

# Your safety - our concern



Twoje bezpieczeństwo – nasza troska

Jūsu drošība – mūsu rūpe

我们关怀—您的安全

ਤਹਾਡੀ ਸੁਰੱਖਿਆ - ਸਾਡੀ ਚਿੰਤਾ

आपकी सुरक्षा – हमारा सरोकार

**HomeZone**  
Living 

**This leaflet is for customers of HomeZone Living, including customers of Bromford Support and those in supported housing.**

## **1. Servicing gas appliances**

Under Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998, landlords must have each gas appliance and flue checked for safety:

within 12 months of being installed and at least every 12 months after that. Gas boilers or fires that aren't working efficiently can be very dangerous. When gas doesn't burn properly, carbon monoxide is produced – you can't taste, smell or see it, but it can kill without warning.

Please help us protect you by letting our contractors into your home to service your appliances. You are responsible for any repairs to and leaks from appliances that you own.

All gas appliances must be installed and certified by a Corgi-registered engineer. Please contact us if you need more information about this.

### **If you smell gas or think there is a gas leak**

#### **Don't:**

- smoke
- use any electrical equipment - including light switches

#### **Do:**

- turn off the gas supply at the mains
- put out all naked flames
- let air into the building by opening doors and windows
- call National Grid on their freephone number, 0800 111999
- leave the property if the smell persists.

National Grid (which used to be called Transco) deals with emergencies free of charge. Don't ask them to do any further work or else they may send you a bill. You should then contact your local Customer Service Centre to explain what has happened. We can arrange any further repairs needed. The telephone number is:

**01543 420800**

## **2. Smoke alarms**

Most people die in fires not from burns but inhaling smoke. Smoke alarms give you an early warning. They sense the smoke from a fire that's starting and sound the alarm. This gives you time to get out of your home safely and call the emergency services.

**All our homes should be fitted with a mains-wired smoke alarm, with a back-up battery in case of a power cut.** If you don't have a smoke alarm, or if your alarm seems damaged, please let us know immediately.

### **Maintaining your smoke alarm**

Clean the alarm regularly using the narrow nozzle of a vacuum cleaner. Remove dust, insects and cobwebs from the sides and the slots in the cover where the smoke enters.

Test the alarm once a week by pressing the 'test' button until the alarm sounds. If you can't do this, please ask a relative, friend or neighbour to help you. If your alarm starts beeping there may have been an interruption to the power supply. Check to make sure the supply has been restored which should stop the beeping. However, if the noise continues you may need to replace the battery. If the smoke alarm is a sealed unit with no visible battery please contact our Customer Service Centre as the battery cell may require replacing.

If your smoke alarm isn't working, contact your local Customer Service Centre.

**01543 420800**

Remember – if the alarm goes off when you haven't pressed the test button, it has sensed smoke in the air.

The alarm is a warning of a possible fire: you must act immediately.

### 3. If fire breaks out in your home

Try not to panic, and follow this important life-saving advice.

- Alert everyone else in your home about the fire.
- Don't stay to try and put the fire out.
- Don't stop to collect any belongings.
- Ensure everyone leaves, closing the front door behind you.
- Don't use the lift.
- Don't use a balcony unless it is part of the escape route from the building.
- Dial 999 and ask for the Fire Service.

**Remember – get out and stay out!**

## 4. Tips for using electricity safely

- Adding to or altering the wiring in your home must be done only by a qualified electrician registered for Part P of the Building Regulations and approved by us.
- Ensure all your plugs are wired correctly.
- Dispose of unwanted plugs safely and don't let children play with them.
- Make sure all your appliances have the correct fuses.
- Don't overload sockets with multi-plugs.
- Never use portable electric appliances in your bathroom, even if they are plugged into a socket outside the room.
- Check flexes and fittings regularly for damage, and wear and tear.
- Find out where your fuse box is.
- Don't change a fuse unless you know how.
- If in doubt, switch off and ask for advice.
- Never touch any appliance or socket with wet hands.

## 5. Going on holiday?

Follow these simple measures to ensure you don't find an unwelcome surprise when you get back:

- Turn off your gas supply. Or leave your heating on low if you're away during the winter.
- Leave an emergency number and a door key with a neighbour or relative so they can pop in from time to time.
- Unplug electrical appliances when you can.
- Remember to cancel milk and papers.
- Lock all your windows and doors where possible.

## 6. Do you have home contents insurance?

Take advantage of our low-cost insurance for your home contents. This will give you peace of mind, covering your belongings if your home suffers fire, flooding or any other disaster.

Please ask us for our leaflet on home contents insurance.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Jeżeli mają Państwo problem w zrozumieniu tych informacji lub chcielibyście je otrzymać w innej formie (np. przetłumaczonej, audio, napisane alfabetem Braille'a lub dużą czcionką), prosimy o kontakt w tej sprawie.

Ja jums ir grūti saprast šo informāciju vai arī jūs labāk vēlētos to saņemt citā formātā (tas ir tulkotu, kā audioierakstu, Braila rakstā vai arī drukātu lieliem burtiem), lūdzu, vērsieties pie mums.

如果您在理解本资料方面有困难，或者您更希望我们为您提供一份其它形式的资料（例如，翻译版本、音频版本、盲文版本或大字体版本），请与我们联系。

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ ਜਾਂ ਇੱਕ ਬਦਲਵਾਂ ਰੂਪ ਪ੍ਰਾਪਤ ਕਰਨ ਨੂੰ ਤਰਜੀਹ ਦਿਓਗੇ (ਜਿਵੇਂ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਇਆ, ਆਡੀਓ, ਬ੍ਰੇਲ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ), ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह ये सूचनाएं समझने में कठिनाई हो या इसे किसी और प्रारूप (जैसे अनुवाद, ऑडियो, ब्रेल अथवा बड़े प्रिंट) में प्राप्त करना चाहते हों, तो कृपया हमसे संपर्क करें।

HomeZone Living  
5 Stowe Road  
Lichfield  
WS13 6WA

Tel 01543 420800  
(8am - 6pm, Monday to Friday)  
Minicom 01543 420878  
Fax 01543 417248

Email  
[customerservices@homezonehousing.org.uk](mailto:customerservices@homezonehousing.org.uk)

Office open for visitors  
8am - 6pm, Monday to Friday



CUSTOMER SERVICE EXCELLENCE

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



This leaflet is available in large print, audio and other formats and languages. Please ask for details.

[www.bromfordgroup.co.uk](http://www.bromfordgroup.co.uk)

Produced by Bromford Group Communications team 01902 393640  
e: [communicationsteam@bromford.co.uk](mailto:communicationsteam@bromford.co.uk) 3384HL1008

**Bromford**  
Group The logo icon for Bromford Group, consisting of a stylized lowercase letter 'g' inside a square frame.