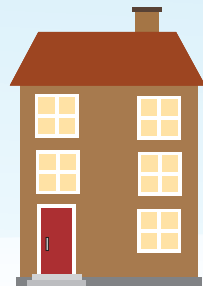


STAYING SAFE IN YOUR HOME



While we do all we can to make sure our homes are safe, this booklet provides important information about what you can do to keep you and your family out of harm.

There are more hints, tips and links to useful videos on our website so please visit www.redkitehousing.org.uk.

In the case of a major emergency incident please visit our social media sites, where we will post updates to keep residents informed.

 Red Kite Community Housing

 @Redkitehousing

Other contact information:

-  Red Kite Community Housing
Windsor Court
Kingsmead Business Park
Frederick Place
High Wycombe
HP11 1JU
-  01494 476100

We hope you find this booklet useful!

Red Kite Community Housing





WHAT TO DO IF THERE IS A FIRE

If you spot a fire, call 999 as soon as it is safe.

Don't tackle the fire yourself if there is any risk of harm. Assess the situation quickly and evacuate if necessary.

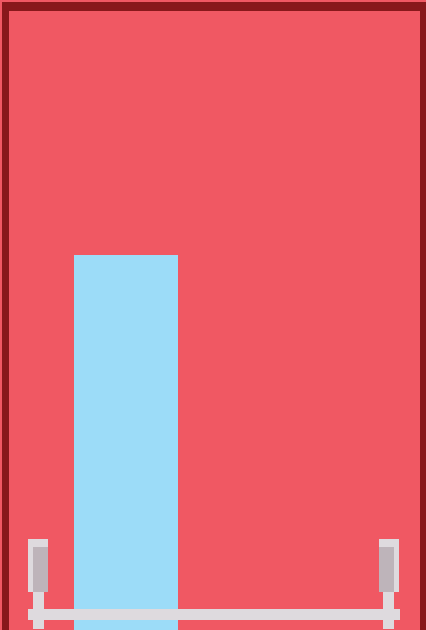
Keep calm and act quickly, get everyone out as soon as possible. Our sheltered schemes and general needs blocks operate a 'Safe to Stay' policy. However, you should evacuate if you are told to do so by the fire service, and if it is safe.

Don't waste time investigating what's happened or rescuing valuables.

If there's smoke, keep low where the air is clearer.

Call 999 as soon as you're clear of the building.

FIRE



If you live in a flat and any doors open onto a fire evacuation route, your entrance door will be a fire door. These doors are very important and prevent the spread of fire. They must always remain undamaged and in good condition. These doors are fitted with self-closing devices and should always remain closed. This will prevent the spread of fire from within your home to the fire evacuation route and protect you from fire/smoke outside your home. These doors are inspected regularly.

If you notice a fire door is damaged, or not closing on its own, this must be reported to us. If you are a leaseholder, you will be responsible for getting a damaged door replaced/fixed to the required standard to maintain the safety of the building.

Please make sure you read your fire safety notice, if applicable. If you live in a flat, this will be located in the main entrance area.

If you have oxygen cylinders in your home (which should be stored for medical reasons only) let us know so we can make a note of this.

We do not allow propane or paraffin heaters in our homes.

Keep portable heaters clear from curtains and furniture and never use them for drying clothes.



SMOKE DETECTORS

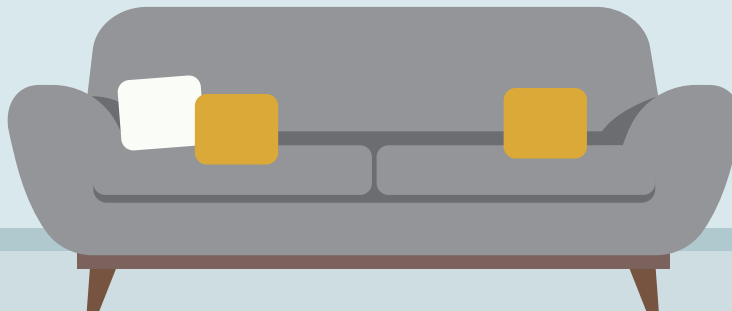
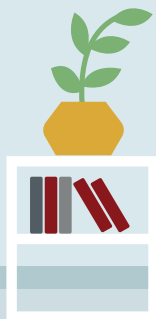
!You're four times more likely to die in a fire if you don't have a working smoke alarm!*

All homes should have smoke detectors installed. We check these annually, but please remember to test your smoke detector every month by pressing and holding the test button for a few seconds, to make sure the alarm sounds. Put the vacuum cleaner brush over it every six months to remove any dust.

