



HOME SAFETY



This leaflet provides important information and advice on keeping you, your family and home safe.



GAS SAFETY

All gas appliances should be checked for safety and serviced every year by a Gas Safe-registered engineer.

If you have gas appliances installed, you must let us know so that we have an accurate record of the appliances in your home.

We will service gas appliances we're responsible for every year and it is your responsibility to allow our engineers access to do this. If you miss an appointment to have appliances serviced, it's very important that you contact us to re-arrange a suitable time.

We will continue to try and gain access to your property until appliances have been serviced. If we fail to gain access within 14 days of the appointment or you refuse us access, we will take legal action. If Cartrefi Cymunedol Gwynedd takes legal action you will be liable to pay the costs. We will give you warning if we are going to do this.

If you would like to receive this leaflet in a different format, such as Braille, large text or in another language, contact us on 0300 123 8084.

GAS LEAKS

If you smell gas, or suspect there is a gas escape, you should immediately:

- Open all door and windows
- Shut off the gas supply at the meter control valve (if you know where it is), open all windows and doors, and do not switch on any electrical appliances or ignite a naked flame
- Call National Grid (Gas) on the Gas Emergency Number 0800 111 999

For your own protection and safety remember:

- By law, anyone carrying out work on gas appliances or fittings must be competent and registered with Gas Safe
- Always ask to see your installer's current Gas Safe photo ID card and check their details
- Do-it-yourself work on gas appliances or fittings is dangerous and likely to be illegal
- Don't use any gas appliance or fittings you know to be unsafe – we are obliged to disconnect any gas appliance or fittings which are so dangerous as to be a threat to life
- We keep a record of the safety checks for at least three years and issue a certificate to tenants and new tenants before they move in
- If you own a gas appliance, you are responsible for its maintenance - but we discourage tenants from installing their own gas appliances

CARBON MONOXIDE

Every year about 30 people in the UK die from carbon monoxide poisoning caused by gas appliances and flues, which have not been properly installed or maintained. Many other people suffer ill health. When gas does not burn properly it produces poisonous carbon monoxide. You can't see it, taste it or smell it. But carbon monoxide can kill in a matter of hours.

You are at risk of carbon monoxide poisoning if:

- Your appliance was poorly installed
- Your appliance is not working properly
- Your appliance has not been checked for safety or maintained regularly
- There is not enough fresh air in the room
- Your chimney or flue gets blocked up
- You allow non-Gas Safe registered engineers to install or maintain your appliance(s)

Never use a gas appliance if you think it is not working properly. Signs to look out for include yellow or orange flames (except fuel-effect fires which display this colour flame), soot or stains around the appliance and pilot lights which frequently blow out.

Never cover an appliance or block the conventional air vents.

Never block or obstruct any fixed ventilation grilles or air bricks.

Remember: Whenever draught exclusion, ceiling or extraction fans, double glazing or conservatory extensions are fitted to a room with a gas appliance, the appliance should subsequently be checked for safety.

Carbon monoxide alarms are a useful back-up precaution but must not be regarded as a substitute for proper installation and maintenance of gas equipment. You are responsible for making sure the batteries in alarms are replaced regularly. If you decide to buy a carbon monoxide alarm, ensure it meets current safety standards and always follow the manufacturer's fitting instructions.

CCG supplies every home with a carbon monoxide alarm if there is a gas, oil or solid fuel appliance in the property. These are checked during the annual service and replaced by CCG if faulty or out of date.

If there is a gas or carbon monoxide emergency CCG or the emergency services are obliged to take action to make the situation safe.



ELECTRICAL SAFETY

If you want to fit fixed electrical equipment inside or outside your property, you must get permission from CCG. All electrical work must be completed, inspected, tested and certified by an approved contractor. You should provide your CCG area office with test certificate for the completed work. You should always get permission before you install:

- Security or other additional external lighting
- Additional socket outlets
- Any internal lighting and/or switches
- Showers
- Supplies to outbuildings
- Electrically powered garden features, e.g. water pumps, (pools which also require permission) as electrical, gas or water services may be present

When using electrical tools and equipment DO:



- Use a Residual Current Device (RCD) if you are using electrical equipment outside – it automatically switches off the electricity supply if there is an earth fault

