Jia Yuan in Linfen City, Shanxi Province. This incident was caused by the residents' lack of awareness of fire safety. At 19:00 on the 14th, Aunt Zhang in Building 5 was cooking dinner for her son who was coming home. Then she was called out by her neighbors. Because she did not turn off the gas stove when leaving home and Aunt Zhang did not return to the kitchen for over an hour, the fire in the gas stove was extinguished, but the gas was still on, resulting in a gas leak.

After her son discovered the situation was not good, he rushed into the kitchen to turn off the gas and the main valve and open the windows for ventilation. He urgently called the property management and this gas leak incident was finally passed safely. Although no fire occurred this time, it taught us an important lesson that no matter where it is, one must have fire safety awareness. When a gas equipment is turned on, there must be someone around to prevent fires to the greatest extent.

In today's society, people's educational level is getting higher and higher, and their own qualities are constantly improving. However, due to the particularity of fire safety knowledge, many residents do not understand it very well, and property management enterprises have not conveyed the corresponding fire safety knowledge to residents. In recent years, Shaoyang City has carried out the "Establishment of Fire Safety Demonstration Communities" activity, printing over 600,000 pieces of materials, and extensively promoting fire safety knowledge in communities. Some activities have been poorly received in many communities, some residents are indifferent, and some residents have a little knowledge but are unwilling to be "disturbed". In current residential communities, a considerable number of people have very weak fire safety awareness. They do not take fire hazards that may cause fires seriously and some residents modify the property's fire safety facilities and equipment for their own personal interests. Fire safety passages are filled with debris and cannot be normally passed, fire hydrants are moved by property owners privately. Such situations will lead to very terrifying consequences if a fire occurs. Property owners lack necessary escape skills and have a low ability to handle emergencies in case of fire. After a fire occurs, some residents are extremely unfamiliar with fire equipment and cannot effectively rescue themselves in an emergency.

Nowadays, many property management enterprises have a low awareness of fire safety and do not pay enough attention to fire hazards. The property management staff also lack fire safety awareness. Many enterprises, in order to reduce costs, recruit staff who are mostly elderly men and women. Due to their limited cultural level and physical conditions, they always process fire intelligence a step behind, causing the fire to grow larger and endangering others, resulting in very serious consequences. Moreover, some property enterprises do not conduct adequate publicity on fire safety knowledge or hold fire safety drills and other activities.

3. Solutions to the Fire Safety Issues in China's Real Estate Industry

3.1 Clearly Define the Fire Safety

Responsibilities of the Property Management Company

Property management enterprises need to constantly think, carefully deliberate, and be courageous in practice when it comes to fire safety management. They should establish a most reasonable and effective fire safety management system, institutionalize and clarify the responsibilities of fire management in the property management enterprise, so that the

property management enterprise can work better in the field of fire safety. Property management enterprises need to carefully read and study relevant laws and regulations such as the "Fire Control Law of the People's Republic of China" and the "Regulations on Fire Supervision", and strictly abide by the requirements of these laws, truly making the primary management person of the area the primary manager of fire safety. In the work, safety must be placed in the most prominent position. From top to bottom, fire safety responsibility agreements must be signed layer by layer, and a complete fire safety fire hazard prevention and control system must be established. Based on the actual situation of the property management enterprise, in the fire safety management process, efforts should be made to achieve a reasonable connection of the four elements of people, objects, environment, and management, and strictly follow the assessment plan for fire safety management to incorporate the reward and punishment system for everyone into the fire safety management system, making the fire safety management system of the property management enterprise more complete and effective. With clear management responsibilities, property management enterprises can work more smoothly in the established management system and cannot evade responsibility when danger occurs.

Property management enterprises need to build a reasonable and effective fire safety management system that can identify potential safety hazards that may cause fire accidents to the greatest extent, and according to reasonable inspection systems and inspection standards, reduce the possibility of danger occurrence over the long term, providing a safer umbrella for residents. At the same time, property management enterprises should propose higher and more reasonable requirements for regular maintenance and repair of fire protection facilities and equipment, and for the standardized use of fire protection facilities and equipment. Clear fire responsibilities can also better regulate the behavior of property management staff. In addition, based on the use situation of electricity, gas, etc. for fire safety in the community, establish a fire safety zoning and floor inspection mechanism, implement the safety responsibility system, assign the fire safety management responsibility to individuals in the community, and at the same time establish a linkage management mechanism with the fire department to handle fire safety accidents in the community in a timely manner, and record and preserve the archives to provide more convenience for fire prevention in residential communities.