If your smoke detector is battery operated and doesn't work you might need to replace the battery, it is your responsibility to do this. It may also beep if the battery is running low.

Most of our detectors are now wired to the mains so if you believe it isn't working, please contact us straightaway. Never disconnect or take the batteries out of your alarm if it goes off by mistake.

If you don't have detectors installed contact us now and we'll arrange for a survey to be carried out.



SAFE ESCAPE



Don't leave items in communal areas as these might cause an obstruction, or be a fuel source if there is a fire.

Do not place combustible items under the stairs, if they were to catch fire the emergency escape route from the upper floors could become blocked and people trapped.

Make sure you know your escape route – keep the route within your home clear of clutter that could prevent you getting out fast if there was a fire.

Our sheltered schemes and general needs blocks operate a 'Safe to Stay' policy. You should only evacuate if you are told to do so by the fire service, if you feel unsafe or your home is affected by heat or smoke.

SMOKING

⚠️ Every six days someone dies from a fire caused by a cigarette.

To help avoid fires always stub cigarettes out properly and dispose of them carefully and use a proper ashtray – never a wastepaper basket. Make sure your ashtray can't tip over and is made of a material that won't burn.

Take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking. You might fall asleep and set your bed or sofa on fire.

Never smoke in bed.

Keep matches and lighters out of children's reach.



CANDLES

⚠️ Two fires a day are started by candles.

Make sure candles are secured in a proper holder and away from materials that may catch fire – such as curtains.

Put candles out when you leave the room and make sure they're completely out at night.

Children should never be left alone with lit candles. Always be careful of leaving a lit candle in a room with pets.

We recommend you avoid using candles.



SAFETY IN THE KITCHEN

⚡ Around half of home fires are caused by cooking accidents ⚡

To avoid accidents, never leave children in the kitchen alone when cooking, make sure saucepan handles don't stick out over worktops and edges as they could get knocked off the stove.

Spark devices are safer than matches or lighters to light cookers.

Keep tea towels and cloths away from the cooker and hob.

Never cook when under the influence of alcohol.

Take care when cooking with hot oil as it sets alight easily. It is safer to use a thermostat controlled electric deep fat fryer as they can't overheat.

If a pan catches fire:

- Turn off the heat if it's safe to do so
- Never throw water over it
- Don't tackle the fire yourself, unless it's safe to do so. Call 999



ELECTRICAL SAFETY

 **Faulty electrics cause around 6,000 fires in the home every year** 

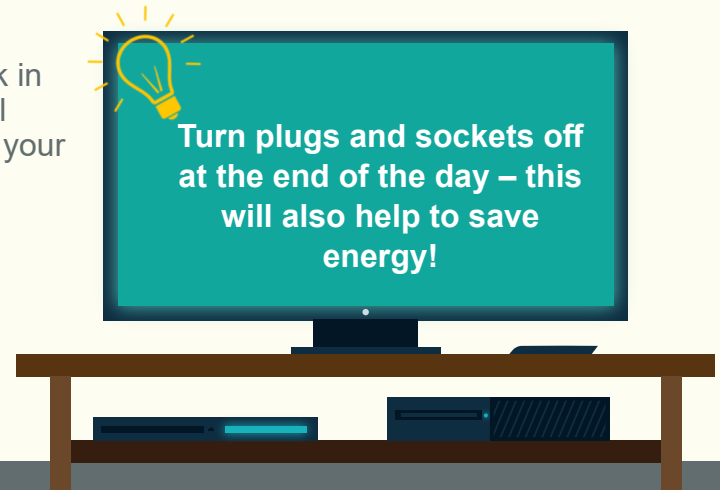
We check your electrical system every 5 years to ensure it is safe. It's important that you let us into your home to do this work.