- Check that the electrical equipment – plugs, sockets, cables, leads – are not worn
- Buy good quality electrical equipment from a reputable manufacturer (look for the BEAB label or kite mark safety symbol)
- Lay out the leads or cable so that they do not become damaged or a trip hazard
- Wear protective clothing and footwear, particularly in damp conditions when using portable electric equipment
- Follow the manufacturers' instructions
- Uncoil extension leads to prevent overheating
- When finished, store electrical equipment safely

DON'T

- Use electrical equipment around water
- Clean, adjust or check equipment when it is connected to the electricity supply
- Attempt to repair electrical equipment or electrical installations unless you are qualified to do so
- Wash equipment when it is plugged in
- Leave portable electrical equipment plugged in unattended
- Leave trailing cables where they could be a hazard to others (e.g. communal areas or stairwells) or across sinks or puddles

For more advice visit www.esc.org.uk



FIRE SAFETY

Over half of all house fires are caused by cooking accidents and every three days someone dies from a fire caused by a cigarette. Faulty electrics (appliances, wiring and overloaded sockets) is also a major cause of house fires.

You're twice as likely to die in a fire if you don't have a smoke alarm that works. 90 people die each year because the battery in their smoke alarm was flat or missing.

Smoke alarms and detectors

Smoke alarms can save lives and are essential to give early warning of fire – especially when everyone is asleep. Alarms should be properly maintained and serviced. It is important to test your alarm weekly. You are responsible for maintaining smoke alarms you have installed.

If your home isn't fitted with smoke detectors connected to the electrical mains please contact us on 0300 123 8084.

Cooking

- Don't use a chip pan - use a thermostat controlled electric deep fat fryer
- If a pan ignites, if possible turn the heat off, get out, stay out and call the Fire and Rescue Service - never tackle the fire yourself or throw water over it
- Avoid leaving children in the kitchen alone when cooking on the hob – keep matches and saucepan handles out of their reach
- Cooking during/after drinking alcohol is extremely dangerous

Electrical

- Only use one plug for one socket
- Replace worn or damaged leads
- Never run wires under carpets or rugs
- Use correct fuses for household appliances
- Test electric blankets annually
- If electric sockets are loose or unsafe report this to our customer services team immediately
- Make sure an electrical appliance has a British or European safety mark when you buy it

Smoking

- Stub cigarettes out properly and dispose of them carefully.
- Never smoke in bed
- Use a proper ashtray – never a wastepaper basket

- Take extra care if you smoke when you are tired, taking prescription drugs or have been drinking

Night time check

- Turn off and unplug all unused appliances and check the cooker is turned off
- Put out cigarettes, pipes and candles properly
- Don't leave the washing machine or dishwasher on
- Turn off heaters and put up fire guards
- Close all internal doors
- Make sure a key is left near each external door and window
- Make sure exits are clear

Escape plan

Plan an escape route and make sure that everyone knows how to escape if there is a fire. Think of an alternative route if the normal route out is blocked.

What to do if there is a fire

- Don't try and tackle the fire yourself
- Keep calm and act quickly, get everyone out as soon as possible
- Don't investigate or rescue valuables
- If there is smoke keep low where the air is clear

- Before you open a door check if it's warm – if it is, don't open it as fire is on the other side
- Call 999 as soon as you're clear of the building and stay out

For a Free Home Fire Safety Visit by North Wales Fire and Rescue Service call their freephone number on **0800 169 1234**.



ASBESTOS

Many people have worries about asbestos, but as long as asbestos materials are in good condition and not disturbed or damaged the risk is very low. But, care should always be taken to prevent the release of fibres as they can seriously damage your health. As long as you don't carry out any structural work without our knowledge there is no risk to you.

Some areas in your home where you may find asbestos include:

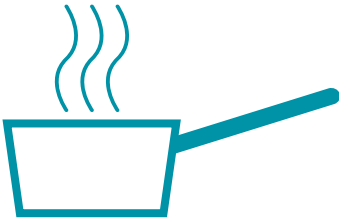
- Gutters and rainwater pipes
- Fire blankets
- Textured coatings such as Artex
- Garage and shed roofs
- Linings for walls, ceilings and doors
- Insulation panels in some storage heaters
- Bath panels
- Central heating flues
- Loose asbestos packing between floors and in partition walls
- Floor tiles

What you should do to prevent the release of asbestos fibres in your home?

