



Keeping you safe
and well at home



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Translation service

We use the translation service Language Line, so if you need to have a conversation with us over the telephone in another language, please let us know.



Further information

You can find more information about subjects covered in this handbook on our website. If you do not have access to the internet, or need any information not covered in this handbook, please contact us.

WELCOME



Please also look at your 'My home handbook' which provides further information about your home, the roles and responsibilities of both of us as your landlord and you as the resident.

If you need further information or have any queries relating to your home, please contact us. We are here to help.

Hello!

This handbook provides you with information about keeping safe and well in your home.

Please keep it 'handy' for reference.



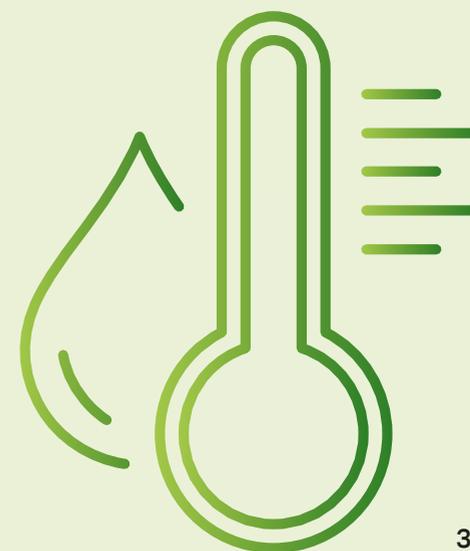
We aim to manage reports of damp and mould proactively, through the completion of reactive repairs, planned works or in some cases, by providing advice and information on measures that can be taken to help manage and prevent damp, mould and condensation.

DAMP AND MOULD

During winter, condensation can become a problem in many homes, and this can lead to damp and mould.

It is caused when warm, moist air hits cold surfaces such as windows or external wall and condenses, running down the cold surface as water droplets. If left, this can develop into black mould which looks and smells bad, and can cause health problems, and damage clothes, furniture, and decorations.

To prevent condensation, the home needs to be ventilated to allow air to circulate so that moisture-filled air can escape outside. Condensation is the most common cause of damp and mould in homes. Rising or penetrating damp can cause also problems in your home, but these are less common than condensation.



TYPES OF DAMP

Rising damp

Rising damp is a relatively rare form of damp that affects walls. It is caused by failed or damaged damp proofing, allowing ground water containing salts to travel up through ground floor walls. You will often first notice rising damp by the damage it causes to walls; plaster and paint can deteriorate, and wallpaper may loosen.

This type of damp can usually be identified because it is often associated with a visible stain in the form of a tide mark at the edge of the area of damp, this is caused by salt deposits in the water. If you have rising damp, black mould will not form on these patches due to the salt deposits.



Penetrating damp

Penetrating damp is caused by water finding its way inside from the outside. Although it can happen at all levels of a building, it is usually higher up. It can be caused by overflowing gutters, missing roof tiles, leaking pipes, badly fitting or damaged windows and doors and their surrounds, as well as covered air bricks.

Signs of penetrating damp are:

- ▶ Growing areas of damp on walls or ceilings
- ▶ Blotchy patches on walls
- ▶ Wet and crumbly plaster
- ▶ Signs of black mould, spores or mildew isolated to one area
- ▶ Drips, puddles or signs of leaks

TYPES OF DAMP

Condensation

Condensation is formed where the outside temperature differs greatly from the inside temperature. It can occur anywhere on a wall and can cause mould to form. It can lead to stained or damaged wallpaper, wall surfaces, window frames, furniture and clothing. Mould and its spores can cause a musty smell that is often associated with damp.

Common causes of condensation are:

- ▶ Steam from cooking and boiling the kettle
- ▶ Baths and showers
- ▶ Drying clothes inside
- ▶ Unsuitable venting of tumble dryers

The following areas are particularly prone to condensation:

- ▶ Cold surfaces such as mirrors, windows and window frames
- ▶ Kitchens and bathrooms where a lot of steam is created
- ▶ External walls, walls of unheated rooms and cold corners of rooms
- ▶ Wardrobes, cupboards and behind furniture against an external wall and a lack of ventilation



STEPS YOU CAN TAKE TO REDUCE CONDENSATION:

Here are some easy steps you can take to reduce or prevent condensation from occurring in your home. We understand some of these may not be practical for you or you may need repairs completing. If this is the case, please contact us as soon as possible.

Do:

- ▶ Open your windows as much as possible
- ▶ Keep trickle-vents always open if they are fitted in your property
- ▶ When preparing a bath, running the cold water first before the hot water will reduce steam by 90%
- ▶ Keep lids on pans when cooking
- ▶ Keep ventilation fans switched on if they are fitted in your property
- ▶ Keep kitchen and bathroom doors closed to stop moisture escaping
- ▶ Ventilate bedrooms at night while people are sleeping in them
- ▶ Keep furniture away from walls to allow air flow around the room
- ▶ Wipe condensation from windows and windowsills as soon as possible after it forms
- ▶ Treat the first signs of mould with a mould and mildew cleaner



Avoid:

- ▶ Drying clothes on radiators
- ▶ Using an unvented tumble dryer
- ▶ Using bottled gas heaters (they produce eight pints of water per cylinder)
- ▶ Using your gas cooker to heat your kitchen
- ▶ Blocking permanent fans
- ▶ Obstructing or blocking air bricks inside or outside your home
- ▶ Blocking windows or trickle vents in any room

TIPS FOR REMOVING MOULD

You can help to avoid mould forming by wiping down condensation when it appears.

If mould does appear, it can be cleared, but it can be a slow process.



Tips for removing mould:

- ▶ Avoid brushing mould as this creates a dry friction which releases spores into the air which can be harmful, if inhaled.
- ▶ Avoid painting directly over mould. The paint can cause mould to come back worse than before, even if you use fungicidal paint.
- ▶ Treat the mould weekly (or more often if needed) with an anti-mould and mildew spray, following the manufacturer's instructions.
- ▶ Protect yourself, wearing gloves and other PPE as recommended by the manufacturer.
- ▶ Keep windows open until the areas you have treated are completely dry.
- ▶ You can repaint the area after mould has been completely removed, ideally using a fungicidal paint.

