



Safety at home

KENSINGTON & CHELSEA TENANT MANAGEMENT ORGANISATION





Contents

This booklet provides you with information about safety within your home including fire safety, lifts, water leaks, window safety and accidents in the home.

CONTACT US



contactus@kctmo.org.uk



www.kctmo.org.uk

Look at
Contact
for all
booklets.

Gas servicing

Gas safety and servicing

You will need to contact your gas supplier to have your supply connected as soon as you know you are moving in. Your gas supplier may require notice to complete the connection. All charges relating to the use of gas are your responsibility. Make sure you know how to turn off the gas supply at the mains in case of an emergency. It is usually situated next to the gas meter. Tell other members of your household where the mains are situated.

What should I do if I smell gas?

If you suspect a gas leak in your property, you should immediately

- open all doors and windows
 - shut off all gas supply at the meter control valve
 - call National Grids' Gas Emergency
- Regular servicing of gas appliances

KCTMO has a legal obligation to maintain and service the gas appliances in your home. This regular inspection is a statutory requirement and ensures that all gas pipe work, appliances and flues within your home are checked to make sure they are all working correctly and safely.

Your Tenancy Agreement requires you to provide reasonable access for this servicing to be undertaken. Every effort will be made to arrange a convenient appointment time for the servicing, but where access is repeatedly withheld we are required by the Gas Safety Regulations to have procedures in place to obtain the necessary access. ~~These procedures include, but are not restricted to, legal action.~~

Leasehold properties

In leasehold properties gas appliances are owned by the leaseholder who is



new picture of boiler.
- Tightness test

responsible for annual servicing. If you sub-let your property, you become a landlord and where your property is provided with gas appliances, under health and safety law, you are required to annually service these appliances. Additionally, you are required to issue your tenant(s) with a Gas Safety Certificate.

Failure to do so puts your tenants at risk from potentially faulty appliances and carbon monoxide poisoning and renders you liable to prosecution by the Health and Safety Executive.

the block

Do we need something about,

Carbon monoxide detector
is it mandatory.

and i such cases a recharge will be applied.

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Fire safety

Each year there are about 37 000 accidental fires in the home. Many of these are caused by a single moment of carelessness and could have easily been prevented. It is important to be aware of fire hazards around the home and to take steps to protect you and your family from fire.

Smoke alarms

The single most important thing that you can do to protect your family from fire is to ensure that you have a working smoke alarm. This will detect smoke at the earliest possible moment and give you vital extra time to leave your property and get safely away from the fire. (This needs to be correctly located and tested on a regular basis.) If you do not have a smoke alarm, you should fit one immediately and ensure that you maintain it by keeping it clean as well as testing on a weekly basis and

replacing batteries once a year. The London Fire Brigade will fit a smoke alarm for you if you request them to carry out a Home Fire Safety Visit.

Fire resistant doors

These doors are found in most buildings and include the entrance doors to all flats and maisonettes, doors to stairways, communal landings and corridors and most kitchen doors. They are designed to slow the spread of fire and smoke, it is therefore very important that you do not prop open fire doors or remove or jam the door closers.

Replacing front entrance doors

Residents who want to replace their front door should be aware that it must be replaced with a door which will maintain the fire safety of the dwelling.



Specifically, the door must offer a minimum of 30 minutes fire resistance and should be fitted with a self-closer, intumescent strips and cold smoke seals.

Fitting security gates

Some residents have installed a security gate at the entrance to their flat. The Fire Brigade have advised that this will cause them a degree of delay should they be required to rescue the residents in the event of a

In an
emergency
dial 999.

fire or emergency within the flat and therefore the Fire Brigade strongly urge residents to ensure that they have a working smoke alarm fitted within their property.

Fire risk assessments

~~KCTMO~~^{We} carry out regular fire risk assessments within the communal areas of the blocks. The purpose of these is to highlight any fire safety risks and enable us to take the necessary action to remove or reduce them. These assessments look at existing fire safety measures for individual blocks, how they are maintained and the regularity of inspection. The assessment identifies the appropriate evacuation strategy for the building. You can get a copy of the assessment for your block by contacting the Health & Safety team.

Communal corridors and staircases

In the majority of cases the route from the block main entrance door to the front door of your dwelling will serve as your primary means of escape in the event of fire. It is, therefore, vitally important that all communal corridors, staircases and lift lobbies are kept clear and free of obstruction at all times. Please do not store anything in these communal areas but, in particular, no combustible materials should be left in these areas at any time.