3.2 Actively Inspect and Upgrade Fire Protection Facilities and Equipment

After the completion of residential communities by real estate developers, property management companies need to inspect the integrity and service life of the property's fire protection facilities and equipment immediately to ensure that these devices can be put into use promptly in case of danger. Moreover, in the following days, they should continuously inspect and update the property's fire protection facilities and equipment, and promptly repair any problems found. Some facilities and equipment are relatively outdated and can be

upgraded and updated to be better used. This requires a considerable amount of funds. The property management company needs to establish a special maintenance fund and make the detailed cost information public. The specific measures are as follows:

3.2.1 Regularly inspect fire-fighting facilities and equipment

Property management companies need to continuously inspect the usability and age of fire protection facilities and equipment. For instance, they should regularly check the wear and tear of equipment such as fire hydrants, fire extinguishers, alarm indicators, and safety passage indicators, and handle the facilities that need repair and replacement in accordance with the regulations on fire safety management. This is to ensure that these devices are in the best possible condition. Article 16 of the Fire Control Law stipulates that institutions and enterprises with fire safety management responsibilities must, in accordance with national and industry standards, equip buildings with corresponding fire protection facilities and equipment and fire-fighting rescue equipment, set up fire safety indication signs, and entrust units with fire maintenance qualifications to conduct regular inspections and maintenance of the on-site fire protection facilities and equipment of buildings in accordance with legal requirements to ensure their integrity and effectiveness. For key fire safety units and densely populated places, a daily inspection system should also be implemented. For all property fire protection facilities and equipment, property management companies should, as much as possible, hire third-party fire inspection agencies to conduct at least one comprehensive quality inspection every year and issue a certificate of inspection results to ensure that these fire equipment can be used normally. Property management companies (or urging the owner units) are necessary to supervise the fire maintenance and repair units to work conscientiously; at the same time, for fire extinguishing equipment with a warranty period, regular maintenance, replacement upon expiration, etc. are required to ensure that all fire equipment operates normally. At the same time, property management companies conduct patrols in residential communities to inspect the emergency exits and fire vehicle access routes of residential buildings, regularly clear various vehicles and living waste from the fire vehicle access routes, organize residents to clear the clutter placed in the corridors, to avoid unnecessary troubles in case of a fire, and enable the fire to be effectively controlled. Property management companies should also organize residents to reserve important emergency fire-fighting equipment such as fire extinguishers, fire blankets, flashlights, etc. in their homes.

3.2.2 Publicize the costs of fire protection facilities and equipment

Residents in the community are required to pay property management fees every month, including the fire safety management fee. The property management company needs to publicly disclose the composition of the property management fees, especially the fire safety management fee, so that residents can understand the composition of the property management fees. When conducting daily fire safety work, the property management company should publicly display the detailed list of fire safety management fees and inform residents of the purpose of the fees. In the signed property management

contract, it is necessary to clearly specify the regulations for fire safety management and also indicate the expenses arising from third-party fire technical inspection, monitoring, and maintenance.

3.2.3 Carry out intelligent upgrades

In today's era of rapid technological advancement, the rapid development of technology has brought numerous conveniences to human daily life, and it can significantly enhance work efficiency as well. Against this backdrop, artificial intelligence emerged. Integrating artificial intelligence with property management to form intelligent property management has become a major trend in the property management industry. Combining intelligence with fire safety management will also greatly enhance the convenience and safety of fire safety management.

Updating the fire safety management model and building a comprehensive and diversified fire prevention system. Smart fire protection is an auxiliary and supplementary measure to the old-style fire protection, based on the old-style fire protection. Smart fire protection does not affect the previous fire management without any impact, and innovatively applies technologies such as artificial intelligence, Internet of Things, FNC, 4G/5G, etc., to control the automatic fire alarm systems in various areas of the residential community under the Internet, so as to achieve centralized monitoring and management of fire alarm systems in different areas; at the same time, it should be connected to the smart city, focusing on strengthening the construction of the perception system based on the Internet of Things, closely integrating fire alarm, smoke, gas, electrical, fire water supply, fire facilities, etc., and establishing a fire prevention system covering all areas, ready to respond 24/7, monitoring all areas without any blind spots, and elevating the fire prevention level of the community to a new level, enhancing the fire management ability of property management enterprises, and improving the timeliness of emergency handling.

Property management enterprises should avoid the phenomenon of previous information being single, and link various work and business of property management. Fire safety and public security safety are very important parts of residential community safety management, and these two safety are not unrelated but have many relationships and will affect each other. By upgrading and updating the management system, gradually integrating the two safety systems into a new management system, increasing the quantity and degree of the interconnection and integration of fire data and security data, making the work contents of the two systems, reducing the pressure brought by the two systems, maximizing the advantages of one system, and maximizing the effectiveness of fire safety hazard investigation, safety evacuation, etc.

