

This guide is to help you and your family to stay safe in your home. It offers practical advice about what to do in certain situations.

Fire safety

Do's	Don'ts
 ✓ Install a smoke detector/fire alarm if you do not have one ✓ Test any smoke alarm or fire detector on a regular basis ✓ Close doors and windows at night to prevent the spread of fire ✓ Make sure that open or radiant fires are well guarded ✓ Keep matches and lighters away from children ✓ Make sure cigarettes and matches are out before emptying ashtrays ✓ Buy flameproof clothing and furnishings where possible ✓ Have a route escape plan 	 X Store petrol, paraffin, oil, bottled gas or paint in the home X Air clothes over or around convector heaters or cookers X Hang decorations around light fittings X Smoke in bed X Put ashtrays on the sofa or arm of a chair X Leave cigarettes burning unattended X Place heaters within three feet of flammable materials X Let grease build up on your cooker or stove X Hang curtains near cookers

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If a chip pan catches fire

Do's	Don'ts
 ✓ Turn off the heat ✓ Cover the pan with a damp cloth or lid to smother the flames. Leave this in place for at least 30 minutes 	Move the panUse a fire extinguisher to try and put out the fire
✓ If the cooker is electric, turn it off at the wall	

If someone's clothes catch fire

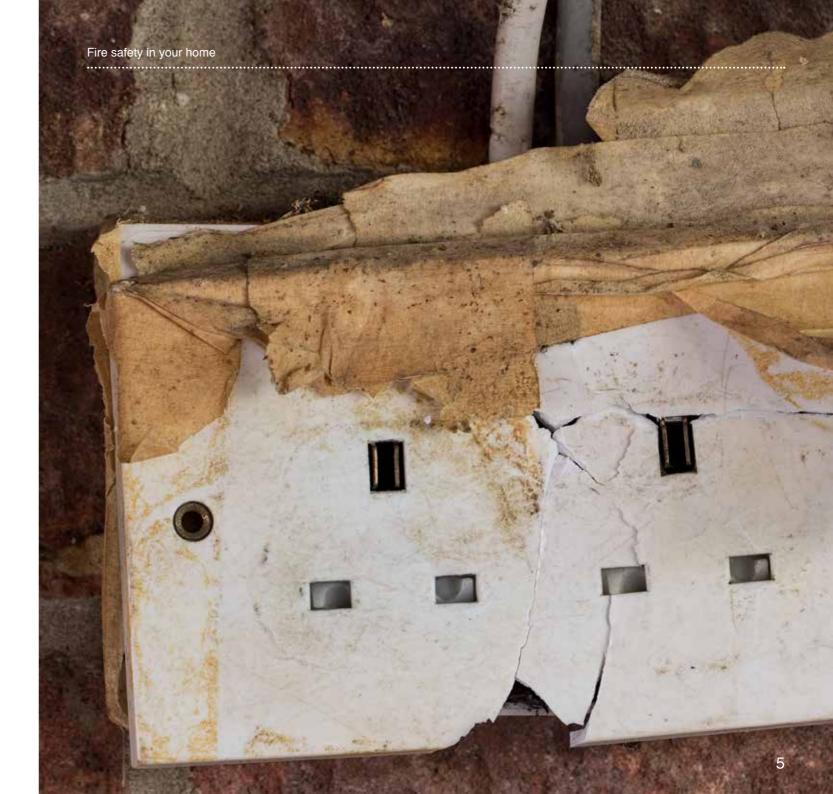
Do's	Don'ts
 ✓ Roll them in a rug, curtain, blanket or cover ✓ Call an ambulance ✓ Use cool fresh water to douse any remaining flames 	X Use fabrics made of rubberX Panic

If your home catches fire

Do's	Don'ts
 ✓ Close the door to the room on fire if possible ✓ Drop to the floor and crawl to the nearest exit if the room is full of smoke ✓ Make sure everyone leaves the house ✓ Call the fire brigade 	X Risk saving belongingsX Enter a room without checking if there is fire or smoke

Electrical safety

Do's	Don'ts
 ✓ Buy electrical items with a BEAB or CE label where possible Buy reputable brands If something seems wrong, turn off the item and remove the plug from the wall socket Replace cracked or chipped plugs Check for worn cords and cables Make sure plugs are wired correctly Use plugs that conform to British Standards 1363 or 1363A Follow instructions for use on electrical items 	 X Use portable electrical items in the bathroom X Handle plugs or switches with wet hands X Attempt repairs yourself X Run wires under carpets or rugs X Overload electrical sockets or extensions X Have wires or cords near sharp objects X Pull electrical cords from the wall, this can cause damage to the plug and socket (always remove using the plug) X Leave wires or cords near water sources X Leave wires out in the open air



Fuses or miniature circuit breakers (MCB's)

Replacing blown fuses in the main consumer unit (fuse box).

If a fuse blows or trips a switch you should:

- 1. Switch off the main switch on the unit
- 2. Unplug the appliance you think may have caused the fuse to blow. If in doubt unplug all appliances
- 3. Check the fuses or circuit breakers to see what has blown or tripped
- 4. Replace the wire with the size stated on the front of the fuse carrier. e.g. 5amp, 15amp
- 5. If the MCB's are fitted push the affected trip upward to turn it back on
- 6. Switch on the main switch

If new fuses blow, or the circuit breaker trips again, do not attempt a second repair as there may be a fault in the wiring system. Instead, contact the repairs team and ask for an electrician

Accidents in the home

Do's	Don'ts
 ✓ Make sure there is good lighting ✓ Clear spillages straightaway ✓ Keep carpets in good condition ✓ Consider stairgates/guards if you have children in the home 	 Polish floors underneath rugs or loose carpets Leave toys or items on the stairs Leave ragged or torn carpets in place as they can be trip hazards

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Poisoning

Do's	Don'ts
 ✓ Keep all medicines and cleaning products of the reach of children ✓ Dispose of out of date medications at your doctors or chemist 	won't be labelled correctly

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Security

Do's	Don'ts
 ✓ Be responsible for your own keys (if you lose them you will be charged for lock changes) ✓ Trim back bushes and shrubs to limit hiding spaces for potential thieves ✓ Install an alarm 	 Leave communal doors propped open Give your keys to other people (they may have copies cut) Place bins near flat roofs or high gates (people use them to climb up or over) Enter your home if something appears suspicious – call the police

Deterring burglars

Do's	Don'ts
 ✓ Make sure all doors and windows are locked when you are not home ✓ Close ground floor windows at night ✓ Cancel regular deliveries such as newspapers and milk if you are away ✓ Fit window and door locks 	 Leave keys under mats or plant pots Tie keys to strings Leave valuables visible or on show Leave garden tools or ladders out

Gas safety

If you smell gas...

Do's	Don'ts
 ✓ Put out any cigarettes ✓ Avoid using electrical switches ✓ Open doors and windows ✓ Check if gas cookers or rings have been left on by mistake ✓ Check if the pilot light in any boiler has gone out ✓ Turn off the supply at the meter if you think there is a leak ✓ Go outside the house ✓ Call the repairs team (from outside) and advise of a possible gas leak ✓ Call National Grid on 0800 111999 (from outside) 	 X Get help from someone who is not "Gas Safe" registered X Tamper with any gas appliances yourself X Block ventilators to prevent air flow or draughts X Alter or change your gas flue system

Emergency Services

- 1. To call the emergency service call 999 and tell the operator which service you need
- 2. Wait for the emergency services to answer and give the full address of where the help is needed

Insurance

Even with the best of planning and precautions, accidents can and do happen. Make sure you are covered in the event of an accident by insuring your home.



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