

Here are also lots of simple things you can do to help save energy and money on your bills (they may seem obvious but they really can make a difference):

- Draw your curtains when it gets dark.
- Turn down your heating setting by just 1°C.
- If you have a choice, take a shower instead of a bath as it uses less water.
- If you don't have a shower, don't overfill your bath.
- Don't use running water for chores or washing, put some water in a bowl.
- Turn off lights when you are not using them.
- Use low energy light bulbs – they last longer and work well in areas where lights are left on for a long time.
- Don't use your cooker to heat your kitchen.
- Don't boil more water in your kettle than you need.
- Defrost your fridge and freezer often. When you need to open them, close their doors as soon as you have finished.
- When buying new appliances, choose ones which have a good energy rating.

Please speak to your customer partner if you have any questions.



HEALTH & SAFETY AND ENERGY EFFICIENCY



Keeping your home safe, warm and energy efficient

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Note: visitors to our offices are by appointment only

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**AS YOUR LANDLORD,
WE MAKE SURE THAT THE
APPLIANCES WE PROVIDE
IN YOUR HOME ARE SAFE
AND IN GOOD WORKING
ORDER, BUT THERE ARE
THINGS YOU NEED TO DO
TO MAKE SURE YOUR
HOME IS A SAFE AND
WARM PLACE FOR YOU
AND YOUR FAMILY.**

**ACCIDENTS CAN OCCUR
IN OUR HOMES AND SOME
COULD BE EASILY AVOIDED
JUST BY FOLLOWING SOME
SIMPLE SAFETY RULES.**

Fire safety

- Keep all fires and heaters well guarded.
- Avoid the use of portable heaters or candles.
- Don't dry or air clothes over, or near, fires or cookers.
- If you or anyone in your household or your visitors smoke, make sure any cigarettes are properly out and empty ashtrays often.
- Never smoke in bed.
- If you use an electric blanket, make sure you follow the instructions for use.
- Always watch your pans. Never overfill them, use too much fat, or let the fat get too hot.
- Keep matches and lighters away from children.

Never use bottled gas heaters. They are not only dangerous; you are breaking the terms of your tenancy agreement just by having them in your home, whether you are using them or just storing them.

Smoke alarms

Smoke alarms can save lives it's as simple as that.

If you have a battery operated smoke alarm, you will need to change the battery from time to time or it will become useless. Please don't remove batteries to use them in other appliances. Don't forget to test your alarm regularly to make sure the battery is still working.

We are responsible for hardwired smoke alarms and heat detectors. These are serviced every year and replaced as necessary. However, if you think there might be a fault, please let us know.

Please tell us if you don't have any smoke alarms or heat detectors.

If a fire starts in your home, leave immediately and call the fire service.

If you live in sheltered or supported housing, always follow the fire safety procedure given to you.

Flammable liquids

You must not store paraffin, liquid petroleum, gas (LPG) or any other flammable liquids in your home, in communal areas or other premises which belong to us.

General Health and safety

If you have any problems in your home which you feel might be a risk to health and safety, a broken window for instance, please report them to us straight away.

Caring for your environment

We use environmentally friendly materials in all our building work. We aim to remove, or otherwise manage, materials which may be harmful to health, such as lead water mains and asbestos materials. Wherever possible, paper and other materials will be recycled and we provide equipment which conserves energy and reduces fuel bills.

Electrical safety

- Don't overload plug sockets.
- Don't use appliances with damaged or worn flexes and never wire flexes together.
- Keep portable electric appliances out of the bathroom and away from a water source.
- If an appliance is faulty, stop using it and get it checked by an electrician.
- When you buy electrical equipment, always look for the British Standard safety mark, the CE mark or the BEAB mark.

