



Home Safety and Security

Taking a few common sense precautions can reduce the risk of accidents in the home. See 'Telephone numbers & Contacts' section of this handbook for emergency numbers.

ELECTRICITY

1. Make sure all plugs are correctly wired and have the correct fuse fitted.
2. Do not overload sockets when in use, and keep use of adaptors to a minimum.
3. Switch off appliances when not in use.
4. Make sure that you are aware of the location of the electricity consumer unit switches and how they work.

GAS

If your home has gas central heating Castlehill will arrange for the boiler to be serviced once a year. Castlehill does not permit the use of portable gas or paraffin heaters within our properties. If you smell gas -

1. Put out all cigarettes.
2. Do not use any naked flames, matches or electrical socket or light switch.
3. Open doors and windows to get rid of the gas.
4. Turn off the gas supply at the meter.
5. Report the leak to British Gas Transco. Tel 0800 111 999.

IF YOU LIVE IN SHELTERED HOUSING ADVISE YOUR SCHEME MANAGER.

FIRE

1. Keep matches and lighters away from children.
2. Never smoke in bed.

3. Never leave pots or chip pans unattended while the cooker is on.
4. Do not hang clothes over or around fires, heaters or cookers.
5. Close all doors at night. If a fire should start this can help contain the fire and give additional time for escape.

SMOKE DETECTORS

All Castlehill properties have been fitted with smoke detectors. For your own safety, you must test it regularly to ensure that it is in working condition. Batteries should be replaced regularly. NEVER REMOVE THE BATTERY APART FROM WHEN REPLACING IT.

If your smoke detector is not working then we can arrange to have it replaced at your own cost. If you are carrying out replacement work yourself please use a qualified electrician.

BURST OR FROZEN PIPES

If you are away from home during the winter months take care to consider the possibility of very cold weather causing pipes and tanks to freeze and burst.

If you are going away just for a day or two leave the central heating on at a low level (5 degrees C). However if you intend to be away for an extended period you should consider leaving the heating on at normal levels or draining all storage tanks and pipe work, including the central heating system. Our Maintenance Section will be pleased to offer you advice and assistance about this. You should remember that if you fail to take precautions and, as a result, water from burst pipes causes damage to another property you may be re-charged with the costs of making good the damage.

If you live in sheltered housing, your Scheme Manager will give advice on avoiding frost damage in your home should you be leaving it during the winter time.

You should be familiar with the location of your stopcock. If in doubt contact our Maintenance Section.

INSURANCE

The Association fully insures the structure of the property but it is essential that you maintain a 'contents' policy that covers loss and damage to your personal effects, and covers you against liability claims by third parties. For example, if your washing machine leaks or your bath overflows and causes water damage to the carpets or furnishings of a property below, you are likely to be required to pay compensation to the resident below for their belongings.

Speak to your Housing Officer if you are in doubt of what cover to have.

HOME SECURITY

If you live in a block of flats that has a main entrance door with an entry system you have a duty, not only to yourself, but also to other residents to ensure that security is maintained.

1. Make sure the entrance doors stay closed at all times. If the door has a snib do not be tempted to lock the snib to leave the door open.
2. If the door entry system does not work or the door will not close properly report the fault to Castlehill, or if appropriate, to the Caretaker or Scheme Manager. Do not assume that someone else will have already done so.
3. If a stranger contacts you on the entry phone asking to be let into the building in order to go to another tenant's flat do not let them in. If it appears that the tenant's entry phone may not be working you may wish to contact the tenant yourself by calling at their door and advising them that they have a visitor.

Beware of bogus workmen or other officials calling at your home. If you have any doubts about someone's identity ask for identification and, if appropriate the name of their employer. Many employees, including Castlehill employees, now carry official identity cards. If the person is unwilling to identify themselves, do not allow them entry to your home but report the matter to the police, or Scheme Manager if you live in a sheltered scheme.