This leaflet contains important advice please read carefully

It is for your safety and informs you of ways to make sure you are safe in your home.
THIS LEAFLET CONTAINS IMPORTANT ADVICE
PLEASE READ CAREFULLY

It is for your safety and informs you of ways to make sure you are SAFE in your home

DO NOT WORRY… Fires are rare but this information will be useful to you and your neighbours if a fire does break out in your home or complex.
WHAT SHOULD I DO IF FIRE BREAKS OUT?

IF FIRE BREAKS OUT IN YOUR FLAT OR BUNGALOW OR IF YOUR SMOKE ALARM IS ACTIVATED

Keep calm, alert others in the flat then get out of the building and stay out. Walk quickly, do not run.

Pull the emergency alarm cord (do not wait for an answer if not safe to do so)

If possible, close all the doors behind you as you leave the building.

Use the stairs - not the lift.

Leave the building by the nearest fire exit and stay out. Stay out until advised by the fire service or your warden.

Once you are safely outside call 999. These calls are free from any phone.

DO NOT TACKLE FIRES YOURSELF
WHAT SHOULD I DO IF FIRE BREAKS OUT?

IF FIRE BREAKS OUT ELSEWHERE IN THE COMPLEX

Call the fire service on 999 or pull the alarm cord.

Never assume that someone else has done it, you could save someone’s life. You are usually safer to stay in your flat unless you feel threatened and take advice from the fire service or your warden.

If you are in a communal area - leave the building by the nearest fire exit. Otherwise remain in your flat until told to leave by fire service or warden.

Do not return to your flat until the fire service has given the all clear.

PLAN AN ESCAPE ROUTE

Think about all possible escape routes in case of fire. It is a good idea to practise an escape so that you feel confident you could do it day or night.

Keep a phone in your bedroom in case you need to make an emergency call. If it’s a mobile, keep it charged.

Make sure your exit routes to your front door are kept clear. Ensure you are familiar with all the fire exits within your complex.

4 Fire Safety in Sheltered Accommodation
## WHAT CAN I DO TO MAKE MY FLAT SAFE FROM FIRE?

### Test your smoke alarm every week
Press the button on the cover and it should sound. If it is not working ring the Repairs Contact Centre on 01792 635100, (if out of hours on 01792 521500).

### INTERNAL DOORS
Do not remove these - even the kitchen door for example. Ask for advice if there are problems with the doors.

### COOKING
Check that ovens and cookers are turned off when not in use. Never leave cookers unattended.

If using a microwave or toaster check it is set at the correct temperature and for the right amount of time. Do not leave unattended.

Avoid using chip pans and be careful when using frying pans and / or hot oil. If possible use a thermostatically controlled deep fat fryer, an alternative is to use oven chips.

Take care when cooking with hot oil - it sets alight easily. Be careful, do not cook if you have been drinking or are tired.

### HEATERS
If you have to use heaters make sure they are turned off properly after use.

Use a guard in front of an electric or gas fire. Keep furniture or clothes away from heaters.
### CANDLES
If you use candles put them out carefully. Do not leave them unattended when lit.

Place candles away from curtains and other flammable materials. Do not put them on top of the television.

Use a proper candle holder. Make sure candles are always secure.

### NIGHT TIME
**Before going to bed** check ashtrays for cigarettes or pipes left burning and make sure they are put out. **Never** smoke in bed.

Switch off and unplug appliances.

### ELECTRIC BLANKETS
If you use an electric blanket have them checked regularly and never use them if the cable is frayed or damaged. Make sure it is switched off and unplugged before going to bed. **Never** use an electric blanket and hot water bottle together.
**WHAT CAN I DO TO MAKE MY FLAT SAFE FROM FIRE?**

**MEDICAL OXYGEN CYLINDERS**
If you need oxygen cylinders, you must let your warden know and display the appropriate signs on your door.

Make sure your oxygen equipment is stored safely out of direct sunlight, well ventilated, always dry and away from heat sources.

Don’t use oxygen near naked flames, including gas and electric cookers. To be safe you need to be at least 3 meters (6ft) away from these.

For further information contact your oxygen suppliers. Never smoke or use electrical appliances, such as hairdryers, whilst using oxygen.

**GAS SAFETY**
Gas is safe for heating and cooking but if it leaks or an appliance is faulty it can be very dangerous. Only registered gas fitters can carry out repairs to gas appliances or connections.

No LPG bottled gas cylinders should ever be used or stored in your property.

