

Helping you to help yourself

Our Employment & Training team run practical courses on DIY where you can learn how to do basic repairs and maintenance of your home, accredited health and safety, emergency fire-aid courses and much more. Courses are free for all residents but you must be aged 16 or over to take part.

To find out more about these and many other courses on offer, either complete the form attached to the training calendar or speak to an employment coach on **020 7428 4327** or **020 7428 4275**.

Contact us

If you have any safety concerns at your One Housing home, see our website for more information at onehousing.co.uk/safety-at-home or call our dedicated phone line on **020 8821 5248**.

If you need to report an emergency repair during the festive period please see our opening hours and contact numbers in your winter newsletter.

Know your fire safety signs

Fire safety signs give important information to help you in an emergency so it's sensible to take note of them. Below are some examples of fire safety signs. The exact design may be slightly different in your building.



Green signs: show escape routes, safe areas and escape equipment.



Red signs: help to identify fire fighting equipment.

Translation

This document is also available in other languages, larger print and audio format on request. For more information please call our Customer Information Hub on 0300 123 9966 or 020 8821 5300.

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রেইলে (অঙ্কলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে **0300 123 9966** নাম্বারে ফোন করুন।

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打 **0300 123 9966** 垂詢。

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la'ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.



Hello and welcome to the third edition of the fire and safety bulletin. We've used the bulletins to provide general safety advice and explain how we can work together to keep safe, prevent fire and other incidents in your home.

Since the last bulletin, we have been working closely with our partners, including the fire service, to ensure our buildings are as safe as possible. We're also closely monitoring wider developments around fire and safety and will review any new guidance or advice as information comes to light.

We also want to remind you that we all have a part to play in making our homes safe and comfortable to live in. It's our responsibility to keep the structure and exterior of your properties in good condition, however, we need your help to keep safe and prevent risks in your home. Preventing risks such as fire is obviously the best approach and even simple steps, such as keeping exits clear, not using barbecues on balconies and using candles responsibly, can have a big positive impact.

We all need to play a big part in creating a safe, comfortable and enjoyable environment for you, your family and neighbours to live.

We hope these regular bulletins have been helpful and we will continue producing further issues as and when we have new updates to share. You can also get news and information on our website at any time - visit onehousing.co.uk.

With Christmas and the New Year upon us, I hope you find this bulletin useful in helping you to stay safe from hazards that come with the festive season. I'd like to send you all seasons' greetings and a happy and safe start to the New Year.

Matthew Saye
Group Director of Housing Services

Stay safe during the festive season

The Christmas season is a time for celebration for many of us, with family and friends coming together to enjoy the festivities. So what better time to think about how you can help to keep your loved-ones safe while you're sharing some time together. Here are our top tips for keeping safe over the Christmas and New Year period.

- Check that your festive lights carry the British safety standard sign and switch them off before you go out or to bed.
- Don't leave lit candles unattended and never put them near your tree or decorations.
- Keep decorations away from household lights and heaters.
- Don't overload electrical sockets and be careful with wiring for all your lights and new gadgets. Read the safety instructions before you rush to plug in your new gifts.
- Spread some Christmas cheer and take time to check on older relatives and neighbours this Christmas. It's also a chance to make sure they are safe too.
- Falls are one of the most common accidents - particularly for the elderly. Make sure that stairs and hallways are well-lit and free from obstacles and clutter, especially if you have guests.
- Watch out for ice as it can be extremely slippery in frosty conditions.
- Check that your guests know how to escape safely from your home or building in an emergency.

Festive rubbish - don't be a dumper

More waste is generated over the Christmas period, so check with your local council to see which items are recyclable. Real Christmas trees can be recycled as garden waste. Take yours to a recycling centre or visit your council's website to find out where to leave your tree after the festive period and for collection dates.

Preparing your home for winter

It may be tempting to switch off the heating if you're watching the pennies, but keeping warm can help prevent colds, flu and more serious health problems for our older residents such as heart attacks and strokes. So it's important to keep warm both indoors and outdoors.