Because the majority of the residential blocks managed by KCTMO were purpose-built with self-contained dwellings, fire risk assessments have concluded that it is safe to adopt a “stay put / defend in place” evacuation strategy. This means that unless there is a fire within your home it should, initially, be safe for you to stay within your dwelling. If a fire does break out within your home you are advised to evacuate your family closing all doors

behind you, leave the building and alert the Fire Brigade as soon as possible.

Fire safety in blocks of flats

It is important to acknowledge that domestic fires are not uncommon and it is therefore possible that at some stage a fire could break out in your home. The Fire Brigade advice is for you and your family to consider how you would respond to a fire in your home and, in particular, to plan how you would escape.

Your safety may depend on how quickly you can get escape. Hallways should be kept clear of obstructions – especially things which burn easily or could be trip hazards.

If a fire breaks out in your home

1. Do not try to put out the fire unless you are sure you can do so safely;
2. Immediately leave the room where the fire is and close the door behind you;
3. Tell everyone in the property there is a fire and instruct them to leave the flat with you;
4. Close the front door and raise the alarm. Use the stairs (not the lift) and leave the building. Do not go on your private balcony unless it is a designated fire escape route.

Calling the fire brigade

If a fire occurs, however small, dial 999 and ask for the fire brigade. Give the operator your telephone number, name, address and postcode.

If there is a fire in your block

You can stay in your home where you will be safe unless smoke from the fire

has come into your home, or the Fire Brigade or KCTMO staff tell you to leave.

Access Roads

It is important that fire service access roads are kept clear and unobstructed to allow access for the Fire Brigade and other emergency services.

Main causes of fire

Most fires in the home occur due to carelessness or misuse of electrical or gas appliances. More than half of home fires are caused by cooking accidents. The other main causes of home fires are careless use of matches and cigarettes, candles, airing clothes on or near a fan and space heaters, not using fire guards, covering storage or convector heaters or using portable heaters close to curtains, faulty electrics (appliances, wiring and

overloaded sockets).

Warning: Under the conditions of your tenancy or leasehold agreement, you must not use or store liquefied petroleum gas (LPG), Calor gas or paraffin anywhere in your home.

Safe use of chip pans

About 15,000 fires are caused each year by cooking with chip pans in the home. Always take care when using chip pans. In particular –

- Never fill more than one third full of fat or oil;
- Dry potatoes before frying them to reduce the risk of fire;
- If the oil or fat gives off blue smoke it is too hot – switch off the heat immediately;
- Never leave a chip pan unattended with the heat on. If the telephone or doorbell rings, switch off the heat while you are attending to them;

If your chip pan catches fire

1. Switch Off burner/ring immediately;
2. Do not move the pan;
3. Never throw water on the fire as this will make the fire spread;
4. Do not cover it with a wet or damp towel;
5. Cover the pan with the pan lid or a fire blanket, turn off the heat source and leave it for at least half an hour. If the lid or fire blanket are removed too soon, the fire may re-ignite;
6. Close the door to the kitchen and call the Fire Brigade on 999.

Home safety fire visits

If you have concerns about fire safety, please contact our Health & Safety team. Alternatively, the Fire Brigade are available to carry out Home Fire Safety Visits where they will carry out a fire risk assessment within your home, offer you specific fire safety advice

and advise you on the procedure you should follow. They will also fit a smoke alarm if you do not already have one fitted. You can arrange a Home Fire Safety Visit by calling the Fire Brigade.



check

Is that the case?



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Electrical safety

Electricity supply

You will need to contact your electricity supplier to arrange for your supply to be connected. You need to be aware that your supplier may not be able to provide the connection immediately but may require notice so it is wise to contact them as soon as you know you are moving. All charges relating to the use of electricity are your responsibility. Please be aware it is unsafe and illegal to sell electricity from your home supply.

Fuses

Fuses control individual circuits such as water heating, heating and electrical power. If any electrical appliance stops working or a light goes out, it may be because a fuse has blown. Replacing blown fuses is your responsibility, unless the electrical distribution system to the block is causing the problem, then it is the responsibility of KCTMO.

How to change a fuse:

1. Switch off the main supply;
2. Unplug the appliance you think has caused the fuse to blow;
3. Check the fuses in the fuse box to see which one has blown;
4. Replace the blown fuse with a new fuse of the same amperage;
5. Switch the main supply back on;
6. If the fuse blows again, please contact us as there may be a fault in the electrical system.

Circuit breakers

Your home may have circuit breakers rather than fuses. Circuit breakers will automatically switch off the electricity supply if an appliance is faulty or the system is overloaded. If this occurs and you have a circuit breaker, check to find which appliance is causing the problem and disconnect it, reset the circuit breaker switch to "on". Do not reconnect the faulty appliance.