Mould that cannot be cleared could be due to an underlying cause not being fixed, such as gaps in loft insulation or other issues.

If you're having problems with persistent mould, please contact us.

PLEASE REPORT REPAIRS AND MAINTENANCE ISSUES EARLY

Types of repairs that could lead to problems with damp and mould are:

- ▶ Gaps or wet loft insulation.
- ▶ Leaking pipes, water or waste.
- ▶ Leaking gutters and rainwater pipes.
- ▶ Rotten fascias, soffits or barge boards.
- ▶ Breached damp courses.
- ▶ Damaged render, pointing or brickwork.

Reporting damp and mould

When you report damp and mould to us, we will ask you some questions to understand your situation and to identify possible issues that might be causing the problem.

We have a dedicated team of operatives that aims to arrange an appointment with you within 48 hours of your report. Our target is to attend within 14 days of you first reporting the issue to us.

If our operatives feel a specialist contractor is required to carry out bespoke works or a survey, this will be arranged with you.

Depending on the outcome of the initial visit(s), we will either share advice on treating the problem or we'll schedule follow up appointments to resolve the issue.



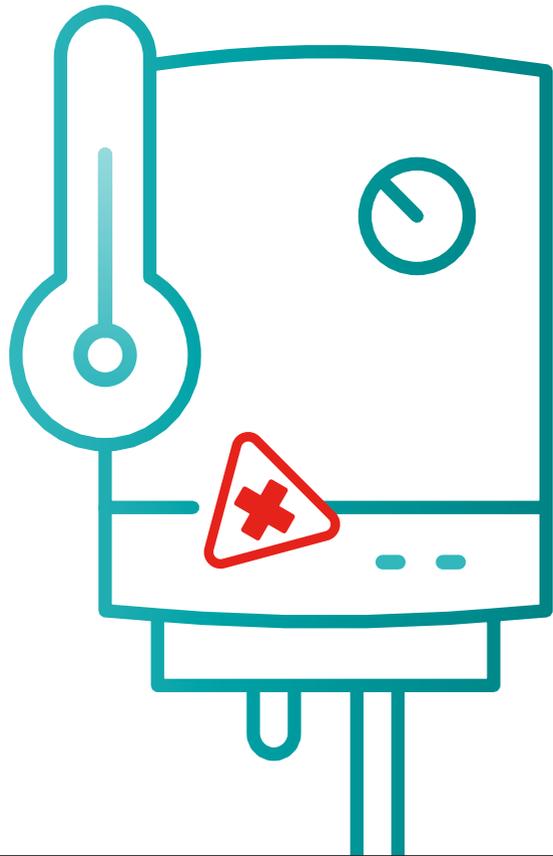
The risk of damp and mould arising can be reduced through reporting maintenance and repairs that are needed quickly.

PLEASE REPORT ANY PROBLEMS AS SOON AS YOU NOTICE THEM!

BOILER BREAKDOWNS

From October to March, loss of heating and hot water is classed as an emergency for everyone. From April to September, this is only considered an emergency for vulnerable households, such as elderly or disabled residents.

For emergency appointments, we will attend within 24 hours. You should make sure someone is at home during this time to ensure our contractors can gain access.



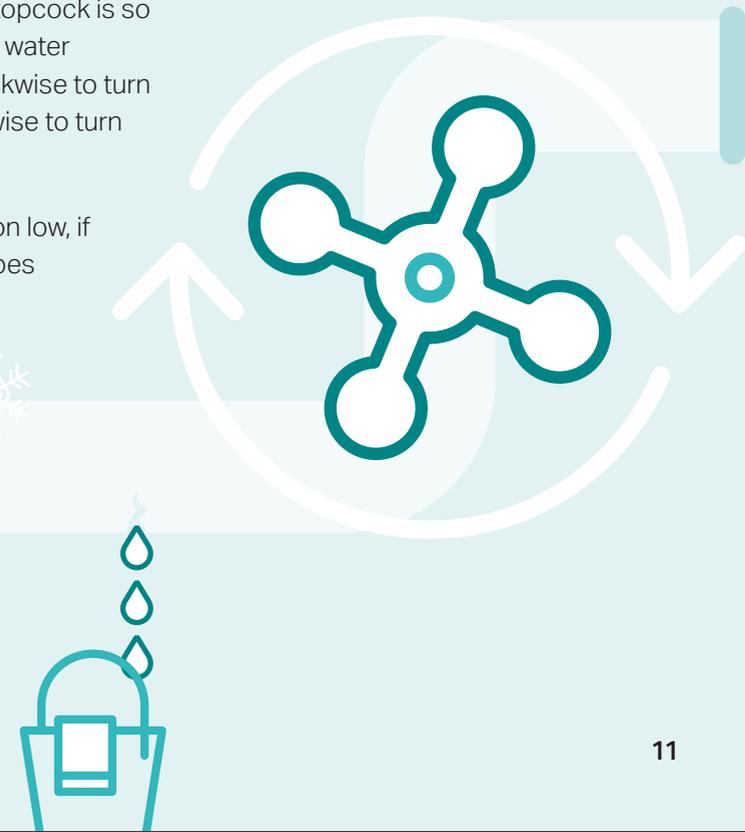
PREVENTING FROZEN OR BURST PIPES

To help prevent pipes freezing or bursting in cold weather, we recommend the following:

- ▶ Open the doors on kitchen cupboards that are on exterior walls to allow warm air to circulate around any pipes inside the cupboards.
- ▶ Know where your stopcock is so you can turn off the water quickly, turning clockwise to turn it off and anticlockwise to turn it back on.
- ▶ Keep your heating on low, if possible, to stop pipes freezing.

