



Emergencies, Safety and Compliance

## **Emergencies**

### **Fire**

When you discover a fire:

- Call 999 and ask for the fire brigade
- Ensure everybody leaves the property or follow the advice given on the phone.

### **Gas Leak**

When you smell gas or think you have a gas leak:

- Call the National Gas Emergency at 0800 111 999 and follow their advice.

A minicom service is available at 0800 371 787. This is a small electronic typewriter and screen linked to a telephone system to help people with hearing or speech difficulties to send and receive messages.

Remember:

- Evacuate the area
- Immediately open doors and windows
- Don't smoke or use a lighter
- Don't turn on or off any light switches or electrical equipment
- Check if a gas appliance has been left on or whether a pilot light has blown out
- Turn off the gas supply at the meter

### **Health Emergencies**

When someone in the property has a health emergency you should call 999

### **Gas Servicing**

To ensure safety in your home, housing associations are legally obliged to carry out annual checks on gas appliances and flues. This means that once a year a contractor will come to check the gas supply. In addition to this, we ask them to inspect all hard-wired smoke alarms that were fitted by WECH.

### **What to Expect**

Two weeks before the appointment, you will receive a letter. This letter will state a proposed date and time. If this doesn't suit you, you can contact the contractor to rearrange the appointment. If the contractor has your mobile phone number, you'll receive a reminder via text one day in advance.

Within 28 days of the servicing you'll receive a copy of the certificate. This is your copy which you can keep.

If you fail to give access the gas engineer will leave a no-access card. Shortly after you will receive a new letter with a new appointment for 1 week later.

## **Access**

It's incredibly important you grant access to your property to the contractor so he can carry out the checks. Not only for your safety, but also because the servicing is a legal requirement.

The contractor will make 2 attempts at gaining access to your property, after this the arrangements will be passed back to the WECH office. Because of the importance of these checks, you could face legal action if you still refuse to give access.

## **Fire Risk Assessments**

If you live in a property with a communal area or a Victorian house, we will complete a Fire Risk Assessment. The assessment is done to find out the level of risk and what can be put in place to eliminate or minimise this risk.

Another action undertaken by WECH is the regular checking of communal areas. This ensures that areas are free from combustibles or trip hazards.

## **Legionella**

Legionella is a bacterium that can build up in in your taps or shower head when you don't use them regularly. These bacteria can cause Legionnaires' disease, a type of pneumonia. Here you can find some useful tips to reduce the risk:

- If you have taps or showers you don't use often, run them for 5- 10 minutes at least once a month. This will clear the pipes. You should also do this when you've been away for at least 1 week
- Clean the outside of taps and shower heads at least once every 3 months
- Make sure there aren't any places where water can stay still and build up bacteria.