



# Being safe and secure

IN YOUR HOME

Ocean takes the safety of its tenants very seriously and your home should be a safe and secure environment for you to live in. We offer regular safety checks on the gas and electric services to your home, which are free of charge. You need to ensure that you allow our staff access to your home to carry out this work.

**Ocean**  
HOUSING  
at the heart of the community



## Gas safety

Ocean is legally required to carry out annual gas safety checks on all of its properties and these are provided free of charge. We will check all gas appliances in the property to make sure they are safe and we will service and maintain the gas appliances that we have installed, such as gas boilers.

You are responsible for getting any appliances you have installed, such as gas cookers, serviced and maintained by a Gas Safe-registered engineer.

The maintenance and servicing of all gas appliances in leasehold or shared-ownership properties is the sole responsibility of the occupier.

**If you can smell gas or have any suspicion that gas is leaking, follow these simple steps:**

- **Put out cigarettes, turn off gas cookers and fires and anything with a naked flame**
- **Turn off the main gas supply (the main gas on/off lever can be found next to your gas meter.)**
- **Open windows and doors**
- **Do not turn any lights/ sockets on or off or light any matches**
- **Do not use a mobile telephone in the property**
- **Ring Transco 0800 111 999 and Ocean 01726 874450 from outside the property.**

**Please be aware that, if you do not allow Ocean access to carry out a required safety check, we will take legal action to gain entry to your home and you will be recharged the cost of such action.**



## Carbon monoxide

Carbon monoxide (CO) is a colourless, odourless, poisonous gas that can kill without warning – it does not have a smell and you cannot see it.

The initial symptoms of CO poisoning include headaches, fatigue, shortness of breath, nausea and dizziness.

If you suspect CO poisoning, get fresh air immediately. Open windows and doors for more ventilation, turn off any fuel-burning appliances and leave the house. Seek immediate medical advice and report your symptoms.

Ring us on **01726 874450**, we can find out if any appliances are not working properly.



## How to prevent Carbon monoxide poisoning

- Allow Ocean to annually inspect and service gas heating systems.
- Allow Ocean to check chimneys and flues for blockages, corrosion, disconnections and loose connections.
- Never service fuel-burning systems yourself.
- Install appliances according to the manufacturer's instructions and gas regulations.
- Never use portable fuel-burning camping equipment inside the home.
- Never block air vents on an appliance.
- Never block outside grilles, flues or air bricks.
- Never use an appliance if you think it may not be working properly.
- Never sleep in rooms that have a gas back-boiler.
- Never burn charcoal inside a home, garage, vehicle or tent.
- Never leave a car running in a garage, even with the garage door open.
- Never use gas appliances such as ranges, ovens or clothes dryers for heating your home.
- Never operate un-vented fuel-burning appliances in any room with closed doors or windows or in any room where people are sleeping.
- Do not use gasoline-powered (petrol) tools or engines indoors.
- Make sure furniture or curtains do not cover any CO detectors.

Do not turn your fuel-burning appliances back on until a Gas Safe-registered service engineer has confirmed that the appliances are safe.

## Electrical safety

Ocean will carry out an electrical safety check of your property every ten years and again this is done free of charge.

To reduce the risk of fire from faulty electrical appliances and installations, please make sure you:

- Switch off all electrical appliances that are not in use.
- Turn off and disconnect televisions at night.
- Make sure plugs are wired correctly and check regularly for damaged or loose cables.
- Do not overload sockets and do not wire more than one appliance into each plug.
- Do not run cables under carpets or rugs as this can cause overheating or fire
- Avoid using extension cables.
- Never touch switches with damp or wet hands
- Never take mains-fed electrical appliances into the bathroom.
- Ensure all electrical appliances are regularly checked by a qualified electrician
- Only use appliances in accordance with the manufacturer's recommendations.
- Use low voltage systems for garden lighting
- Use a circuit breaker when using power tools or appliances such as a lawnmower.



## Fire safety

You can contact **Cornwall Fire Brigade** who may come to your home and give you advice on fire safety as well as fitting smoke alarms in your home for **FREE**.

Get together with your family to plan an escape route and make sure that your children know what to do in case of fire. Teach them how to make a **999** call and give their address. Make sure the escape route is practical and not obstructed. Ensure that if doors and windows are locked you know where the keys are and you can get them – even in the dark.

To reduce the risk of fire:

- Keep matches and lighters away from children.
- Make sure all open fires are guarded
- Never allow anything to come into contact with portable electric fires.
- Do not use portable gas heaters.
- If you smoke, ensure you carefully extinguish used cigarettes and never smoke in bed.
- Do not leave candles unattended.
- Close all doors at night and keep fire doors shut.
- Do not put clothing on radiators.
- Fit smoke alarms and test them regularly.
- If you have a mobile phone, make sure it is always charged and in the room with you.







## Water safety

To help prevent burst pipes in cold weather, try to keep your home fairly warm at all times, even when you are not there. Leave the heating on a low setting. Know where your water stopcock is and make sure you can turn off the main water supply if you need to. Make sure outside taps are lagged. If they have separate stopcocks, turn them off in winter.

**If your pipes freeze or burst you should:**

- **Turn off the main stopcock**
- **Switch off your immersion heater if you have one**
- **Switch off your heating and hot water system**
- **Turn on all your taps to drain off as much water as possible**
- **Try to find out where the water is coming from**
- **Contain it if possible by putting rags or a bucket under the leak**
- **Do not use your lights if water is dripping through a light fitting**
- **Report the problem to us on 01726 874450**

## Keeping you home secure

There are a number of simple steps you can take to help keep your home secure.



- Close and lock all windows and external doors (including sheds) every time you go out
- Keep external doors and windows locked at night – but keep the keys to hand so you can get out in an emergency
- Keep valuables and money out of sight
- Close the curtains and leave a room light on if you go out in the evening
- Never leave a 'hidden' key – thieves know where to look
- Always cancel the milk and papers when you go away
- Never prop open fire doors or outer doors or leave them on the latch if you have a door-entry system. They are there for your security and safety
- Always ask for proof of identity before letting anyone into your home.
- Keep cars locked even when they are parked on your driveway
- Join your local Neighbourhood Watch – or set one up!



## Worried or seen something suspicious?

Phone your local Police on **08452 777444** or contact Crime Stoppers on **0800 555 111**.

Large print, Braille and alternative language versions are available.

Call **01726 874450**.

Galima gauti lietuviškai.

Disponível em português.

Dostępne w języku polskim.

以简体中文提供

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