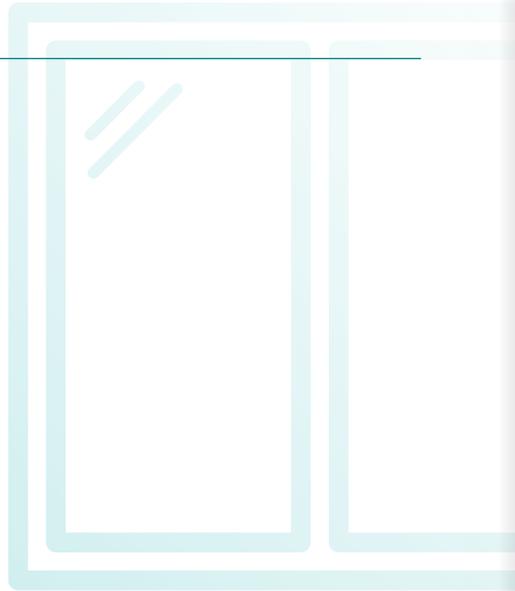
If a pipe does burst:

- ▶ Turn the water off at the stopcock.
- ▶ Open your taps to reduce flooding.
- ▶ Use a bowl or bucket to catch the escaping water.
- ▶ Use towels to mop up any excess water.



COMBINATION BOILERS

If you have a combination boiler (also known as a combi boiler), the condensate pipe – which drains the small amount of water produced by the boiler and runs outside your home into a drain – can freeze in cold weather, preventing the waste water from draining away. When this happens, the boiler will shut down and the frozen water will need to be cleared.



COMBINATION BOILERS

If you have one of the following boilers then it is likely that a condensate pipe is fitted externally: *Glow-worm Energysaver 40, Glow-worm Energysaver 80, Glow-worm 30CXI, Ultracom 30CXI.*

If your boiler has stopped working because the water in the condensate pipe has frozen, the boiler will display an error code, normally one of the following although it is dependent on the manufacturer: F1, F4, or F9.

You will then need to check the condensate pipe.



If it is not frozen, report the issue to our Customer Service Centre.

If it is frozen and you feel able to defrost it and reset the boiler yourself, please follow these simple instructions:

Pour hot – not boiling – water on the outside of the pipe or place a heat wrap around the pipe at the place where the water has frozen. Never disconnect the condensate pipe or try to thaw one that cannot easily be reached. Please remember to be careful. Do not access the pipe from ladders in extreme weather conditions.

Once the pipe has defrosted, you can reset your boiler by turning it off at the mains, waiting five seconds, and then switching it back on. Some boilers go through an electronic checking cycle after being reset which can take up to 15 minutes.

Combination boilers work by heating water taken from the mains supply. In severe weather conditions, the mains water supply to your home can freeze. Unfortunately, there is nothing we can do to repair your boiler if your water supply has frozen.

ASBESTOS SAFETY GUIDE

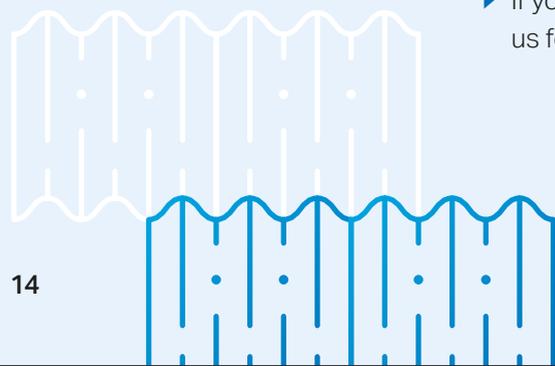
What is asbestos?

Asbestos is a natural material that was commonly used in buildings before 2000. It was added to things like insulation, flooring, and roofing to make them stronger and more heat-resistant.

There are three main types of asbestos:

- ▶ Blue (Crocidolite).
- ▶ Brown (Amosite).
- ▶ White (Chrysotile).

Even though asbestos is now banned in the UK, older buildings may still contain it!



Where can asbestos be found?

If your home was built before 2000, it might contain asbestos. It could be in:

- ▶ Ceilings and walls.
- ▶ Floor tiles.
- ▶ Pipes and insulation.
- ▶ Roofs and garages.

You should always assume asbestos is present unless a survey has confirmed otherwise.

What should you do?

- ▶ Do not disturb any surfaces or remove panels that require tools.
- ▶ Never drill, sand, or break materials that might contain asbestos.
- ▶ If you are unsure, contact us for advice.

ASBESTOS SAFETY GUIDE



Signs of asbestos risks

If you notice cracking, flaking, or damage to textured coatings or other surfaces, there may be a risk. If disturbed, asbestos can break into tiny fibres that are dangerous if breathed in.

What to do if you suspect asbestos?

- ▶ Avoid the area and do not touch or disturb anything.
- ▶ Report it to us immediately.
- ▶ Keep windows and doors closed to prevent spreading dust.

How is asbestos managed?

There are two main types of asbestos surveys:

- 1 Management Survey –**
A basic check to see if asbestos is present and assess its condition.
- 2 Refurbishment Survey –**
A detailed check done before major home improvements like kitchen or bathroom replacements.

Why isn't all Asbestos removed?

- ▶ If left undisturbed, asbestos is not dangerous.
- ▶ Removing asbestos is expensive and creates more risks.
- ▶ All asbestos waste must go to landfill, which harms the environment.

Why aren't all asbestos areas labelled?

- ▶ Asbestos is usually inside materials, so labels wouldn't be helpful.
- ▶ Labels in shared spaces could encourage vandalism.
- ▶ Important areas, like maintenance rooms, do have asbestos warning signs.

Key takeaways

- ▶ Do not touch or disturb materials that might contain asbestos.
- ▶ Report any damaged surfaces immediately.
- ▶ If in doubt, please contact us for advice on: 0300 123 6000.

LEGIONELLA AND YOUR HOME

Many people have heard of Legionnaires' disease but may assume it won't affect them. While the risk remains low, recent health and safety regulations now require landlords, including us, to inspect domestic water systems for Legionella bacteria.

Here is the essential information on Legionella and practical steps you can take to minimise the risk in your home.

What is Legionella?

Legionnaires' disease is a severe form of pneumonia caused by inhaling water droplets contaminated with Legionella bacteria. These bacteria naturally occur in lakes and rivers but can also be found in man-made water systems, including:

- ▶ Hot and cold water tanks.
- ▶ Pipework.
- ▶ Taps and showers.
- ▶ Spa and whirlpool baths.
- ▶ Humidifiers.
- ▶ Garden hoses, sprinklers, and water features.
- ▶ Firefighting equipment such as sprinklers and hose reels.

Risk of Legionella is low, but following these precautions will help keep your water safe:

For new residents

- ▶ When moving in, flush the water system by running all taps and showers for at least five minutes to clear any bacteria.

