






Safety in your Home

 *Westward*



If you or someone you know would like this 'Safety In Your Home' leaflet on CD  or audio tape , in large print , in Braille , or translated into another language  please contact our Communications Team on 01803 217560 or email info@westwardhousing.org.uk

إن كنت أنت أو أي شخص آخر تعرفه ترغب الحصول على هذه الوثيقة "السلامة في منزلك" (Safety in Your Home)، على شريط كاسيت صوتي أو بالحروف الطباعة الكبيرة أو بطريقة برايل للمكفوفين أو تود ترجمتها إلى لغة أخرى، يرجى الاتصال بنا على الرقم 01803 217560 أو بالبريد الإلكتروني على: info@westwardhousing.org.uk

如果你或你認識的人希望取得本文件《家居安全》('Safety In Your Home') 的錄音帶、特大字體、凸字或者其他語文的翻譯本，請告訴我們，你可致電 01803 217560，或發送電郵至：info@westwardhousing.org.uk

Si vous, ou une personne que vous connaissez, désirez obtenir ce document, « La sécurité dans votre domicile » (Safety in Your home), en cassette audio, en gros caractères, en Braille ou traduit dans une autre langue, veuillez nous contacter au 01803 217560 ou envoyer un courrier électronique à info@westwardhousing.org.uk

اگر آپ یا آپ کے کسی واقف کار کو آپ کے گھر میں تحفظ کی دستاویز "Safety In Your Home" (سیفٹی ان یور ہوم) آڈیو ٹیپ، بڑے حروف کی چھپائی، بریل میں یا اس کا ترجمہ کسی دوسری زبان میں چاہیے تو براہ کرم ہم سے 01803 217560 پر رابطہ کریں یا info@westwardhousing.org.uk پر ای میل کریں۔

The Westward Group is committed to treating all people with fairness and respect. We aim to actively help remove barriers and open doors for our customers and staff and foster good relations within the communities we serve.

Dealing with general emergencies out-of-office hours

The following is a list of problems, which could affect your safety, security or health as well as potentially causing serious damage to your property:

- gas leaks
- serious flooding
- complete electrical failure or serious electrical faults
- fire damage
- blocked sewerage drains
- storm or accident damage

For a genuine emergency, such as the list above, please telephone our out-of-office hours service:

Call 24 on 01752 770302





Gas safety in your home

The following are risks which could affect your safety, security or health as well as potentially causing serious damage to your property. So to avoid the risks of carbon monoxide and combustion which can cause fires:

- Never use a gas fire, cooker or boiler if you think it is not working properly. (Signs you may notice are yellow or orange flames, soot or stains on walls or surfaces adjacent to the appliance).
- Never cover or enclose any gas appliance.
- Never block up air vent grilles or air bricks if there is a gas appliance in the room.
- Never allow garden plants to block or grow around flue pipes or grilles outside your property.
- Never attempt any D.I.Y. work on a gas appliance or gas pipe work - this is illegal and could be dangerous.



Annual gas safety inspection

As your landlord, we have a legal obligation to inspect any mains gas and L.P.G. appliances in our properties every year.

We need to ensure that your appliances are safe and are not likely to cause danger to you or your family.

Our gas engineers who are Gas Safe Registered will carry out the annual gas safety check of all gas pipe work, fires, boilers, multi-point heaters, cooker connections and any associated flues which are in or associated with your home.

It is very important that the annual gas safety check is completed on time, our gas service engineers will contact you in advance of the due date to make access arrangements.

We ask for your co-operation in the interests of the safety of your home and occupants.

We will give you a copy of the safety certificate on completion, and maintain a record of completed safety checks in our offices.



Dealing with gas emergencies

- escapes and leaks

If you think there is a gas leak, or you can smell gas in your home, please follow these steps:

- Call **National Grid on the Gas Emergency Freephone Number 0800 111 999**
- Then **report it to our Repairs Department on 0800 107 8191 (9am-5pm Monday to Friday) or out of hours Call 24 on 01752 770302**
- Open all the doors and windows to let any gas escape
- Do not turn on or off any electrical switches, lights or sockets
- Do not light any matches and put out cigarettes
- Do not use mobile phones in the property
- Avoid rooms which have a strong smell of gas
- If you have a gas cooker or fire, make sure that the knobs are all turned off properly or the gas ring or burner has not blown out
- Turn off the gas lever at the mains supply by pulling it down so that it is at right angles to the pipe, this should be situated next to the gas meter
- Engineers will arrive at your home as soon as possible – please stay near a telephone in case we need to contact to you

Electrical safety in your home

- Regularly check electric cables are not worn or loose
- Do not overload electrical sockets with adapters or extension leads
- Always disconnect an appliance before changing a fuse or any other work
- Never handle plugs, switches or electrical appliances if you have wet hands
- Never use portable electrical appliances in the bathroom
- Use a safety circuit breaker if you are using electric lawnmowers or other appliances in the garden
- Never attempt to undertake any alterations or additions to your electrical system or wiring
- Always apply in writing for permission before employing a qualified electrician to undertake any works in your property



Dealing with electrical emergencies

When you are dealing with electricity, your main priority must be 'safety first' and care should always be taken when handling or using electrical fittings, wiring and equipment.