If you smell gas ring the National Grid Emergencies on 📞 0800 111 999 anytime, then call the Repairs Call Centre for Housing on 📞 01792 635100 or alert your warden. If out of hours call 📞 01792 521500 or pull the emergency cord.

If you live in a complex where there is a communal boiler which serves a number of flats, then this will be regularly serviced. If you have an individual boiler in your flat you must allow access to the gas engineer. If you haven’t received a visit in the last year please phone to make an appointment or notify your warden. **You will not be charged separately for this.**
### ELECTRICITY

- **Don’t overload electrical sockets, extension leads or adaptors.**

- Things to look out for include: hot plugs, a buzzing noise, scorch marks on plugs or sockets, a fishy smell from plugs or sockets, appliances going on/off and flickering lights.

- **Report any faults to the Repairs Contact Centre on** 📞 01792 635100 (out of hours 📞 01792 521500) or tell your warden.

- **If electrical leads are frayed or faulty don’t plug them in or switch them on.**

- **Close internal doors at night.** This will help prevent a fire from spreading.
WHAT CAN I DO TO HELP KEEP THE COMMUNAL AREAS IN MY SHELTERED COMPLEX SAFE FROM FIRE?

Please remember that other people live in the complex. Everyone is responsible for fire safety in the complex and in their own home. Following these safety rules will help.

- Do not touch dry riser inlets on landings. It could cost lives if they are not working properly. If you see a dry riser vandalised, report it immediately to your warden.

- Do not leave rubbish, furniture, or any items in any shared areas such as landings, stairs or under stairs.

- Walls and windowsills in communal areas must be kept clear.

- Remember do not store or charge mobility scooters in the communal areas.
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<tr>
<th><strong>WHAT CAN I DO TO HELP KEEP THE COMMUNAL AREAS IN MY SHELTERED COMPLEX SAFE FROM FIRE?</strong></th>
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<tr>
<td><strong>Fire doors in communal areas will close in the event of fire to keep you safe and prevent fire spreading.</strong></td>
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<td><strong>Do not wedge open fire doors (only use the fitted door guards); they are there to stop fires spreading. This includes your flat door.</strong></td>
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<td><strong>If you notice that a Fire Door is damaged or if fire exit signs are missing or damaged report it to your warden.</strong></td>
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<td><strong>In the car parks please keep yellow hatched areas clear at all times and only park in designated areas in order to allow access for emergency vehicles.</strong></td>
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<td><strong>Remember do not smoke in communal areas or communal rooms in the complex. This is against the law and can also lead to a fire if cigarettes are not put out properly.</strong></td>
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| **COMMUNAL LOUNGES**  
If you are the last to leave, turn everything off and close the doors. |
| **LAUNDRY ROOMS**  
When using a tumble dryer always clean out the filter after use. |
OTHER ADVICE

HEARING IMPAIRED

If you are hearing impaired, you can get a smoke alarm which uses a strobe light and vibrating pack. If you have specialist equipment such as text phone or minicom, you can contact the emergency services on 1800.

SIGHT IMPAIRED

Ask someone to put a coloured sticker on your smoke alarm if you have trouble seeing it to test it.

Check electrical leads regularly by touch before switching them on. If they are frayed or faulty don’t plug them in or switch them on.

If electrics are giving off a burning smell turn them off and unplug them immediately.

To help you find your exit from your flat you may also want to consider placing a tactile, touchable indicator along your escape route as this may help you find your front door.

MOBILITY DIFFICULTIES

Make sure you have easy access to any mobility aids you may need, such as a walking stick.
MORE INFORMATION

If you need to report a repair or damage phone 📞 01792 635100
(or if it’s out of hours 📞 01792 521500)

For other enquiries contact your local District Housing Office.

If you plan to have a mobility scooter please see your warden for advice.

OTHER INFORMATION

Age Cymru - For information and advice on how to keep safe in your own home call Age Cymru Swansea Bay on 📞 01792 64 88 66 or visit www.agecymruswanseabay.org.uk or email enquiries@agecymruswanseabay.org.uk

Disabled Living Foundation - Free, impartial advice on disability and mobility products. Call Disabled Living Foundation on 📞 0845 1 30 9177 or visit www.dlf.org.uk

RNIB - Information, support and advice for people with sight loss. Call RNIB on 📞 0303 123 9999 or visit www.rnib.org.uk

Action on Hearing Loss - Specialist equipment and advice for deaf and hard of hearing people. Call on 📞 0808 808 0123 or textphone 0808 808 9000 or visit www.actiononhearingloss.org.uk