Maintain safe water temperatures

- ▶ Keep your hot water system at 60°C or higher. Legionella thrives in warm water temperatures between 20°C and 45°C, but temperatures above 60°C will kill the bacteria. Be cautious of scalding risks, especially if you have children.

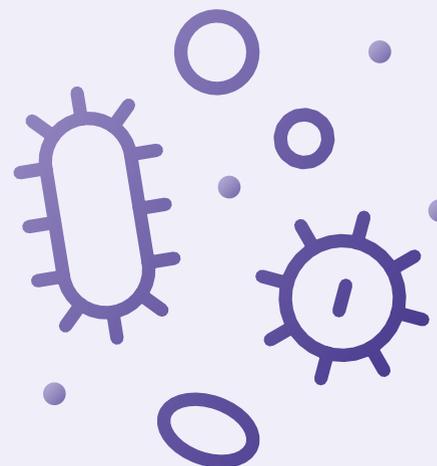
LEGIONELLA AND YOUR HOME

Flush taps and showers regularly

- ▶ If a tap or shower is not used regularly, run it for at least two minutes once a week to ensure fresh water circulation.

If you have been away for a while (e.g., after a holiday), follow this flushing routine:

- 1 Flush the toilet first.
- 2 Run kitchen and bathroom taps for at least two minutes, allowing both hot and cold water to flow.
- 3 Open any shower mixer taps and let them run for two minutes.
- 4 Repeat for all other taps in the home.



Shower head disinfection

If your shower has not been used for two weeks or more, follow these steps:

- ▶ Remove the shower head and run the water for two minutes.
- ▶ Disinfect the shower head by soaking it for an hour in a cleaning solution such as Milton (used for baby bottle sterilisation).
- ▶ Refit the shower head and repeat this process at least four times a year.

If your shower has not been used for a week or longer, do the following:

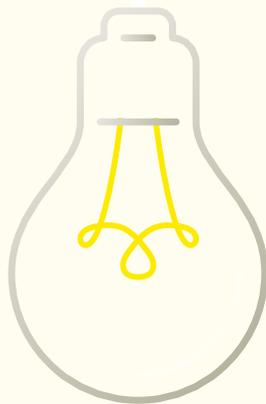
- ▶ Run both hot and cold water through the shower hose for two minutes. *To prevent spray, place the shower head in a bucket of water or lay it in the bath/shower tray. Start with a gentle flow and increase after one minute.*

By following these simple steps, you can ensure safe water use in your home.

**FOR MORE INFORMATION
CALL 0300 123 6000**

WHAT TO DO IF YOU HAVE A POWER CUT

Having a power cut can be frustrating and worrying, and not everyone knows what to do. Power cuts are caused by issues from the distributor, not your energy supplier.

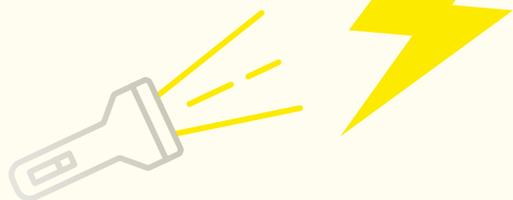


Here's what to do if you're faced with a power cut:

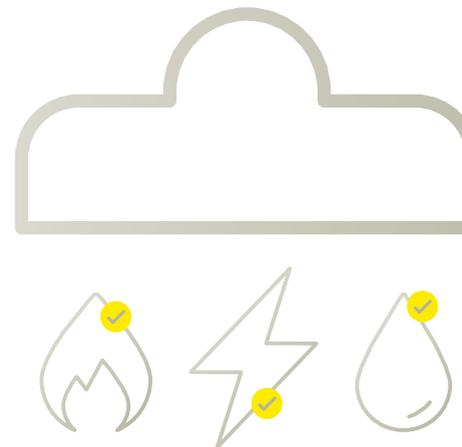
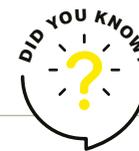
- ▶ Check your meter is on and working.
- ▶ Check your fuse board, and check that all switches are facing the same way.
- ▶ If you've checked the above and your electric hasn't come back on after 10 minutes, call 105 which will connect you to your distributor. They will be able to take some details and provide you with an estimated time that your power will be back on.

If it appears that your meter isn't working, you will need to call your energy supplier – you will find their number on your top up card/back of your bill.

**POWER CUT?
CALL 105**



THE PRIORITY SERVICE REGISTER

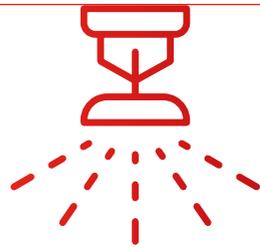


The Priority Services Register (PSR) is free to join. It helps utility companies, including energy suppliers, and water networks to look after customers who have extra communication, access, or safety needs. It helps them tailor their services to support households who need extra help with everyday energy matters like bills, and in the unlikely event of a power cut, gas, or water supply interruption.

To join the Priority Services Register you will need to contact your energy and water suppliers.

FIRE SAFETY

The safety of our residents is our highest priority, and we have several stringent measures in place to keep you safe in your home. Our fire safety partnership with Derbyshire Fire & Rescue makes sure that our fire safety procedures across all our homes meet the highest standards.



In addition, our preventative measures include:

- ☑ Gas safety checks on all properties undertaken annually.
- ☑ Fire risk assessments carried out on blocks.
- ☑ Emergency light servicing in schemes every six months.
- ☑ An ongoing programme of electrical safety tests on communal areas.
- ☑ Regular checks in communal areas within schemes.
- ☑ Sprinkler systems installed in designated properties/sheltered schemes and for vulnerable residents where appropriate.
- ☑ Staff trained and qualified in fire safety.



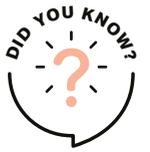
SMOKE ALARMS SAVE LIVES

Smoke alarms provide an early warning of a fire providing they work. Remember it is your responsibility to ensure your smoke detector is working during your tenancy, so test it at least monthly!