- Aim to keep your home heated to at least 18C.
- Keep your bedroom window closed on winter nights – breathing in cold air can increase the risk of chest infections.
- Keep active when you're indoors – if you're sitting, get up and move around every hour or so.
- Wrap up - wearing several thin layers can trap warm air close to the body.
- Make sure you're getting all the help you're entitled to. Learn how to make your home energy efficient, improve your heating and keep up with your energy bills at www.gov.uk/phe/keep-warm.
- We've created some 'do it yourself' videos to help you carry out simple repairs around your home as well as advice on preparing your home for winter, which includes what to do if you have no heating or hot water. Visit our YouTube channel to watch them www.youtube.com/user/ohglimited.

Electrical and portable heaters

It's important to stay safe while heating your home.

- Keep plenty of clear space around your heaters and keep flammable items such as bedding, upholstered furniture and clothing well away from any source of heat.
- Don't put clothes on top of your heaters.
- Make sure that plugs and power leads are not damaged.
- Don't overload your plug sockets. Try to avoid extension cables, especially when plugging in heaters.
- Don't leave portable heaters unattended or switched on overnight.
- Always turn off your portable heater and allow it to cool before moving it.

Open fires

Nothing beats sitting around a coal or log fire to keep warm - but sadly they're also a major cause of house fires. If you're lucky enough to have a fireplace, here are some tips to make sure you can enjoy the experience safely.

- Check that you're allowed to use your fire place and that this doesn't breach your lease or tenancy. If in doubt do not use it.
- Keep your chimney clear - a build up of soot can easily catch fire and a blocked flue can cause harmful gases and smoke to build up in your home.
- Clear away ash - but make sure it has cooled first. Don't put warm or hot ash in the bin as that is a fire risk.
- Collect and store fire lighters, wood, paper, coal and other fuel safely, ideally away from the fireplace and outside if you can. Remember that you will need permission from the landowner if you want to collect your own firewood from the great outdoors.
- Don't overload your fire - falling embers can be risky.
- Use a fire guard to reduce the risk of ash or sparks spreading the fire and to keep children and older people at a safe distance.
- Keep fabric and other flammable material well away from a lit fire.
- Don't use accelerants such as lighter fluid, petrol or parafin on an open fire.
- Don't leave your fire unattended.

Barbeques

Please remember that barbecues are not allowed on balconies at any time of year. They're dangerous and can be anti-social for neighbours. Using barbecues is a breach of your lease or tenancy and we take this very seriously.





Water pipes

Burst water pipes are more common during the winter because water expands as it freezes to form ice. This can cause a build up of pressure that can split the pipe or joints. Flooding from a burst pipe can cause a lot of damage to you and your neighbours. Here are some tips to reduce the risk of burst pipes and other leaks:

- Fix dripping taps.
- Make sure you know where your water stopcock is (usually under the kitchen sinks). Turn clockwise to turn off the supply.
- Keep heating on low and on a timer to prevent pipes from freezing - especially if you go away during cold weather.
- Visit our YouTube channel to watch a 'do it yourself' video showing you what to do if you have a leak in your home - www.youtube.com/user/ohglimited.

Test your smoke alarms

Smoke alarms provide a vital early warning of fire in the home. People are at least four times more likely to die in a fire in a home without a working smoke alarm.

It's important to test your alarms every month to make sure they're in good working order.

If your alarm is beeping this is usually a sign of a flat battery that needs replacing. We're giving away free batteries to residents who email us at comms@onehousing.co.uk while stocks last. We will be sending out the first batch to those who have requested them shortly.

You can also visit <http://bit.ly/fireandsafety> to watch a short video showing you how to change the batteries in your smoke alarm.

Free home fire safety visit

If you know anyone who may have an increased risk of fire, who is less able to react or has a reduced ability to escape in a fire, please ask them to book a free home visit. The London Fire Brigade offer free home fire safety visits and provide tailored advice, based on your household and lifestyle, to minimise the risk of a fire.

If they identify any hazards during the home visit they may also suggest moving items or furniture around to keep you safe and your exits clear.

To book your free home visit, visit <http://bit.ly/firevisit> or call 0800 028 4428. If you live in Berkshire, please visit <http://bit.ly/home-check> to find out if you qualify for a free home visit.

Joining forces with the London Fire Brigade

We are joining the London Fire Brigade's Primary Authority scheme. The scheme will enter us into a legal partnership with one local authority, who will be our single point of contact and provide tailored advice on complying with and promoting fire safety legislation.

The scheme will help us to develop effective partnership working with the fire service and achieve a national consistency in delivery fire safety enforcement advice across all our properties.