



**CROSS KEYS Homes**

You'll be at home with us

# What to do in an emergency

in emergency

What to do in an emergency

in an emergency

What to do in an emergency

What to do in an emergency

What to do

in emergency

What to do in an emergency

in an emergency

What to do in an emergency

If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

اذا كان لديكم اية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بۆ تیگه یشتنی ئەم نامیلکەیه هەر جۆره ناسته نگیکت ههیه ئەوا دەتوانن کارێکی وا بکەین مۆتەر جێنک ناوهرۆکی ئەم نامیلکەیه ت بۆ شی بکاتەوه . تکایه بهم ژماره تلهفۆنه **01733 385116** پێهه ندمان بێ بکه .

پێویسته ناو نیشانی خۆتمان بێ بدهیت و پێشمان بلێیت به چ زمانیک قسه ده کهیت .

اس دستاويز کۆتێخه ئێمدا گرێ کوکسی دشواری کاسمانا هۆتو، ئەم ئێک تر، جمان کە ذریعە ئێک کە لێ ئێس کێ وضاحت کاسانتظام کرسکته ئێن . برائے مهربانی ہمیں **01733 385116** پر ٹیلیفون کریں۔

آپ کو ہمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio or large print version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or email: [translation@crosskeyshomes.co.uk](mailto:translation@crosskeyshomes.co.uk)

**This is a free service.**

# What to do in an emergency

If you have an emergency in your home follow the guidelines given below immediately.

## Ambulance/Police

Telephone: **999**. Ask for the service you need.

## Fire

Leave the building if you can do so safely, closing windows and doors behind you - do not return. Telephone: **999**. Alert your neighbours.

### **If your smoke alarm went off in the night would you know what to do?**

Make sure you:

- Make a fire action plan and ensure everyone in your household knows what to do
- Decide on a different escape route in case the normal one is blocked
- Keep all escape routes clear of boxes and other trip hazards
- Make sure everyone knows where the window and door keys are kept
- Do not use lifts or stairlifts

## **Some basic steps could help prevent a fire in your home:**

- Test your smoke alarm regularly
- Keep doors closed at night - this helps delay the spread of fire and smoke
- Switch off electrical appliances at the wall
- Make sure all cigarettes and candles are put out properly
- Take care when placing candles - do not put them on storage heaters, televisions or any other item that gives off heat
- Use a fireguard in front of all fires
- Do not leave cooking unattended
- Keep matches and lighters out of the reach of children
- Do not overload sockets with adapters and plugs
- Do not hang clothes to dry near fires, cookers or over storage heaters

## **If there is a fire or if your smoke alarm goes off:**

- Follow your action plan and get everyone out of the property quickly
- Check the doors with the back of your hand - if they are warm, do not open them as the fire is probably on the other side
- If there is a lot of smoke, crawl along with your nose near the floor where the air is cleaner
- If you are on the ground floor and need to break a window to escape, cover any jagged glass with towels or thick bedding
- Throw some bedding out of the window to break your fall - don't jump out of the window - lower yourself down as far as you can and then drop to the ground
- Call the fire brigade
- Do not go back into the property
- Tell your neighbours in case the fire spreads
- Do not use lifts or stairlifts

## What do I do if my escape route is blocked?

- Get everyone into one room and close the door. Put bedding or towels along the bottom of the door to seal any gaps
- Open a window and stay near the window to get fresh air
- Phone the fire brigade or shout for help so that someone can call them on your behalf

For further information or advice on fire safety in your home, contact your local fire brigade.

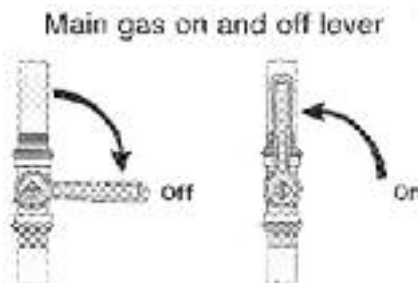
## Gas leak

If you can smell gas, turn off the gas using the lever by your gas meter. Do not use any electrical equipment, smoke, use naked flames or turn lights on or off. Open all windows and doors, leave your home immediately and alert your neighbours. Telephone National Grid on: **0800 111 999**.

If you are deaf or hard of hearing, use the minicom/textphone on: **0800 371787**



The gas shut-off tap is normally next to your gas meter, but it would be helpful if you can identify where it is so that you can shut it off should the need arise. Make a note below.



My gas shut-off tap is situated:

.....

## Gas servicing/safety checks:

Every year 30 people die nationally from carbon monoxide poisoning caused by gas appliances and flues which have not been properly installed or maintained.

Under the Gas Safety (installation and use) Regulations 1998, Cross Keys Homes must make sure that gas appliances, fittings and flues are tested once every 12 months. Cross Keys Homes use only CORGI registered installers to carry out installations and servicing.

The annual safety checks are part of our legal obligations as your landlord to make sure your gas appliances are working correctly. Each year you will receive a letter asking you to arrange an appointment with our repairs centre so we can carry out this free service.

**Remember** carbon monoxide kills! Ensure you let us check your appliance every year. The test is free and it may just save you and your family's life.

## Dangerous electrical appliances/wiring

If you have any problems with sparking, can smell burning or can see bare wires, turn the electricity off using the main switch by your electricity meter, and telephone us with details of the problem.

### Electrical safety:

You can help keep your home safe by following these simple rules:

- Never wire more than one appliance to a plug
- Never plug in electrical appliances in the bathroom
- Never plug electrical appliances into light fittings
- Always disconnect plugs when they are not being used
- Always make sure that appliances have the correct fuse in the plug and that the plug meets BS 1363 standards
- Always replace frayed flex on appliances

# Water leak

Turn the water off at the main stopcock and turn off your heating and hot water system. Open all taps and the water will stop running within around two minutes if you have turned off the stopcock correctly. Telephone us with details of the problem.

## Burst pipes:


If you leave your home unoccupied for a few days in cold or icy weather, you can help protect it by leaving your heating switched on at a low level. You can also:

- Turn off the main stopcock (usually found under the kitchen sink but may be in a cupboard in the hall, kitchen or airing cupboard)
- Turn on all the hot and cold taps until the water stops running (this will not drain the radiator system)

**Please let us know the full details of the emergency as soon as you can.**



**NATIONAL  
HOUSING  
FEDERATION**  
member

 **business for neighbourhoods**



*Cross Keys Homes Limited is registered in the United Kingdom, registered number: 4557701*

*Cross Keys Homes Limited is a registered charity, registered number: 1104746*

*What to do in an emergency*

*What to do in an*

*What to do in an emergency*

*What to do*

*emergency*

*What to do in an emergency*

*What to do in an emergency*

*What to do in an*

*What to do in an emergency*

*What to do*