Water leaks

Make sure you know where the stoptap is to turn off the main water supply. If you cannot locate your stoptap please contact your caretaker who may be able to help locate it. If the stoptap is stuck or stiff, do not force its operation as this can lead to breakage or fracture with no control to prevent water being released at high pressure.

If your water supply is cut off for any reason, turn all the taps off and keep sinks and baths unplugged. This will prevent any flooding when the water supply is restored. Please remember to turn your water supply off before going on holiday.

Flooding

If there is a risk of flooding from the River Thames, a flood warning is given. The warning is usually broadcast on local radio but you can also ring Floodcall [REDACTED] for more information. It is then up to you to

take steps to protect yourself and your property.

If your home is flooded

- Have your gas and electricity checked before using it after the flood.
- Boil all tap water until it has been declared safe.
- Ensure that you follow any warnings regarding using only bottled water
- Avoid contact with floodwater, it may be contaminated.
- Contact the insurers of your home contents (if you have cover), the Council is responsible only for the insurance of your building structure, you are responsible for having insurance cover in place for your belongings within your property.

Frozen pipes

To prevent frozen pipes in cold weather make sure:

- Your home is properly heated

- Heating is on (low) even if you are out or away from home
- All pipes are lagged (kept warm with insulating material)

If any of your pipes do freeze, turn off the supply at the stoptap and drain down the system by turning on all the taps until there is no more water coming through. The supply can be turned on once the pipes have thawed.

If, despite precautions, a pipe bursts:

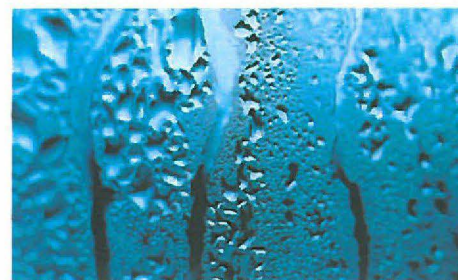
- Turn off the water supply at the stoptap
- You may also need to turn off the electricity supply at the mains as there may be a danger of water seeping into the electrical circuits
- Turn off hot water boilers
- Drain the system
- Contact us on [REDACTED]

Residents who leave their properties unoccupied for long periods should be aware of the greater risk of a build-up

of bacteria in the unused service. If you anticipate an absence of more than two weeks we recommend:

- When you return to your home, run all water outlets for at least one minute prior to use
- Ideally, where practical, arrange for someone to run all outlets (taps) on a weekly basis as above

In general, unused or seldom used services create a risk of contaminating other parts of the system, so it is important that you take steps to prevent a build-up of potentially harmful bacteria in your water supply.



[REDACTED] www.kctmo.org.uk

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Asbestos

Asbestos containing materials

The use of asbestos as a building material was banned some years ago but before this ban was introduced asbestos was commonly added to a wide range of building materials. Because the majority of KCTMO-managed dwellings were built prior to the asbestos ban, many homes contain asbestos in some of their construction materials.

Asbestos only presents a potential health hazard when its condition is deteriorating and there is a risk of fibres being released into the atmosphere, becoming airborne and possibly inhaled. Asbestos in good condition presents a very low risk and it is our policy to manage asbestos by ensuring it is maintained in a safe, hazard-free condition, presenting no potential hazard to health. Additionally, before planned works, blocks are thoroughly surveyed for the presence of asbestos

and, if it is discovered that asbestos will be disturbed in the course of works, it is removed before the refurbishment starts. Work on asbestos is governed by specific Health and Safety Regulations.

KCTMO maintains records of the asbestos known to be present within homes and these records are available to residents on request. In addition, New tenants, Right to Buy applicants and residents who mutually exchange properties are advised in writing of the location of any known asbestos containing materials within their home and advised not to disturb these and in particular to exercise caution when carrying out any do-it-yourself work in the vicinity of these materials.

Generally, the lease passes responsibility for asbestos containing materials within the home to the leaseholder. Contact us if you have any queries.

Window safety

Many windows are fitted with a safety mechanism to restrict their opening. These safety



features are usually included when new windows are fitted. Restrictors can generally be overcome for window cleaning. In some cases the restriction can only be removed by using a key. Please store the keys in a location close to the windows and easy to reach so that in the event of an emergency, the restrictors can be released very quickly.

Please ensure that the keys are stored out of reach of young children. If you do release the window restrictor so that the windows to your property are unlocked, take care that children cannot gain access to them. Residents are expected to be vigilant in this matter.

