

Essential health and safety

The Emergency Call System

If you have been given an alarm pendant you should wear it at all times as you never know when you may need it. Can you please resist the temptation to tie up the orange pull cords. If you fall, you may not be able to reach them.

Fire precautions

Please note that we have an 'Evacuation Policy', in the event of a fire, the safety of life overrides all other considerations such as saving property or extinguishing the fire.

An electrical fire alarm system with manual call points and heat and smoke detectors is provided throughout both buildings and the alarm system is audible throughout the premises. The fire alarm panels are located in the hallway of 3 Lansdowne Walk and 14 Lansdowne Walk.

The alarm call is transmitted automatically to a monitoring centre who will immediately call the Fire Brigade out of office hours.

If you discover a fire:

- immediately leave the flat or the place where the fire is
- if the alarm is not ringing already, raise the alarm at the nearest call point
- leave the building by the nearest safe exit
- call 999 from a safe place.

If you hear the alarm signal

- leave the building by the nearest safe exit, see section on Induction.

When you evacuate the building

- do not stop to collect personal belongings
- do not use the lift
- close doors behind you
- help others, if it is safe to do so, but do not go into other flats
- cross the road and assemble on the pavement opposite
- staff or the fire brigade will tell you what to do next.

Calling the fire brigade

- our fire alarm is transmitted to a monitoring centre 24 hours a day
- outside office hours the Fire Brigade will be automatically called
- during office hours staff will be called on their mobiles and they will investigate the location of the fire and/or call the fire brigade
- if in any doubt, you can alert staff or call 999 yourself.

A copy of our Fire Emergency Plan can be obtained from the office.

Here are some safety rules and guidelines, PLEASE:

- take care when cooking, especially when using deep fat frying pans, as they are a fire risk
- dispose of cigarettes safely
- do not wedge fire doors open as they prevent fire and smoke from spreading
- do not attempt to put out a fire
- note that you are not allowed to have free standing electric fires, or Calor gas heaters in your flat
- note that the Trust must be aware of who is resident in the scheme at any time. If you plan to stay away from the scheme, you must inform the Trust.

Water hygiene

Here are some simple measures that you can take to ensure water hygiene:

- run showers and taps for 10 minutes following a period of non-use, after you have been away from your flat for a few days, visiting friends and relatives or on holiday or had a spell in hospital. Turn on the taps in basins and flush the toilet. Wash through the shower head by putting the shower head down in the bath or shower tray
- keep shower head and taps clean and free from a build-up of lime scale, mould or algae growth
- report any deposits such as rust or any unusual matter flowing from your water outlets.

If you need help or for any reason you are unable to carry out these tasks, please speak to the Resident Support Co-ordinator.

Security

Please make sure that you and your visitors check that the main front door to the house is securely shut after entry or exit.

Use the remote door entry system only to let people into the house whom you know or are expecting. Never admit people claiming to be gas, electricity or water meter readers. Please refer them to the Trust Office at 12 Lansdowne Walk.

Keys

The Trust holds a master key that can be used to open your flat door; please note that this will only be used in an emergency or with your permission.

Please do not get extra keys cut without asking permission first. You will not in any event be able to get extra keys for the main front door; duplicates of these special keys can only be obtained from Banham by an authorised signatory.

Please let the Resident Support Co-ordinator know immediately if you lose your keys.

If you are locked out at night, you can call the Community Alarm Service (see page 17).