CO detectors are the first line of defence against Carbon Monoxide Poisoning. They will provide you with an early warning before dangerous level accumulate giving you time to ventilate or evacuate. Where you have a fixed combustion appliance (excluding gas cookers), emh must provide you with a CO alarm. Remember it is your responsibility to ensure it is working during your tenancy, so test it at least monthly! Emh must then ensure it is repaired or replaced once you have reported a fault.

Home Safety Checks

Your local fire and rescue service may be able to visit your home and check it for risks. For further information, check their website or contact them on their non-emergency number (not 999).



- ▶ We must provide you with smoke alarms. However, it is your responsibility to make sure they continue to work once we have fitted them.
- ▶ You're four times more likely to die in a fire if you don't have a smoke alarm that works. Check you have one on each floor of your home and let us know if you don't.
- ▶ Never disconnect or take the battery out of your alarm unless it needs replacing.
- ▶ 90 people die each year because the battery in their smoke alarm is flat or missing.



Why not set a weekly reminder to test your smoke and carbon monoxide alarms are working properly, and report any issues to us?

WHAT TO DO IF A FIRE BREAKS OUT



- ⚠️ If you discover a fire – raise the alarm!
- ⚠️ Only press a fire alarm if there is one along your exit route.
- ⚠️ Dial 999 immediately if it is safe to do so.
- ⚠️ NEVER assume someone else has called 999.
- ⚠️ Leave the building by the nearest and safest route.
- ⚠️ If there is smoke in the area, keep as low as possible as the air is clearer closer to the ground.
- ⚠️ Check doors before you open them. If they are hot, there is fire on the other side so use an alternative exit.
- ⚠️ If you are the last one out, close the door behind you to slow the progress of the fire.

ESCAPE PLANS

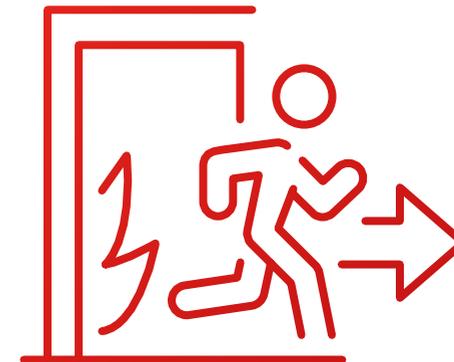
Whatever type of property you live in, it's helpful to have a plan or know what procedures to follow in the event of a fire or an emergency. Make sure everyone in your home, including children or elderly people, knows what to do.

If you live in a flat, block or shared accommodation, familiarise yourself with the fire safety arrangements for your building. If you are unsure of the evacuation procedures, please ask us.

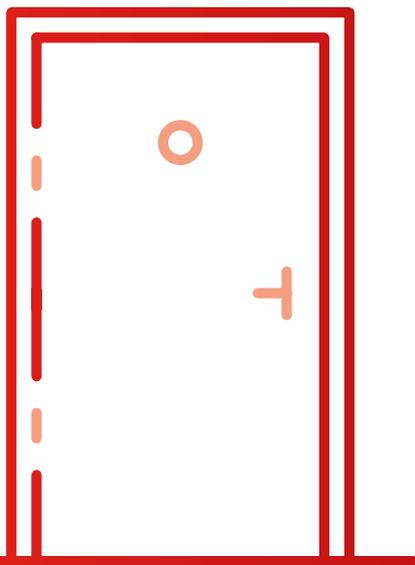
The best exit is usually the nearest one but have a back-up plan in case it is blocked.

You could include any ground floor windows in your plan. Smoke makes it almost impossible to see when you are trying to escape, so plan how you would escape if a fire did break out, and then practise it with your family.

- ▶ Take a few minutes to practise the plan with everyone in your household.
- ▶ Make sure all fire exits are clear.
- ▶ Keep fire doors closed.
- ▶ Keep keys near windows and doors so it is quicker to get out (for security reasons, do not keep them within reach from outside).
- ▶ If you have an emergency pendant, make sure you wear it and have it close by when you go to bed.
- ▶ Think of a second escape route in case the first one is blocked.



FIRE DOORS



Fire doors are specialist doors that have been designed and tested to withstand fire for as long as possible. They create compartments and delay the spread of fire from one area to another, so it's important that they are kept closed and not wedged or propped open at any time. In blocks of flats, these doors will be those that open in communal areas, and on stairwells and corridors.

There are simple things you can check to make sure any fire doors in your property are in good working order. These include checking:

- ▶ The gaps around doors and making sure you can't see light coming through these gaps.
- ▶ That the seals running around the edges of doors or the frame are intact with no signs of damage.
- ▶ That the self-closing device on the door closes the door fully onto the latch without sticking on the door or frame.
- ▶ There is no damage to the door, its frame or any glass or glazing in the door. This includes holes or drilling.

If you spot any signs of damage or you're concerned about the door, it's important you let us know about this urgently.

COMMUNAL AREAS

We take a zero-tolerance approach to any actions which may put you or your neighbours in danger.

If you live in a scheme or a block with communal areas, including stairs, it is essential that they are always kept clear. If a fire were to break out, any obstruction may block your escape route, add fuel to the fire, and prevent the Fire Service from getting in to put out the fire.

- ▶ Even a small bag of rubbish can create enough smoke to fill a stairway. Sometimes these items can become the target of an arson attack.
- ▶ Non-flammable items become a barrier to you getting out of the building or allowing others to get in to help.
- ▶ In a smoke-filled environment, your vision becomes severely impeded, and you may need to feel your way out.

- ▶ Stored items add time to you getting out safely.
- ▶ Exits must be always kept clear.
- ▶ Never prop open fire doors – they are there to stop the spread of a fire. If you notice any damage or faults to a fire door or self-closing door fixings, please let us know immediately.

For these reasons we do not allow the storage of any items in communal areas, including bikes, buggies and mobility scooters.

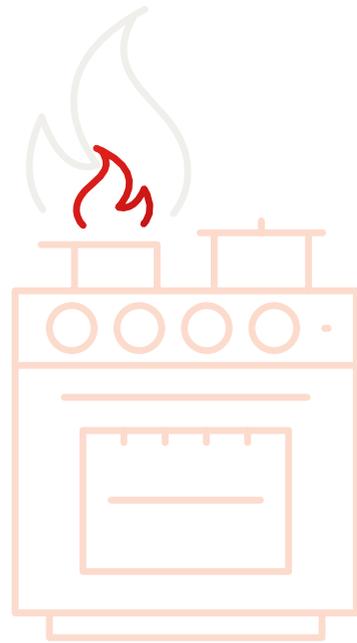
If one of your neighbours regularly leaves items in a communal area and you would like us to speak to them, please let us know. Items left in communal areas will be removed and placed in storage or disposed of.



