

health & safety



Health & Safety

The information contained within this leaflet provides you with information and advice on common health and safety risks in your home and is not intended to cover all eventualities.

If you have any questions or concerns about health & safety in your home, please contact our Customer Services Team.

Gas

- All gas appliances fitted by Three Rivers are checked every year (this is a legal duty). For gas appliances of your own, you must ensure that they are installed, serviced and repaired by a CORGI (Confederation of Registered Gas Installers) registered fitter. It is illegal and dangerous for you to fit, repair or service gas appliances yourself.
- Find your gas stopcock, it is likely to be near the gas meter. You may need to turn off the gas in an emergency.
- Ventilation – gas appliances need fresh air to work safely. This is usually provided by ventilators in the wall, window, or door and they must not be blocked off or wall papered over
- If you smell gas or suspect there is a gas leak:
 1. do not use matches or naked flames and please put out your cigarettes.
 2. do not operate electrical appliances or switches – either on or off.
 3. if you have a door entry system, do not use the switch to open the door. Open it manually.
 4. check to see if a gas tap has been left on or if a pilot light has gone out. If not, turn off the supply at the meter and call the gas emergency service (Transco) on 0800 111 999 and inform Three Rivers.

Smoke Alarms

We have fitted a smoke alarm in your home. It will give you an early warning if fire breaks out.

You should never:

- try to disconnect your alarm.
- paint over it.
- move it.

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

- remove the battery (unless needs replacing).
- delay in changing a worn out battery.

If you have a battery operated smoke alarm in your property, it will need to have a new battery from time to time. It is your responsibility to replace it. The smoke detector will warn you when the battery is low by making a loud noise or the light will flash on and off. You should always replace the battery promptly.

You should also test your smoke alarm regularly to make sure that it is working properly. You can do this by holding the test button until the alarm sounds. The alarm should stop sounding after taking your finger off the test button. If your alarm does not seem to be working and you have replaced the battery, report it to Three Rivers.

Fire

Fire can start easily and spread quickly. Please do not remove any internal doors or door closers in your home because this helps to stop fire from spreading.

If a fire (even a small fire) does start, you must:

- leave the property as soon as possible (make sure that other members of the household also leave).
- close doors behind you, if possible, to stop flames and smoke spreading.
- once out of the property, do not go back in to save belongings or pets.
- call the fire brigade (999).
- warn your neighbours.
- notify Three Rivers

Electricity

- You should ensure that your plugs and sockets are in good condition and get your major electrical appliances serviced regularly by a qualified electrician. You should look for wear, damage, loose connections, cracked or chipped plugs and sockets.
- Switch off appliances you are not using.
- Make sure that plugs are wired correctly.
- Do not overload plug sockets by using multiple plug adaptors.

- If all the power in your home goes off, check the main fuse box or circuit breaker as well as the plugs to your electrical appliances.
- The replacement of fuses in the main fuse box is your responsibility. So make sure that you have a spare fuse available. Do not attempt to replace a main fuse unless you are sure you can do it safely.
- Circuit breakers – Most new homes will have circuit breakers instead of fuses. These are switches that will automatically go to the OFF position when a fuse would have normally blown.

Water

- Stopcock – find your water stopcock; they are usually situated under the kitchen sink. You may need to turn the water off in an emergency eg. burst pipe.
- Overflows – cold water tanks and w.c. cisterns are fitted with overflow pipes to prevent flooding. If the overflow is running and you cannot stop it yourself (usually by unsticking the ball float) you should report this to Three Rivers.
- Burst pipes – in the event of a burst pipe you should:
 1. turn off the water supply at the stopcock.
 2. turn on all taps to drain the system.
 3. find out where the water is coming from. Tie a rag around the leak and put a bucket underneath.
 4. If the electrics are getting wet, DO NOT TOUCH. TURN OFF THE ELECTRICITY AT CONSUMER UNIT (fuse box).
 5. If water is leaking and makes the ceiling bulge place a bucket under the bulge. Use a long object such as a screw driver to pierce a hole to let the water through. This could prevent the ceiling from falling down.
 6. Contact Three Rivers to report the leak.

Keys

Three Rivers do not keep spare keys to your home. So if you lose your keys and lock yourself out of the property, you will need to arrange for a joiner to change the locks at your own expense. If you make a forced entry and Three Rivers repairs the damage you will be charged for the work carried out. If possible, leave a set of keys with a family member, a close friend or trusted neighbour rather than leave it in your home.

Security

Most burglaries take place on the spur of the moment when a thief spots an opportunity. The harder you make it for burglars to break into your home, the more likely they will go somewhere else.

Here are a few simple steps you can take:

- Always lock windows and doors when you go out.
- If you have a burglar alarm – use it!
- Never leave your key under the doormat or hanging on a string behind the letterbox. Thieves will look in these places.
- If you are going away for a few days, stop newspapers, milk and other deliveries. If you are going to be away from the property for some time, you should notify Three Rivers. Ask a trusted neighbour to keep an eye on your home.
- If your home is going to be empty over night, leave a light on in the living room and draw the curtains.
- Never leave a note on the door saying you are out and when you will be back.
- When someone you don't know calls, check the identity of the caller. All Three Rivers' personnel will carry an identification card with their photograph. If any callers don't have identification, ask them to come back later and use the time to contact their organisation to check they are genuine. If in doubt, NEVER let a stranger in your home.
- You can contact the Crime Prevention Officer at your local police station for further advice with regards to security in your home. They can also provide information on local neighbourhood watch schemes.

Smoking

From 1st July 2007, all workplaces became smoke-free to protect individuals from the effects of second-hand smoke.

As a responsible employer, Three Rivers Housing Association takes the health of its employees very seriously and will be working to ensure we comply with the new legislation.

Smoking will not be allowed in any of our offices.

If you live in a block of flats where there are shared communal areas, such as corridors, stairways, laundry and refuse rooms, these will all be designated smoke-free areas.

If you smoke, we would ask that you refrain from smoking when one of our employees visits you in your home. Thank you for your co-operation.

**We can produce this information leaflet
in alternative formats and languages.**

**If you would like information in another
language or format, or require the
services of an interpreter, please
contact us on: 0191 384 1122.**

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਫਿੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا
آپ کو ایک انٹریپرٹیر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



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