If you lose power in your home it could be a tripped switch. Check the electric consumer unit first which is usually found near to your electricity meter.

Check which switches have tripped to the "off" position and switch them back on. If it trips again it could be a faulty appliance. You will need to eliminate this by unplugging all electrical equipment, such as your kettle and toaster etc.

Reset the mains switch and then plug the appliances back in one at a time, this approach may identify a faulty electrical appliance. If the issue persists after having checked all of your appliances, then report the repair.

Make sure electrical appliances have a British or European safety mark when you buy it.



Don't overload electrical sockets and extension leads. Keep your eyes peeled for signs of dangerous or loose wiring, scorch marks or hot plugs and sockets.

Check and replace any old cables and leads, especially if they are hidden from view.

Unplugging appliances when you're not using them, or when you go to bed, helps reduce the risk of fire.

PLUGS & SOCKETS



GAS SAFETY

If you have a gas supply at your home, do not ignore your annual service appointment.

Under your tenancy agreement you must allow us access for a boiler service, and gas safety test. Failure to do so means we could take legal action to gain entry to your home.

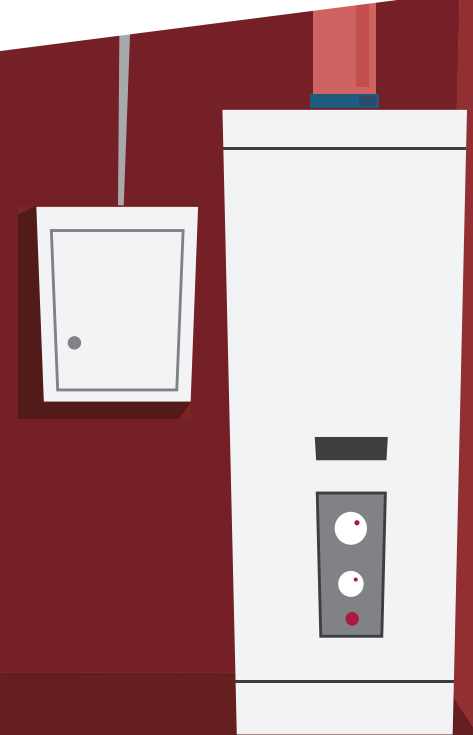
It is illegal for anyone not Gas Safe registered to work on a gas supply or any appliance.

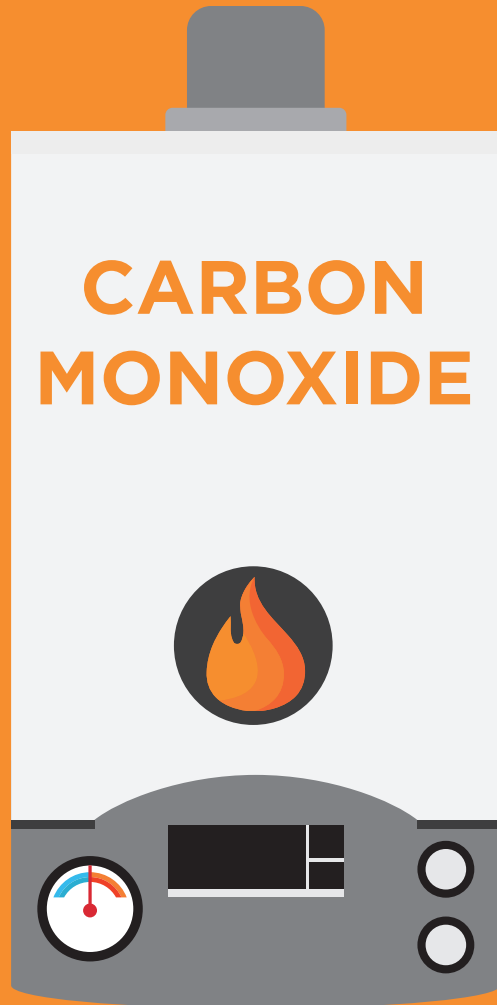
Do not:

- Install or remove a gas fire or boiler without getting our permission first
- Remove the boiler case or touch the internal parts
- Paint the boiler case, as this will create a fire hazard
- Block any ventilation grills or air bricks
- Cover external flues
- Use a gas appliance if you think it's faulty

If you smell gas:

- Call 0800 111 999 to report the leak
- Put out cigarettes, or any naked flames
- Turn off the gas at the main control valve
- Do not use matches or a naked flame of any kind
- Do not use any electric switches
- Open all doors and windows
- Leave your home until it has been declared safe to return





Many of our homes have gas central heating and use gas boilers to heat your water.

If your boiler is not serviced regularly, it will not burn efficiently and could produce carbon monoxide. This is an odourless gas that is harmful or even deadly.

We therefore provide each home with an alarm which detects if carbon monoxide is present in the air.

If it goes off:

- Open all windows & turn off the gas supply
- Leave your home immediately
- Call us straight away on 01494 476100

Please contact us if you do not have an alarm.

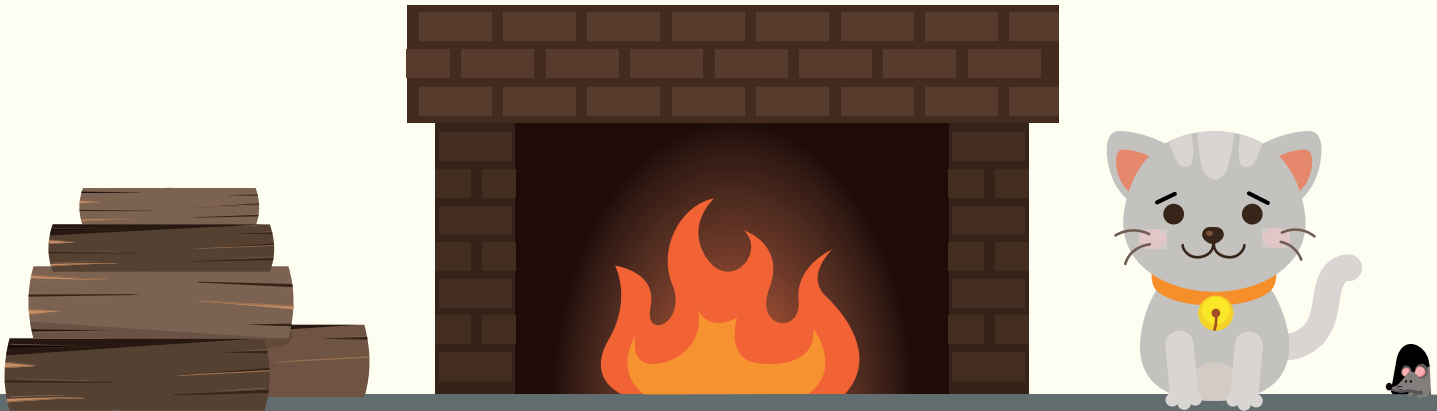
We have a legal obligation to service your gas boiler annually. We will contact you to arrange a suitable time to do this. Please help us protect your safety by allowing us to carry out gas safety works.

WHAT CAUSES CARBON MONOXIDE TO LEAK?

Carbon monoxide is produced when fuels such as gas, oil, coal and wood don't burn properly producing carbon monoxide gas.

Open flued appliances, for example log/wood burners and coal fires, are one of the main factors contributing to carbon monoxide poisoning as they do not have the technical advancements and safety features of most modern gas appliances.

We will not allow any new installations of open flued appliances, but if you have an existing one that is registered with us, we will maintain it in accordance with the relevant requirements and install a carbon monoxide detector.



ASBESTOS

Asbestos in the home is not a problem as long as it isn't disturbed and is in good condition.

