

HOME SAFETY AND SECURITY

New Road Triangle



New Road
Feltham, Hounslow
TW14 9BG

www.lamptonhomes.co.uk

Contents

In an Emergency



Police, Fire and Ambulance

3

Gas

Electrical

3

Water

3

Safety and Fire Precautions



Fire Safety

5

Electrical Safety

8

Emergency Escape

8

Life Safety Alarms

9

Security



Window Locks

10

Doors

10

Alarm Systems

General Security Tips

11

In an Emergency



Police, Fire and Ambulance

For Police, Fire and Ambulance in the case of an Emergency: Dial 999

Fire Services

The local fire station is the Feltham Fire Station. The station is located at: 101, Faggs Road, Feltham TW14 OLH

Police

The local police station is the Feltham Police Station . The station is located at: 34 Hanworth Road, Feltham TW13 5BD

Electrical

In the event of an electrical emergency, turn off the electricity supply at the consumer unit (if safe to do so), located in Utility Cupboard. Meters are also located in the risers of each floor. Call British Gas using the following contact details: no electricity call 105 and meter (sparking/damaged) call 03330096135

Water

In the event of a major leak, turn off the water service stopcock immediately, located in Utility cupboard and above the entrance door. Meters are also located in risers of each floor. Call Affinity Water on 0345 357 2407.



Other Useful Contacts

Doctors



Grove Village Medical Centre

4 Cleeve Court Grove Village, Feltham TW14 8SN
020 8751 6281



Teddington Memorial Hospital

Hampton Road, Teddington. TW11 OJL
020 8973 3000



Ashford Hospital

London Road, Ashford TW15 3AA
01784 884 488



Home Safety and Fire Precautions



Home safety should never be overlooked. It's really important that you think ahead and familiarise yourself with any safety equipment or systems that exist in your home – a thorough understanding could make all the difference in an emergency situation. And don't leave anything to chance – if there is anything you're unsure about, please contact Lampton Homes.

Fire Safety

Fire Doors

Fire doors are significantly heavier than standard internal doors and are sometimes fitted with a self-closing mechanism. You should not remove them, disable them or leave them open.

Balconies

Due to the considerable fire safety risks, smoking, barbeques, any open flames or the storage of flammable materials are not permitted on the balcony, even with the use of fire retardant matting.

Follow the 13 safety rules:

1

Your home has been fitted with a smoke alarm in the hallway powered by your mains electricity supply. Kitchens will also have heat detectors. They should be tested regularly, ideally weekly. Make sure everyone is familiar with the sound of the smoke and heat detectors within your property.

2

Make a fire escape plan so that everyone in your home knows how to escape if there's a fire. Keep communal corridors, lobbies and stairwells clear.

3

Keep the exits from your home clear so that people can escape. Make sure that everyone in your home can easily find the keys for doors and windows.

4

Take extra care in the kitchen – accidents while cooking account for over half of fires in homes. Never leave young children alone in the kitchen.

5

Take extra care when cooking with hot oil. Chip pan fires are the biggest cause of fire injuries. Consider buying a deep-fat fryer which is controlled by a thermostat (*if you don't already have one*).

6

Never leave lit candles in rooms that nobody is in or in rooms where children are on their own. Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn.

7

Make sure cigarettes are stubbed out properly and are disposed of carefully, and never smoke in bed. Fires started by smokers' materials cause 1/3 of all fire deaths in dwellings.

- 8 Get into the habit of closing doors at night. If you want to keep a child's bedroom door open, close the doors to the lounge and kitchen. This may well help save their life if there is a fire.
- 9 Don't overload electrical sockets. Remember one plug for one socket.
- 10 Keep matches and lighters where children can't see or reach them.
- 11 Don't leave the TV or other electrical appliances on standby as this could cause a fire. Always switch them off and unplug when not in use, especially heaters, fans, irons and beauty appliances.
- 12 Don't leave mobile devices plugged in when unattended.
- 13 Do not leave electric tooth brushes plugged into the bathroom shaver socket for long periods. It's not safe and will burn out the socket.

Large Appliances and Fire Safety

Sadly the fire brigade attend many fires – some of them fatal – caused by faulty electrical appliances. So here's what you need to know to stay safe while you use these vital time savers:

- 1 If you are concerned about the safety of a product stop using it and make your concern known to the retailer, manufacturer or your local Trading Standards office.
- 2 Clean your tumble dryer filter after every load.
- 3 Don't overload sockets with lots of energy-hungry appliances – follow the one plug per socket rule.
- 4 A list of recalled products is available on the [gov.uk Product Recall](https://www.gov.uk/product-recall) page.
- 5 Take extra care with second-hand appliances, ensure they have been safety checked and are not listed on the product recall register.
- 6 Always make sure new appliances are registered so that manufacturers can contact you in the event of any problems – it takes minutes to registermyappliance.org.uk.
- 7 Don't leave the washing machine, tumble dryer or dishwasher running overnight.