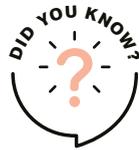
SAFETY IN THE KITCHEN

We spend a lot of time in our kitchens cooking delicious meals, but keep yourself safe by remembering these tips:

- ▶ Never leave cooking unattended on a hob, take pans off the heat or turn them down to avoid risk.
- ▶ If you have children, keep them away from any handles and heat.
- ▶ Never cook after drinking alcohol.
- ▶ Take care with loose materials which may catch fire.
- ▶ Always turn the oven off when you have finished cooking.
- ▶ Be careful when cooking with hot oil as it sets alight easily.
- ▶ Keep any electrical appliances and leads away from water.



Almost half of all home fires are caused by cooking accidents.



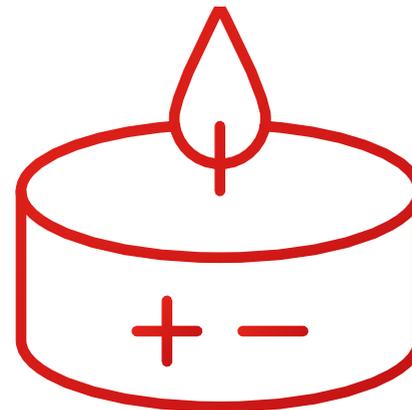
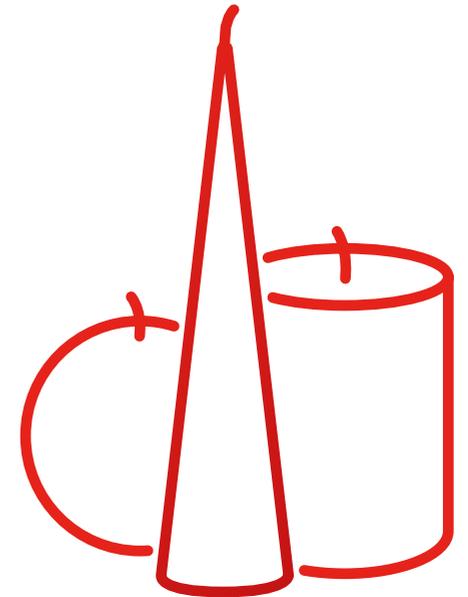
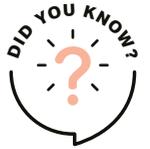
If you are having a BBQ never leave it unattended and keep it away from children and pets. Keep a bucket of water or sand nearby in case of a fire. Ensure the BBQ is completely cool before disposing of the embers.



CANDLES AND TEA LIGHTS

- ▶ Avoid placing candles on or near materials that could burn or catch fire – like blankets and curtains.
- ▶ Keep candles out of the reach of children or pets and do not place lit candles where they can be knocked over.
- ▶ Don't burn a candle all the way down. Extinguish the flame if it comes too close to the holder or container.
- ▶ Make sure candles are always placed in a holder that is non-flammable.
- ▶ Don't place candles in direct sunlight.

More than 15,000 candle fires are reported annually.



As a safer alternative, have you considered using a battery-operated flameless candle instead?

SMOKING SAFETY

Remember:

- ▶ Always put out cigarettes properly after you have finished with them.
- ▶ Never smoke in bed.
- ▶ Use a proper ashtray.
- ▶ Take extra care if you're tired or on prescription drugs.
- ▶ It is safer to smoke outdoors.

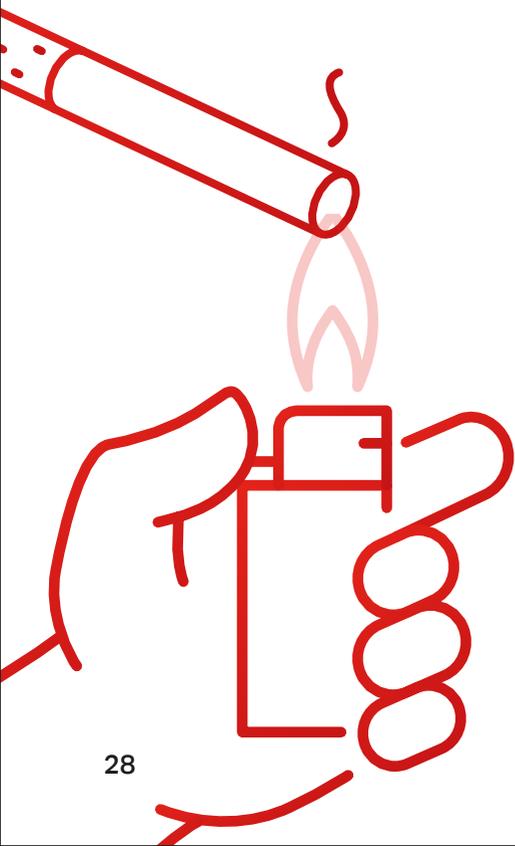
Smoking related fires are the biggest killers in accidental home fires.



If using e-cigarettes, always use the charger supplied with it.

If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there and it can be difficult to spot the difference.

Counterfeit electrical chargers can be deadly – many fail to meet UK safety regulations leading to fires and injury. What may seem like a bargain at the market isn't worth the risk when you consider that it could cost a family member's life.



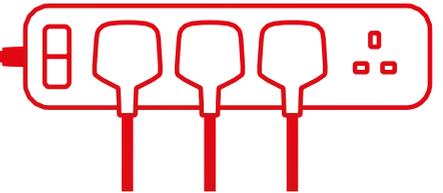
ELECTRICAL SAFETY

Appliances use different amounts of power.

For example, a television may use a 3 amp plug and vacuum cleaner a 5 amp plug.

KNOW THE LIMIT!

$$\begin{array}{ccccccc} 5 & + & 5 & + & 3 & = & 13 \\ \text{AMP} & & \text{AMP} & & \text{AMP} & & \text{AMP} \end{array}$$



- ▶ Avoid overloading sockets and keep to one plug per socket.
- ▶ Never dry clothes on heaters.