Take a certain residential community in Linfen City as an example. The property management enterprise of this community integrated artificial intelligence in the management process, achieved intelligent property management, and combined fire safety management on the basis of intelligence, thus achieving intelligent fire safety management. The property management enterprise installed intelligent smoke detectors, emergency alarm devices, etc. in important places

of the community, and placed pressure sensors in the place where fire water supply is stored. The intelligent fire protection system will transmit these alarms and equipment failures to the property management intelligent platform in the first instance, and the property staff will monitor and manage in a timely manner based on the specific content of the alarm, the location where the alarm occurred, the time when the alarm occurred, and video information. The platform can obtain the signal strength of the equipment, the battery usage situation, etc., to provide data support for subsequent management and operation. The smart community platform integrates video and other security data, fire data, providing support for the safety and convenience of the community.

3.3 Enhance the Knowledge and Technical Proficiency of Property Management Personnel

Appropriate adjustments need to be made in the personnel of the property management. The property management company should cultivate the property staff in each position, so that the property staff can steadily improve their skills in fire safety, learn more about fire safety knowledge, and master as many of these knowledge points as possible. Also, it is necessary to invite the local fire brigade to give lectures and education to them. As many people as possible in the property management company should be cultivated as experts in fire safety. These experts are important personnel for implementing the fire safety responsibilities of the property management company and disseminating fire safety knowledge. The monitoring room is a very crucial part of emergency handling in case of a fire. The personnel in the monitoring room must have considerable professional knowledge and judgment ability. They should report in time when there is a possibility of a fire and be able to mobilize the property fire emergency personnel for rescue as soon as the fire alarm indicator gives a signal, minimizing the loss of residents' lives and property. Other property staff also need to undergo training and practical operations so that they can handle the fire situation calmly and in the correct way, such as evacuating residents and providing emergency rescue for trapped residents. Only by mastering professional knowledge and continuously conducting training can the fire safety problems be effectively solved. At the same time, it is also improving the reputation and credibility of the property management company. Residents will trust the property management company more, and the subsequent fire safety management will also be more smooth, which is of vital importance for the property management company.

3.4 Implement Multiple Measures to Enhance Residents' Fire Safety Awareness

In many residential communities, the fire safety awareness of residents is weak, their fire safety knowledge is limited, and in most cases, they only care about their property safety and the payment of property management fees. They are not clear about their rights and obligations as residents in terms of fire safety, thus ignoring the existing fire safety hazards around them.

Moreover, they often have conflicts with the property management company regarding fire safety issues, such as the placement of debris inside the emergency fire passage and the occupation of the fire lane by debris and vehicles. Therefore, a significant amount of effort must be devoted to enhancing the fire safety awareness of residents.

Firstly, it is essential to provide residents with sufficient fire safety knowledge and enhance their fire safety awareness. This can be achieved through necessary publicity, such as daily posters, distributing fire safety brochures, and holding fire safety knowledge conferences. With the development of the internet, property management companies can also use modern social tools like QQ groups and WeChat groups to convey fire safety knowledge to residents. This method has many advantages, including convenience in communication and timely dissemination to residents. Residents can also learn at any time, and the property management company can promptly receive feedback from residents, effectively promoting fire safety knowledge in the most convenient way.

Secondly, for many residents who are not familiar with the fire safety work of the property management company, the company can organize visits to learn about the fire safety work sites and fire safety equipment of the property management company. This allows residents to understand the daily fire prevention work of the property management company and how they handle emergencies in case of a fire. This reduces residents' misunderstandings of the property management company and improves the convenience of fire safety work. Letting residents visit fire safety equipment and explaining the usage methods and service life of the equipment can protect the fire safety equipment from being damaged by the residents of the residential community, clear the fire emergency passage and fire vehicle passage, and also improve their emergency handling ability in case of a fire, minimizing casualties and providing a more solid and effective guarantee for the safety of residents' lives and property.

Finally, after certain knowledge publicity, the property management company should regularly conduct fire safety drills to prevent problems before they occur. During the fire safety drills, the property management company should formulate a complete fire emergency plan, which is not only for property management company staff but also for the residents of the community, to make them feel involved and have a deeper understanding of the property management company's fire safety. Conducting targeted publicity for the above-mentioned personnel, organizing fire safety knowledge quizzes, and giving gifts to those with high scores, etc., can enhance the publicity effect and minimize the probability of fire occurrence to the greatest extent.

