



Managing and Preventing an Emergency



Grŵp Cynefin

Mwy na thai • More than housing

Reducing danger

By taking a few simple precautions, you can prevent danger to your home or distress to your family.

Make sure that you know

- where the stop tap is located (water supply)
- how to turn off the gas main
- where the electrical fuse box is located
- how to turn off the electricity

We will show you where stop taps, etc are when you are handed the keys to the property. Additionally there will usually be instructions located in one of your kitchen cupboards to remind you. It is up to you to make sure that all the people in your household know about these instructions too, and how to switch off the services.

Preventing fires

When you move into your new home, get to know your escape route in case of fire. If there is a fire make sure all members of the household know to dial 999 and where the nearest phone is located. Please refer to Section 8 Staying Secure and Warm for further information.

There will be smoke / heat detectors fitted in your home. Test these regularly to see that they work and keep them free from dust. If you are unable to reach the test switch on the unit safely, we can supply a testing pole.

If there is a fire ensure everybody leaves the property, but do not endanger your own safety. Inform us immediately that a fire has occurred.



Gas Safety

The National Gas Emergency Service are on call 24 hours a day, every day.

If you smell gas:

- Turn off the gas supply at the meter, unless the meter is located in the cellar / basement
- Extinguish all naked flames, do not smoke, strike matches, or do anything which could cause ignition
- Do not turn on / off electrical or light switches or do anything that could create an electrical spark
- Open all the windows and doors to ventilate the property (except where there is danger to life)
- Keep people away from the area
- Ensure there is access to the building
- Contact the gas emergency service on **0800 111 999** from outside your home
- contact the Association immediately



Electrical safety

People use more and more electrical appliances in their homes these days and this means that great care must be taken to avoid danger.

- do not use faulty equipment or appliances in your home
- unplug any appliances when you are not using them
- isolate any faulty switch or socket by putting the trip switch for that circuit to the OFF position
- don't use double adaptors which can overload the socket, instead use one appliance at a time or, if necessary use a multipoint extension lead
- don't install new electrical fittings (for example, showers) without first obtaining our permission and advice
- report any electrical problems to us immediately

If the electricity fails, check if there has been a power cut. Enquire with your neighbours to see if they have been affected. If the failure is a result of a blown or tripped fuse - re-set the tripped fuse – if it trips again turn off the last appliance you switched on and check again. If these actions fail to restore your electricity supply, contact us for help.

Please remember for your own safety that you must never alter or tamper with the electrical wiring in your home without first obtaining our permission and advice.

Please also refer to the Section 8 “Staying Safe, Secure and Warm” for further advice and guidance.

If a pipe has burst or is leaking badly:

- Save some water for drinking.
- Turn the water supply off at the stop tap.
- Open the cold taps until they stop flowing.
- Phone us straight away.
- Switch the immersion heater off if you have one.
- If there's leaking water near the lights or sockets, switch the electricity off at the meter immediately.
- Switch the heating off. If you have gas heating, switch the boiler off. If you have electric night storage heaters, switch them off at their sockets. If you have a solid fuel boiler, let the fire die.
- Put the bath plug in, and open the bath hot water tap. This water can be used later to flush the toilet.
- Catch leaks in a bowl or bucket and soak up any excess water with towels to prevent water damaging your home.
- Keep warm and dry until the plumbing engineer arrives.

If you decide to leave your home, please let us know how to contact you, and where we or the plumber can get the key.

If your water pipes are frozen, NEVER use a blow torch, as your pipes will explode or crack. You should use a hair dryer or fan heater close to the area of piping you suspect has frozen. Start from the end nearest the tap. Another way, is to place a hot water bottle on the pipe.