When asbestos deteriorates or becomes damaged, fibres can be released into the air.

Take care when doing DIY, always check to see if asbestos material is present and never drill, cut or sand materials that could contain asbestos.

If you want to do any DIY, check with us first as we hold a detailed register of where asbestos can be found in all of our homes.

You must always get our permission if you intend to carry out any major repairs or work in your home.

If you are unsure or need advice please contact:
asbestos@redkitechousing.org.uk

Do not attempt to remove any asbestos yourself

WATER SAFETY

Certain types of bacteria, such as Legionella, are naturally present in water and soil.

These can become dangerous when levels increase.

To avoid problems:

- Make sure the thermostat on your hot water tank is set at 60 degrees or slightly above as this kills harmful bacteria. Always be careful of scalding risks when running hot water.
- Keep your shower head clean and make sure you run taps and showers hot for around 5 minutes if you have been away from home for more than a week.
- Keep water covered - such as tanks, pools and water butts. Be careful when coming into contact with any water that has been stagnant for over a week.



CONDENSATION

Condensation is one of the most common forms of damp. Left untreated it can lead to mould growth which can be harmful and lead to health issues.

To avoid this we advise the following:

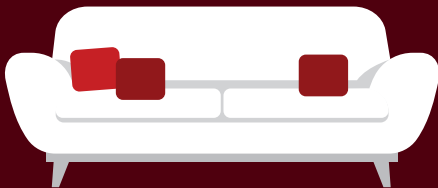
LOUNGE & BEDROOMS

Keep furniture away from walls

Heat home to 18 degrees

Don't dry clothes on radiators

Open windows where possible to regularly increase ventilation and remove condensation



KITCHEN

When cooking food keep lids on pans

Make sure extractor fans are well maintained and turned on or leave a window slightly open

Make sure tumble dryers are properly vented



BATHROOM

Dry clothes outside or in bathroom with the door closed and make sure the room is well ventilated

Wipe down cold surfaces after a shower or bath to remove moisture

Turn on the extractor fan or leave a window slightly open after bathing or showering





FLOODING

Flooding can occur in a variety of ways, such as surface water floods, rivers overflowing the banks, burst pipes and defective plumbing. It is always best to be prepared.

Think about flooding before it happens.

Know what the levels of flood warning mean:

- Flood alert – flooding is possible, be prepared
- Flood warning – flooding is expected, immediate action required
- Severe flood warning – severe flooding, danger to life

Make a personal flood plan for what to do in event of a flood, this will help your home be prepared.

Regularly check pipes and appliances such as washing machines for leaks.

For more advice and to sign up for free flood warning notifications, visit the Environmental Agency website www.environment-agency.gov.uk

An illustration of an open window with white frames and multiple panes. The window is set against a light blue background. Outside the window, there is a bright yellow sun in the upper left, two white clouds in the upper right, and a light blue sky. The window is flanked by two vertical teal bars on each side.

WINDOWS

If your upstairs windows don't have safety restrictors, or they are broken, please let us know as soon as possible so they can be repaired or installed.

Broken or loose window fittings must be reported to us so they can be replaced, particularly if they are on the first floor or above. For your safety, we recommend you keep windows secured.

RUBBISH

Don't allow rubbish to build up within or around your home and make sure bins are stored a safe distance from your home, as these can be a fuel source for fires and attract vermin.

Don't dispose of BBQ coals or disposable BBQ's in your wheelie bin until they are completely cold. It is always good to dampen down coals.

Avoid storing flammable materials in your home, especially items such as fuel and large tins of paint.

If you have large items which need disposing of, you can contact Buckinghamshire Council to arrange removal by calling 01494 586550.



HOW TO CONTACT US

 www.redkitehousing.org.uk

 [@Redkitehousing](https://twitter.com/Redkitehousing)


 contact@redkitehousing.org.uk

 Red Kite Community Housing
Windsor Court
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We would like to thank our Environmental Improvement Group for funding the production of this booklet.

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