- ▶ Unplug appliances when you're not using them or when you go to bed. **Don't leave devices charging overnight.**
- ▶ Don't leave your washing machine, tumble dryer or dishwasher running overnight or while you are out. They are a fire risk because of their high wattage, friction and motors.

Tumble dryer safety:

- ▶ Always follow the manufacturer's instructions.
- ▶ Never use overnight or unattended.
- ▶ Clean filters after use and don't block any vents.
- ▶ Only vent warm air outside.
- ▶ Be aware of any recalls for white goods.

Please let us know if you are concerned about the electrics in your property and don't fix faulty electrics yourself.

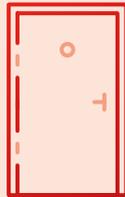
BEDTIME CHECKLIST

You are more at risk from fire when asleep. So, it's a good idea to check your home before you go to bed.

Run through the following checklist before going to bed to reduce the risk of a fire breaking out overnight:

- ✓ Close internal doors to stop a fire from spreading.
- ✓ Turn off and unplug electrical appliances unless they are designed to be left on – like your freezer. Check your cooker is turned off.
- ✓ Don't leave the washing machine on.

- ✓ Turn heaters off and use fireguards.
- ✓ Put candles and cigarettes out properly.
- ✓ Make sure exits are kept clear.
- ✓ Keep door and window keys where everyone can find them.



If your entrance door is a fire door, please do not disconnect the self-closer as this prevents a fire from spreading.

All fire doors are legally required to have a self-closer.



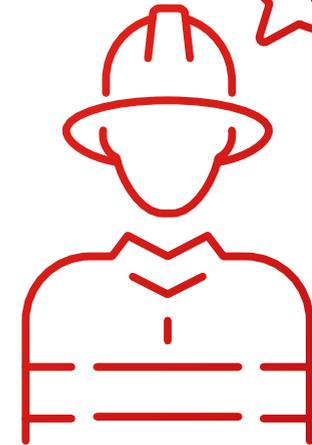
FIRE SAFETY INFORMATION



Derbyshire
Fire & Rescue Service

Our partnership with Derbyshire Fire & Rescue Service enables us to enhance fire safety procedures across all our properties.

<https://www.derbyshire-fire.gov.uk/safety/at-home>



You can report any known information about deliberate fire starting anonymously to your local fire service.

For further advice on fire safety you can visit the websites below, call us or your local fire service on the non-emergency number (not 999).

<https://leics-fire.gov.uk/your-safety/at-home/>

<https://www.northantsfire.gov.uk/safety/avoiding-fires-in-the-home-rb/>

GAS SAFETY

IMPORTANT!

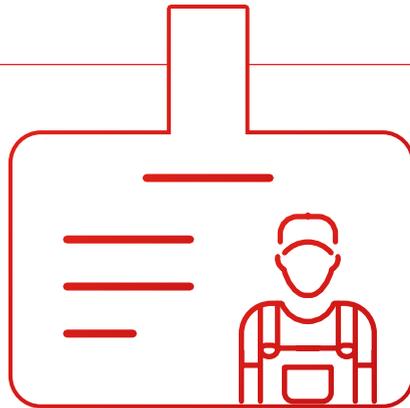
Please remember that your tenancy agreement states you must allow emh access for annual checks.

Your gas appliances must be checked by a Gas Safe registered installer every year.

We will do the following:

- ▶ Annual gas safety checks by a Gas Safe registered engineer.
- ▶ Ensure the engineer has relevant ID that they will present on appointments.
- ▶ Provide a Landlord Gas Safety Record (LGSR) certificate to you following the service and keep an electronic copy on our database. If you require a copy of your LGSR certificate, please let us know.

An unsafe gas appliance can lead to gas leaks, fires, explosions or Carbon Monoxide (CO) poisoning.



If you smell gas or suspect a gas leak:

- ▶ Call the National Gas Emergency Service immediately on 0800 111 999.
- ▶ Open all doors and windows.
- ▶ Turn off the gas supply (usually next to your gas meter unless in a cellar or basement).
- ▶ Avoid the use of any naked flames, mobile phones or electrical switches.



CARBON MONOXIDE

Around 50 people in the UK die each year due to accidental carbon monoxide poisoning caused by defective gas appliances. So, it is vital that you allow us access to carry out the annual safety inspection.

Carbon Monoxide (CO) poisoning can happen when a gas appliance has been incorrectly fitted, repaired or maintained. Look out for flu-like symptoms, sickness or fatigue.

- ▶ Headaches
- ▶ Dizziness
- ▶ Nausea
- ▶ Breathlessness
- ▶ Collapse

If you suspect CO poisoning don't delay. Get fresh air, ventilate the room, seek medical help and report it to us!



Signs of a possible carbon monoxide leak, include:

- ▶ Floppy yellow or orange flame on your gas hob, rather than crisp blue
- ▶ Dark, sooty staining on or around gas appliances
- ▶ Pilot lights that frequently blow out
- ▶ Increased condensation inside windows

During your annual gas service, we will be checking that you have a working CO alarm in every room containing a fixed combustion appliance (excluding gas cookers). If you have any concerns, please get in touch and remember to allow us access to your home for your annual gas service.

COMPLAINTS

We pledge to do the basics brilliantly and to keep on getting better. To achieve this, we continually strive to improve our services and welcome your complaints, comments and compliments on how we're doing.

We know that sometimes things go wrong or that the services we offer may not always meet your expectations. So, please let us know when things go wrong or don't live up to your expectations, so we can put things right and learn from this. We want to make it as easy as possible to make a complaint about our services and they can be made in any of the following ways.

- ▶ In person
- ▶ By phoning us on 0300 123 6000
- ▶ By emailing us at complaints@emh.co.uk

- ▶ Via our website by using MyHomeOnline
- ▶ Through another person, perhaps an advocate, social worker, solicitor, etc.
- ▶ By post to:
Complaints Resolution Team
Memorial House
Stenson Road
Coalville
Leicestershire
LE67 4JP

Stage 1 Complaint:

If something goes wrong, we'll try to put it right as soon as possible. If at any time you're not satisfied with what we've done to resolve the issue, you can ask us to consider this as a formal complaint.