In case of a fire in your property please follow these few steps:

Step One:

- Only attempt to put out small fires that you feel comfortable tackling;
- Always use the correct extinguisher or method appropriate for the type of fire.
- Alert everyone else in your property;
- If the fire is in your property, please evacuate. Stay put if the fire is in a different property until instructed to evacuate by fire brigade.
- If a fire is discovered in a communal area, manually raise the alarm using an alarm push button.

Step Two:

- From a place of safety call the fire brigade on 999;
- When the operator answers, give the telephone number you are calling from;
- On the fire brigade's response, give them the full address of the building;
- Do not replace the receiver until the fire brigade has repeated the address back;
- Do not attempt to re-enter your property.

Further information on fire safety in the home is available at:
www.gov.uk/firekills



Electrical Safety

Electrical alterations

Please follow the following steps:

- NEVER carry out electrical alterations or maintenance yourself.
- It should ALWAYS be done by a competent electrician who knows what they are doing.
- Never interfere with earth bonding cables that are connected to pipework, sinks and radiators. They are there for your safety.
- Avoid overloading electrical sockets.
- Switch off electrical equipment when not in use.
- Switch off items such as hair straighteners, and put them out of reach of small children.
- Do not use electrical appliances with wet hands or in the bathroom.

Emergency Escape

Please make sure that all routes out of your home that can be used as an escape route are kept clear of unnecessary obstructions.

In the case of a fire occurring in your apartment, it is recommended you vacate the premises in an urgent manner, closing your apartment main door, contacting the fire services once you are clear of danger.

Please consider how you might escape from your home in the event of a fire. Plan a sensible route and ensure everyone who lives in your home knows it.

Familiarise yourself with the operation of first floor windows as fire escapes, as these form part of the fire escape route.

Your muster point in case of a fire alarm is located in playground area.



Life Safety Alarms

Your apartment has been built to the highest safety standards when it comes to fire protection and is fitted with smoke alarms and a heat detector. These should be tested on a regular basis by pressing and holding down the "test" button. Full details of these detectors are included in your home information pack. The alarms contained within the property will activate an audible warning in the event of detection of smoke, excessive heat.

Smoke Alarms

Your home is fitted with smoke alarms located in every room.

The alarms should be tested regularly, ideally weekly, by pressing the test button.

The alarms are hard wired into the electricity supply, but have a backup battery should the electricity supply fail. Batteries are rechargeable and should be replaced every 10 years. Twice a year, gently open the cover and clean it carefully, using the brush attachment of your vacuum cleaner to remove dust and other debris. The manufacturer's instructions for your smoke alarm will give you more details.



Smoke Detector

Heat Detector

A heat detector has been fitted in your kitchen. Similar to the smoke alarm, the heat detector is hard wired into the electricity supply, but has a backup battery that will need to be changed periodically. Twice a year, gently open the cover and clean it carefully, using the brush attachment of your vacuum cleaner to remove dust and other debris. The manufacturer's instructions for your smoke alarm will give you more details.

There is a small button on the face of the detector which must be tested periodically



Heat Detector

Please refer to the instruction booklet and take time to familiarise yourself with the procedure to test the heat detector

Home Security



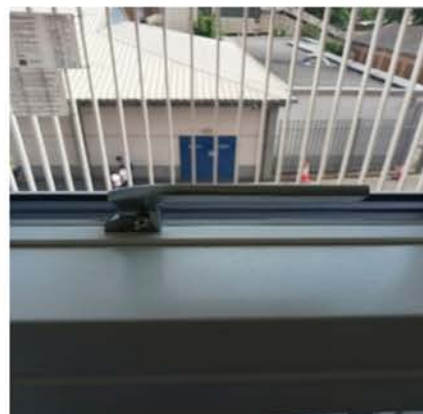
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Window Locks

Where windows have been fitted with locks, normally on the ground floor and those easily reached by climbing, make sure you use them. There are window restrictors installed for safety. These can be unlocked for ventilation but should be reinstated as soon as possible for safety. Window restrictors must not be removed for your safety.



Window Latch



Window Handle

Doors

Your front and back doors are fitted with robust locking systems that should always be engaged when you leave your home. Your home has been provided with door chains and a spy hole viewer to help you check on callers when you're at home.



General Security Tips

Be secure and safe

Some doors can be locked from the inside. If that's the case with yours, and it's locked using a key, make sure you have a spare key in a convenient place nearby, so that you can get out quickly in an emergency.

Keep ladders and other equipment safe

Ladders, steps and equipment attract the keen eye of the burglar and makes things easy for them, so always ensure that they are kept out of sight, ideally in a locked shed or garage.

Lock terrace entry gates

Generally, make sure your back garden is as private and secure as possible. Many burglaries start at the back, where no-one can see them taking place.

And, while you're away...



Try to make your home look occupied.



Leave lights on in the evening, and not just in the hall or on the landing.



Remember to cancel papers and other regular deliveries before going on holiday. A build-up of papers in the letterbox is a tell-tale sign that nobody's home.



Ask your neighbour to keep an eye on your home.



Make sure all valuables and car keys are kept out of sight, and therefore out of mind for the potential burglar.



Hide small valuables, such as jewellery.



If you live in a retirement home or sheltered housing, consult the warden or estates manager before fitting security devices, as they may need to access your property in case of an emergency.



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