In recent years, most fire incidents in residential communities are caused by the elderly, children, and housewives. The property management company should conduct targeted publicity for these groups and hold fire safety knowledge quizzes. Those who score high can receive gifts such as rice, flour, and oil. This can improve the publicity effect and minimize the probability of fire occurrence to the greatest extent.

In conclusion, the main problem in property fire safety management is between the property management company

and the residents. When solving problems, we should start from the root cause and focus on the development and rectification of the property management company and the cultivation of residents. In the property management company, we should cultivate dual talents with knowledge and skills, improve the professionalism and technicality of the property management company, and appropriately handle the relationship between the property management company and the residents to reduce residents' misunderstandings of the property management company, so that the property management company can better carry out fire safety management and collect property management fees more effectively. At the same time, the property management company should combine modern technology with work and innovate intelligent property management and intelligent fire management to improve work efficiency and try to do the best in fire control work, providing a solid and effective guarantee for the safety of residents' lives and property.

4. CONCLUSION

According to the current fire data in our country, residential communities account for a considerable proportion of fire incidents. Moreover, due to the lack of attention to a very small fire source, serious consequences that are difficult to estimate have been caused. Therefore, the role of property management enterprises in community fire safety management is extremely important. The property management industry in our country began to emerge since the reform and opening up. Initially, it was in the coastal cities in the south, and gradually spread to the northern cities over time. The current property management industry has achieved certain development, but there are still many deficiencies in professionalism, resulting in many prominent problems, especially in fire safety management. This requires property management enterprises to constantly develop themselves, update themselves, enhance their professionalism, and focus on talent cultivation and technology application. Residents also need to contribute their share of efforts, combining with the owners' meeting and the owners' committee, to gradually influence and cultivate residents, so that the property fire safety management work becomes more reasonable and orderly. It is believed that with continuous efforts and the joint participation of all parties, the property fire safety management will reach a higher level.

REFERENCES

- [1] Song Guoqing & Zhu Zhaoxian. (2021). Research on Strengthening Property Fire Safety Management. *Fire Control World (Electronic Edition)*, 7(03), 122-123. doi: 10.16859/j.cnki.cn12-9204/tu.2021.03.060.
- [2] Zhou Jin. (2020). A Brief Discussion on Enhancing Community Fire Safety through Property Management. *Today's Fire Protection*, 5(12), 70-71.
- [3] Dong Peng. (2020). Research on the Problems and Measures of Fire Safety Management in Residential District Properties. *Fire Control World (Electronic Edition)*, 6(20), 73+75. doi: 10.16859/j.cnki.cn12-9204/tu.2020.20.042.
- [4] Jiao Chengke. (2024). Research on Fire Safety Management in Residential Communities. *Fire World (Electronic Edition)*, 10(21), 1-3. doi: 10.16859/j.cnki.cn12-9204/tu.2024.21.038.
- [5] Liu Shuai Kai. (2020). Safety Hazards of Storing in Residential Corridors and Solutions. *Fire Protection World (Electronic Edition)*, 6(16), 36-37. doi: 10.16859/j.cnki.cn12-9204/tu.2020.16.015.
- [6] Zhang Kunpeng. (2022). Issues and Countermeasures of Fire Safety Management in High-Rise Residential Communities. *Finance and Economics*, (08), 40-41.
- [7] Wang Shaifei. (2020). Opportunities and Thoughts on Smart Fire Management for Property Safety Management. *Urban Development*, (15), 54-55.
- [8] Zeng Yuxiang. (2020). Analysis of Problems and Countermeasures in the Fire Safety Management of High-Rise Residential Buildings. *Today's Fire Protection*, 5(04), 67-68.
- [9] Yang Zhengyou. (2020). Current Status and Countermeasures of Property Fire Safety Management. *Fire Control World (Electronic Edition)*, 6(06), 57-58. doi: 10.16859/j.cnki.cn12-9204/tu.2020.06.022.
- [10] Gong Hao. (2020). Common Fire Safety Issues in Urban Residential Communities and Management Strategies. *Today's Fire Protection*, 5(03), 65-66.
- [11] Jiang Quan. (2020). A Brief Discussion on the Fire Safety Management of Haiying Property Branch Company. *Modern Property (Mid-Year Edition)*, (03), 188-189. doi: 10.16141/j.cnki.1671-8089.2020.03.092.
- [12] Zhu Mingyu. (2022). Analysis of Fire Safety Issues and Countermeasures in Residential Community Property Management. *Today's Fire Protection*, 7(02), 133-135.
- [13] Xiao Quanzhong. (2020). Analysis of Common Problems and Countermeasures in Property Fire Safety Management. *Today's Fire Protection*, 5(01), 49-50.