Do not undertake any DIY work before contacting us first on 0300 123 8084 to get permission and advice. Any work like sanding or drilling that disturbs walls, floors, doors, ceilings, roof surfaces could release asbestos fibres into your home.

Asbestos register

Asbestos is present in most houses and you should not be worried by this. We have a system to manage asbestos through a register which records information on where asbestos is located in CCG properties. Should any asbestos materials (or materials you suspect to be asbestos) become damaged, then please contact us immediately. We will arrange to have the material re-inspected and if necessary removed by a specialist contractor. If in any doubt call us on 0300 123 8084.



CONDENSATION

There is always some moisture in the air. When warm moist air cools down or hits a cold surface drops of water appear – this is condensation. This is what happens when your bathroom mirror and your windows mist up.

Condensation can lead to mould which can damage your furniture and belongings.

How to remove mould

If caught early mould can be easy to remove. You can normally wipe it off with a disposable cloth using household cleaner or a fungicidal wash which carries a Health and Safety Executive approval number.

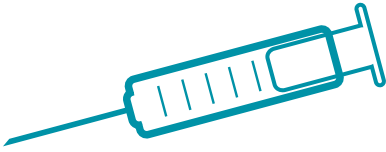
How to prevent condensation

- Keep the kitchen door closed when cooking and open windows
- Keep lids on pots and pans when cooking
- If you have an extractor fan make sure you use it
- Keep the bathroom door closed when having a bath and leave window open after bathing

- Don't overfill cupboards and wardrobes - make sure air can circulate
- Don't keep furniture and beds hard against walls
- When using a tumble dryer make sure the hose is put out of a window or door
- Don't dry clothes over warm radiators
- Try and maintain a little heat throughout your home especially during cold weather
- Keep curtains above radiators and open on sunny days to help warm rooms
- Keep doors open in rooms that get lots of sunlight – this will allow the warm air to circulate in your home.

As part of our improvement programme positive input ventilations systems or PIVs (Envirovent) have been installed in the majority of homes. PIVs reduce the likelihood of condensation and mould in homes. Please don't block or tamper with the PIVs.

If you continue to experience condensation and problems with mould it may be necessary to have a technical survey carried out on your home, contact us on 0300 123 8084 to arrange this.



NEEDLES AND SYRINGES

If you discover a needle or syringe do not touch it on any account - report it to CCG on 0300 123 8084. It will then be collected by a specially trained member of staff and disposed of in the correct way. If you get an injury from a discarded needle or syringe seek medical attention.

Please do not leave needles or syringes in areas where people may come into contact with them.

AROUND YOUR HOME

Ensuring the area around our homes is pleasant, clean and safe for everyone is also important to us. Dispose of rubbish responsibly and do not litter the area around your home. Please report any damage, dumped rubbish, graffiti or other problems that you see to us on 0300 123 8084.

For enquiries about rubbish collection, recycling or defective streetlights contact Gwynedd Council on 01766 771000.



PESTS

CCG will deal with infestations including rats, mice, cockroaches and wasps. For further help please contact us on 0300 123 8084.

GARDENS

If you have a garden (front, side or rear) it is your responsibility to keep it neat and tidy. This includes removing litter, and keeping grass and hedges cut. If you have a BBQ in your garden make sure it is on a stable and fireproof base and never leave it unattended.

HOME HEALTH AND SAFETY DOS AND DON'TS

DON'T

- Make any structural changes to your home without consulting with CCG first
- Undertake any modifications to the property or services i.e. gas, electricity, water or drainage, without written consent from CCG

- Use portable oil, paraffin or gas cylinder heaters if you live in a flat or maisonette
- Store flammable materials, including liquids, or gas cylinders in your home or garden
- Interfere with any equipment for detecting or putting out fires in or around your home

DO

- Ask for permission before undertaking any work on your home
- Be careful what you put into the drainage system or flush down the toilet
- Consider others and be a good neighbour
- Contact us if you see a health or safety issue inside or outside your property

If you have any concerns regarding health and safety in or around your home please contact us on 0300 123 8084 or email enquiries@ccgwynedd.org.uk

You'll find further information regarding safety in your home on our website www.ccgwynedd.org