



Safety in the home



A guide to your safety and the safety of
your home

Sandbourne Housing Association
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Introduction

Although some of the contents of this leaflet are specific to our flats, the majority of the advice and information applies to all of our occupants, irrespective of the type of property you live in.

The use of 'you' applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

This leaflet is intended to be a basic guide for residents about keeping safe in your home, for example, on fire safety:

All of Sandbourne's flats are 'stay put', which means that in the event of a fire **outside** of your flat, you should stay in your home until the fire service says otherwise.

However, if you have a fire **inside** your flat or house, you should evacuate it immediately.

Gas safety and what to do if you smell gas

On smelling gas, our 60+ residents must operate their emergency call system, where they have this. All other occupants must ring the emergency services.

When you smell gas, do not smoke or light a flame.

Do not use portable gas heaters in your home.

Make sure that the annual gas safety checks are carried out. See our separate leaflet on Gas Safety.

Electrical safety

The following are recommended:

- Unplug any electrical appliances that are not in use.
- If you do not have enough sockets, use a multi-point extension lead, if necessary.
- Do not plug one extension lead into another.
- Although most plugs are sealed, where they are not, make sure the correct fuse is used.
- Disconnect the electricity supply to any faulty switch or socket.
- Don't touch bare or frayed wires. Turn the electricity off at the consumer unit (fuse box) and report it to us.
- Don't touch anything electrical if it is wet or if your hands are wet. Turn off the electricity (with dry hands) at the consumer unit (fuse box) and don't use it until it is dry.
- Don't carry out any electrical alterations or improvements without our permission.
- Don't put nails or fittings in a wall near a socket, switch or light fitting, or around the edge of the wall.
- When using portable electrical appliances or tools outside, make sure you use a circuit breaker.

Preventing fires

- There are smoke detectors in all of our properties. If these are faulty, please report this to us immediately.
- If you are a smoker, make sure that you have put out all cigarettes properly before going to bed at night or before going out.
- Remember that it is illegal to smoke inside any enclosed communal areas, eg corridors and communal lounges.

We also prohibit this in our communal kitchens, communal laundries and guest rooms.

- Don't leave the cooker unattended, for example when making toast.
- Don't put clothes over heaters, or very close to heaters, to dry.
- Don't use chip pan as they can easily catch fire if unattended, even for a short time.
- Don't leave lit candles in rooms if no-one is in that room.
- Don't have candles near curtains or by fires, where someone could catch their clothing alight.
- Don't have candles in rooms with pets or young children as they could be knocked over.
- Make sure that the correct annual safety checks are carried out. See our separate leaflet on Gas Safety.
- Don't leave items that could cause an obstruction, or hinder the fire service, in the communal areas of blocks of flats, eg door mats, tables, etc.

Electric scooters/buggies

If you are thinking about getting an electric buggy, you should discuss the matter with us.

In most cases, you will need to store and recharge your buggy within your own home. You will need to check that you can get a buggy in and out of your home before getting one. It should also not cause an obstruction in the case of a fire and should not be left in communal areas in blocks of flats.

In some of our 60+ schemes we do have buggy stores/ electric charging areas. We do make an annual charge to use these facilities and we also hold a register and waiting

list for their storage, so please contact us for further information.

We require that all buggies have electrical safety checks at regular intervals and you are responsible for insuring it.

Wheelchairs

If you are a wheelchair user in one of our blocks of flats, you can use this within the communal areas. However, you will have to store it within your flat when not in use and you must not leave it where it can cause an obstruction or fire hazard.

Security Suggestions

To help keep you and your property safe, we would advise:

- Beware of bogus callers and do not display your name on the outside of your home by your door.
- Mark valuable items with your postcode and property number, or keep a note of serial numbers.
- When you go away, you might think about fitting a timer device to a lamp in the living room to make your home look like someone is in.
- Arrange with a neighbour to keep an eye on each other's home.
- If you are one of our 60+ tenants and have a Careline service, please let them know when you are going away and when you are back.
- Lock your front door if you are going out in your back garden.
- Use windows in locked positions, particularly on the ground floor.

- Don't leave your flat door open if you live in a block of flats.
- When you go out, check that all windows and doors are closed.
- Do not leave your keys, money or valuables where a stranger might find them or see them from the door or a window.
- Do not leave Christmas presents under your Christmas tree if they can be seen, for example, from the road.

Door entry systems in blocks of flats

Door entry systems are designed to control who comes into a building where there are communal entrances. Therefore, please:

- Make sure that the communal entrance (or back door) always closes and/or locks behind you.
- Never leave the entrance door open or propped open.
- Do not let people, who you do not recognise, follow you into the building, even if they appear genuine.
- Report any door entry faults to us immediately.
- Don't give copies of the main communal front door keys to anyone without asking for our permission.
- Don't allow people to borrow your keys or fob and don't give out any door entry codes.

When someone calls at your home

- Don't display your name outside of your home in case the person is a bogus caller.
- If you have a door viewer/spyhole, you should use this to check to see who is at the door before opening it.
- If you don't know the caller, ask to see their identity card and check it carefully. If you are not sure about who they are, ask them to stay outside while you phone the company they say they are from to check who they are. Shut your door while you are doing this to prevent them coming in.
- Anyone calling at your home to carry out a repair or inspection should have an identity card with their photo on it. You should check the card carefully. Also, check that they are coming to do a repair or servicing you are expecting. All Sandbourne contractors should normally have made an appointment with you. If you are unsure, ask them to stay outside (close the door) and either ring the office (during normal office hours) or use the emergency pull cord (if you are a 60+ resident with a Careline service) or ring the out-of-hours service (outside of normal office hours).

Explosives or flammable liquids or materials

You may not keep or use any flammable liquids, such as petrol, bottled gas or paraffin in your home or in a communal area, or a car port or garage. If you need to keep oxygen for your health care needs, please make us (and Careline if you have it) aware.

Communal boiler rooms

Please do not enter any of Sandbourne's communal boiler rooms or allow anyone else to enter them. If a contractor needs access, they should call the office.

Need more information?

The Regulator of Social Housing requires landlords to appoint a lead officer for health and safety. Sandbourne has appointed the Head of Housing to that role.

If you need more information, you can:

Write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email: repairs@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

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