We'll confirm this within five working days of you getting in touch and investigate what you've told us.

COMPLAINTS

We'll keep you updated while we're looking into the problem, before sending you a full, written response no more than 15 working days after you first contacted us.

If it's not possible for us to do this, we'll get in touch to confirm when we expect to be able to reply. Our response will explain our understanding of what's happened and confirm what we've already done or can do to put things right. To recognise the impact of the problem on you, we may also offer compensation.

If you're not happy with our response, you can ask us to take another look at the situation as a Stage 2 complaint

Stage 2 Complaint:

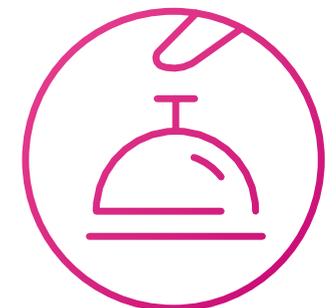
We'll acknowledge your further complaint within five working days, and a senior manager will consider it again, including any new information or events. They will send you a final, written response no more than 20 working days after we acknowledged your Stage 2 complaint.

If this isn't possible, we'll get in touch to confirm when we expect to be able to reply.

Housing Ombudsman Service:

We comply with the Housing Ombudsman Service's Complaint Handling Code, but if after receiving our Stage 2 reply you still don't feel we've put things right, you can take your complaint to the Ombudsman:

- ▶ www.housing-ombudsman.org.uk/residents/make-a-complaint/
- ▶ info@housing-ombudsman.org.uk
T. 0300 111 3000
- ▶ Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET



MONEY MATTERS

As the price of food is rising, and day to day costs increasing, emh recognise that many of our residents will be worrying about money. There are many ways that we can help.

Worried about paying your rent?

- ▶ Contact our Income Team on **0300 123 6000**.
- ▶ Your Income Officer can talk through any concerns with you.
- ▶ If you are in arrears, they can work out affordable re-payment plans with you.
- ▶ They can make referrals for extra support, such as to our Money Matters Team.



Our Money Matters Team:

- ▶ Will work with you to increase your income and reduce expenditure.
- ▶ They can help you to apply for benefits.
- ▶ Talk through a budget plan.
- ▶ Give you advice to help manage your debts.

The Money Matters team have a Resident Support Fund.

If you are genuinely struggling, this fund can provide vouchers towards:

- ▶ Food
- ▶ Essential household items
- ▶ Clothing and toiletries

You do not have to worry in silence. Please speak to us today. We can help.

To arrange an appointment with a Money Matters Advisor please email moneymatters@emh.co.uk or call on **0300 123 6000**.

TRANSLATION SERVICE

We are committed to providing accessible services. If you need this information in another language, please contact us on media@emh.co.uk and we will arrange it for you.

અમે સુલભ સેવાઓ પ્રદાન કરવા માટે પ્રતિબદ્ધ છીએ. જો તમને આ માહિતી આ ભાષામાં જોઈતી હોય, તો કૃપા કરીને media@emh.co.uk પર અમારો સંપર્ક કરો અને અમે તમારા માટે તેની વ્યવસ્થા કરીશું.

Zależy nam na zapewnieniu dostępu do naszych usług. Jeśli potrzebują Państwo tych informacji w tym języku, prosimy o kontakt pod adresem media@emh.co.uk a my to dla Państwa zorganizujemy.

ہم آپ کو باآسانی دستیاب خدمات فراہم کرنے کے لیے پُر عزم ہیں۔ اگر آپ کو یہ معلومات اپنی پر رابطہ کریں، اور ہم آپ کے media@emh.co.uk زبان میں درکار ہوں تو براہ کرم ہم سے لیے اس کا انتظام کریں گے۔

हम सुलभ सेवाएं प्रदान करने के लिए प्रतिबद्ध हैं। यदि आपको यह जानकारी इस भाषा में चाहिए, तो कृपया हमसे media@emh.co.uk पर संपर्क करें, और हम इसे आपके लिए व्यवस्थित कर देंगे।

Mēs esam apņēmušies nodrošināt pieejamus pakalpojumus. Ja jums nepieciešama šī informācija šajā valodā, lūdzu, sazinieties ar mums pa e-pastu media@emh.co.uk un mēs to jums noorganizēsīm.

Мы стремимся предоставлять доступные услуги. Если вам нужна эта информация на этом языке, свяжитесь с нами по адресу media@emh.co.uk и мы организуем это для вас.

Waxaa naga go'an inaannu bixinno adeegyo la heli karo. Haddii aad u baahan tahay macluumaadkan inaad ku hesho afkaaga hooyo, fadlan nagala soo xiriir: media@emh.co.uk oo waannu kuu heli doonnaa.

Estamos empenhados em fornecer serviços acessíveis. Se precisar desta informação neste idioma, entre em contacto conosco através do e-mail media@emh.co.uk e iremos providenciá-lo.

ਅਸੀਂ ਸੁਲਭ ਸੇਵਾਵਾਂ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਵਚਨਬੱਧ ਹਾਂ। ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਇਸ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ media@emh.co.uk 'ਤੇ ਸੰਪਰਕ ਕਰੋ, ਅਤੇ ਅਸੀਂ ਇਸ ਦੀ ਤੁਹਾਡੇ ਲਈ ਵਿਵਸਥਾ ਕਰਾਂਗੇ।

CONTACT AND SUPPORT SERVICES

Emh – Customer Services

0300 123 6000

E. customerservices@emh.co.uk

www.emh.co.uk



Warm Spaces

Find warmth this winter - spaces for warmth, community, and help.

www.warmspaces.org



National Domestic Violence Hotline

24-hour freephone support service.

T. 0808 200 0247

www.nationaldahelpline.org.uk

Money Advice Service



Worried about debt? Get free and confidential help now.

T. 0116 299 2233

www.moneyadvice.service.org.uk



Trussell Trust

A nationwide network of food banks providing emergency food and support to people locked in poverty, and campaigners for change to end the need for food banks.

www.trusselltrust.org

Samaritans



Call us any time, day or night. Whatever you're going through, you can call us any time, from any phone for FREE.

T. 116 123

www.samaritans.org