If you have any of the following problems, you should report it to us immediately:

- Total failure of the electrical supply
- Flickering lights (other than strip lights)
- Crackling or sparking switches or sockets
- Sockets or switches which feel or smell excessively hot
- Sockets or switches not working
- Water leaking onto the wiring or into any electrical fitting
- Circuits that repeatedly cut or 'trip out' even after re-setting

If in any doubt don't touch anything - always call the office on 0800 107 8191 or out of hours on 01752 770302.



Smoke alarms and fire precautions

The majority of our properties are fitted with at least one smoke detector/alarm, which can give you and your family valuable warning in the event of a fire, and if necessary, time to enable you to escape from your property. Tarka will check the function of smoke alarms during planned electrical safety testing (normally every 5 or 10 years), however it is important that you check your smoke alarm(s) wherever possible, in order to ensure that they remain in good working order.

We recommend the minimum:

- **Once a month** - you check the alarm by pressing the test button. You will hear a bleeping sound for a few seconds if the alarm is working correctly
If nothing happens, try pressing the button a little harder, if there is still no alarm sound, call the office on **01237 428080** to request an electrician to call to check and repair
- **Once a year** - you should clean the alarm, preferably using the hose of your vacuum cleaner to remove any accumulated dust, and gently wipe it over with a damp cloth, check the alarm again after cleaning
- **If the alarm starts regularly bleeping** - this may indicate the battery needs replacing, or the mains power supply has failed, so check the fuses or trip switches and re-set as necessary. If this does not work telephone us on **0800 107 8191** to request an electrician to call to check and repair
- **If you set the alarm off accidentally, for example when cooking or smoking** - open windows or doors to disperse the smoke, then press and hold down the button for about 4 seconds to re-set the alarm. It may continue to bleep for a short period and then it will stop, if this does not work telephone us on **0800 107 8191** to request an electrician to call to check and repair

Water Safety



Legionella

Legionella is a bacterium that naturally exists in low numbers in all water supplied to homes. The disease is a kind of pneumonia that could be fatal. It can affect anybody, but mainly affects people who are vulnerable due to age, illness, a lowered immune system or smoking.

It can live in water systems storage tanks, pipe work, taps and showers. The risk of legionella is very low, but you can take steps to avoid it.

The risk is greater when you move into a new home or after returning from a long break (more than one week).

How to reduce the risk:

- Ensure that hot water storage temperatures are kept over 60°C (140°F).
- Keep water cisterns covered, insulated and clean from debris.
- Ensure that pipe work is insulated.
- When you move in or return from a long break, run your shower (where fitted) or hot water taps continuously for 5 minutes (this flushes out any bacteria).
- To minimise the risk of creating a fine spray carrying legionella in the air, showers should only be discharged slowly into the drain.
- Shower heads should be cleaned at least every 3 months.
- Report any defects of the system to us without delay. Defects could include the cold water running warm (after the tap has been running for two minutes) or the hot water running tepid (after the tap has been running for one minute).





What we do to reduce the risk:

- Before you move into your new home we test the water systems to ensure that the cold water supply is below 20C (68 F) and that the hot water supply is set at above 50C (122F).
- All water systems are flushed whilst the property is empty.
- Where we are responsible for large water storage tanks such as in a block of flats that supply more than one home, we carry out regular checks of these systems, and ensure that any identified problems are sorted without delay.

Hot Water

Scalding accidents involving overheating hot water cylinders are thankfully very rare. We ensure that all immersion heaters and hot water storage tanks are fitted with a safety cut out feature.

To reduce risk:

- Always mix hot and cold water when running a bath.
- Look for signs that the thermostat may be malfunctioning, this could include:
 1. Excessively hot water coming out of the hot tap.
 2. Excessive noise or 'bubbling' from the water cylinder.
 3. Hot water coming from any of the cold taps.
 4. Steam or moisture in the roof space where the storage tank is located.
- Contact us immediately, if you think that your thermostat is over heating.



Tarka 'red' button emergency helpline service

Our sheltered accommodation and designated properties for the elderly have an emergency call system, which allows two-way speech between the tenant and the scheme manager or to our 24 hour emergency service.

For example:

- In the event of an emergency, if a tenant has a fall or is taken ill, they can press an alarm pendant which they may have been provided with or pull an emergency alarm cord (which are situated in each room) to summon the help they need.



Tarka House, Clovelly Road Industrial Estate, Bideford EX39 3HN

Tel: 01237 428080 Fax: 01237 428098 Text: 07768 616161

Repairs Freephone: 0800 107 8191

Email: info@tarkahousing.org.uk

www.tarkahousing.org.uk

Tenant Services Authority (TSA), the Regulator of Social Housing No. L4508
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business for neighbourhoods

