

## **PREVENTING FIRES:**

- Have a smoke alarm fitted
- Check the smoke alarm works
- Ask the local fire brigade to check your home if you have any worries about it
- The fire brigade may give you a free smoke alarm
- Making a fire plan so that everyone knows how to escape safely
- Close doors at night so that any fire is contained within a single room
- Keep exits clear
- Do not overload electric sockets
- Do not leave the TV or any other electrical appliance on standby
- Stub out cigarettes
- Do not smoke in bed
- Keep matches and lighters away from children.
- Never leave candles unattended
- Always use proper candle-holders
- Take care in the kitchen, especially when using hot oil.
- Don't use chip pans. Get a deep fat fryer instead.

## **IF YOU HAVE A FIRE:**

- Get out as quickly and safely as possible
- Stay out. Do not go back into your house
- Get the fire brigade out. Call 999 then wait outside for the fire service

## **FLOODS:**

This is an increasing risk in the UK. If you go to the government website at [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) you can enter your postcode and find out the risk to your property. The site will also provide more information about how to prepare for – and deal with – floods. You should also look for information on your local authority website (see the separate list of these sites with hyperlinks).

## **CARBON MONOXIDE POISONING:**

Carbon monoxide is a very poisonous gas and can kill. Appliances must be properly installed by a qualified engineer. All such appliances should be in rooms with good ventilation. The law says that landlords must pay for an engineer from the Council for Registered Gas Installers (CORGI) to service gas appliances each year.

A carbon monoxide detector could save your life. You should also check any gas appliances for:

- Staining around the edge of or on the appliance
- A yellow or orange flame instead of the normal blue flame
- A strange smell when your appliance is working

If any of this happens then call the free gas emergency helpline on 0800 111 999.

## **ELECTRICAL FAULTS:**

If your problem is not a power cut affecting everybody near you, is not an empty meter, and it is not simply a fuse (which you have to fix yourself) then you should contact the company that provides your electricity. The number will be on your electricity bills or on the electricity meter.

## **GAS FAULTS:**

If you smell gas or detect a gas leak call National Grid Gas on 0800 111 999. National Grid Gas operates a round-the-clock, 365-days-a-year emergency service and will stop an escape anywhere, whether it is in the home or street, free of charge.

If you smell gas:

- Don't smoke
- Don't use naked flames
- Don't turn electric switches on or off
- Turn off the gas supply at the meter
- Open doors and windows
- Call the gas emergency service free on 0800 111 999

For additional information about:

- gas companies contact [www.theenergyshop.com](http://www.theenergyshop.com)
- Council for Registered Gas Installers (CORGI) registered installers call 01256 37 23 00.
- Energy Watch (the Gas and Electricity Consumer Council, the UK's independent energy watchdog) call 0121 455 0285

#### **EMERGENCIES – LOST ITEMS:**

EMERGENCY	TELEPHONE	WEBSITE
Stolen / lost passport	0870 521 040	<a href="http://www.ukpa.gov.uk">www.ukpa.gov.uk</a>
Stolen / lost benefit payment book / card	02380 713 600	See separate authority website list
Language Line – translators and interpreters	0800 169 2879	
Stolen / lost driving licence	0870 2400 009	
Stolen / lost chequebooks or cards	See your bank	See your bank