*Change
pic
- looks
like
someone
has just
jumped out.*

Accidents and Communal areas

In the home

Slips, trips and falls are the most common kinds of accidents in the home and can result in serious injury. In particular, be careful of uneven floor surfaces and trip hazards, dimly lit or hidden stairs, water spills and leaks from radiators.

Lift safety

Lifts are complex pieces of machinery and must be treated with care. Vandalism and misuse can cause lifts to break down or be dangerous. To reduce the possibility of accidents with lifts, please do not allow children to play in or near lifts; and if a lift is not working properly or has broken down, please report this immediately. Give as much detail as you can so that the engineer will know what to do.

If you are shut in a lift

If you are shut in a lift, please sound

the alarm. In some of our lifts the alarm is linked to our Customer Service Centre (including an out of hours service). You should give details and a lift engineer will attend. In older lifts the alarm is not connected to our repairs centre but will be heard locally by residents or staff who can contact us. Contact details are provided on a notice at the ground floor lift lobby in each block. The Fire Brigade will only attend a lift shut-in to release trapped passengers in distress or for a medical emergency.

Rubbish

Dispose of rubbish responsibly, especially glass and tins. Broken glass should always be wrapped in newspaper or cloth before disposal. If your block has a refuse chute, please use it. Do not leave rubbish beside the chute. Medicine bottles and containers and used hypodermic syringes can



be disposed of by returning to your pharmacist.

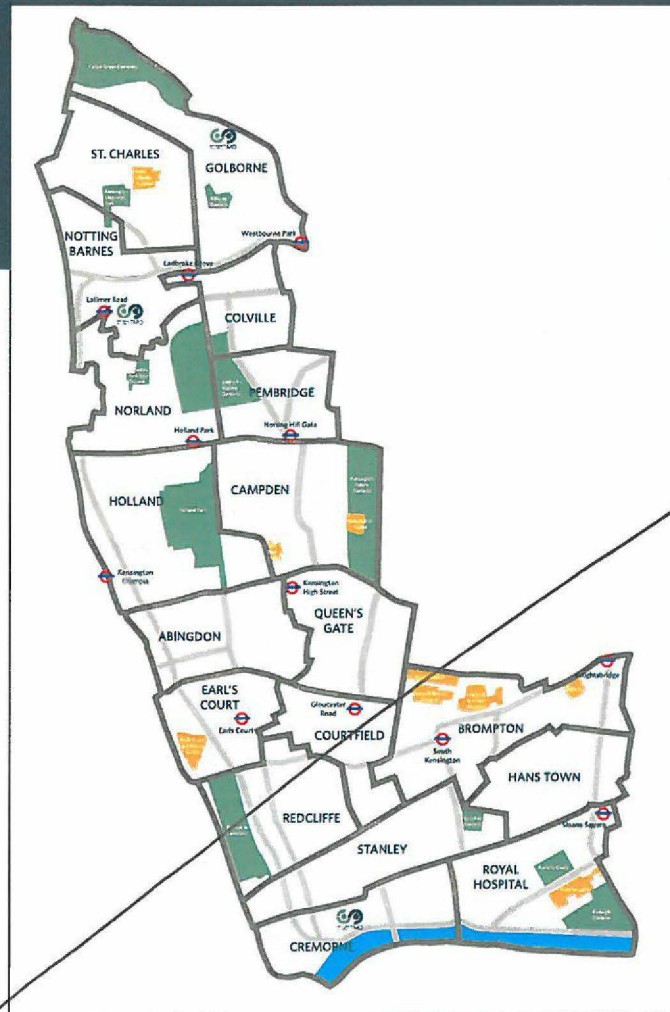
No smoking

The communal parts of residential blocks are covered by the Smokefree Regulations. This means that it is against the law for anyone to smoke in the communal areas of your block.

Communal repairs

Communal areas are inspected regularly and repairs and defects reported. If you have concerns about a repair in your area please report this to us. Please also advise us of any accidents within these areas.

*repeat pictures
- Choose something less like a public lavatory*



YOUR LOCAL HOUSING OFFICES

Network Hub

Unit A, 292 Kensal Road
London W10 5BE
Open weekdays 9am-5pm

Blantyre Office

Blantyre Street
London SW10 0DS

Open weekdays 9am-5pm

Lancaster West Estate Office

Grenfell Tower
London W11 1TQ
Open Monday to Thursday
9am-4.30pm, and Friday
9am-1pm



PRODUCED BY KCTMO: Every care has been taken to make sure that this information is correct as at December 2012

CONTACT US



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Kensington & Chelsea TMO

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up-date