

health and safety in your home

wulvern

Peace of mind in your Wulvern home



Our commitment to you

At Wulvern we are committed to providing safe homes, safe services and to supporting tenants to live safe and healthy lives.

You can be confident that we take your health, safety and welfare very seriously, where this is under our control. We have comprehensive training plans in place to ensure our staff are equipped with the skills to work and act in a safe manner at all times. Every two years a full health and safety audit of our operations is carried out, to ensure we constantly improve the way we work, we review health and safety on a monthly basis across the organisation.

What do I do if I smell gas?

- Switch off the gas at the meter
- Ring **National Grid Gas Emergency Services** immediately on **Free Phone 0800 111 999**
- Ventilate the room by opening windows
- Do not use a naked light or electrical equipment
- Contact **Wulvern Customer Services on 01270 506200**

What does Wulvern do to ensure my safety?

We have a duty to check your heating appliances every 12 months following which we will issue you with an annual Landlords Gas Safety Certificate (CP12).

Useful tips for gas safety

- Never block vents in doors, walls or windows
- Never install ceiling fans or extractors without having your gas appliances checked
- Fans and extractors can cause burnt flue gasses to be drawn back down the flue into your home, which is dangerous
- Remember Carbon Monoxide has no smell and can kill

Fire Safety in your home

What should I do if there is a fire in my house?

- Get out of the house as quickly as possible; remember to close doors behind you as you leave to prevent the fire spreading quickly
- Ring **Cheshire Fire and Rescue** on **Free Phone 999**
- Do not try to re enter the house until the fire brigade have confirmed it is safe to do so
- Contact **Wulvern Customer Services** on **01270 506200**

What does Wulvern do to ensure my safety?

We fit hard wired smoke alarms as standard when we carry out any rewiring improvement work.

Useful tips to prevent a fire

- When cooking never leave pans or fryers unattended
- If a pan catches fire cover the pan with a damp cloth or tea towel and never throw water over the flames
- Never leave a lit cigarette unattended. Don't smoke in a chair if you think you may fall asleep and never smoke in bed
- Always protect open fires with a fireguard but never use this to dry clothes on
- Keep clothes, papers, furniture and other flammable items, a safe distance away from any type of fire
- Fit a smoke alarm which carries the British Standard Kitemark and make sure you replace the battery whenever necessary

Electrical safety in your home

How do I switch off the electricity safely?

Via the Main Switch. The main switch allows you to turn off the electricity supply to your electrical installation. Some electrical installations have more than one main switch, e.g. If your house is heated by electric storage heaters, you may have a separate consumer unit to supply them. The consumer unit should be easily accessible, so do find out where the main switch(es) are in order to turn the electricity off in the event of an emergency.

I think a fuse may have blown and now all of my electricity is off. Why?

Circuit Breakers. Circuit breakers are automatic protection devices fitted in the consumer unit which switch off a circuit in the event of a short circuit, an overload or fault to earth. Circuit breakers are similar in size to fuseholders, but give more precise protection than fuses. When they 'trip', you can simply reset the switch, having first identified and corrected the fault.

What does Wulvern do to ensure my safety?

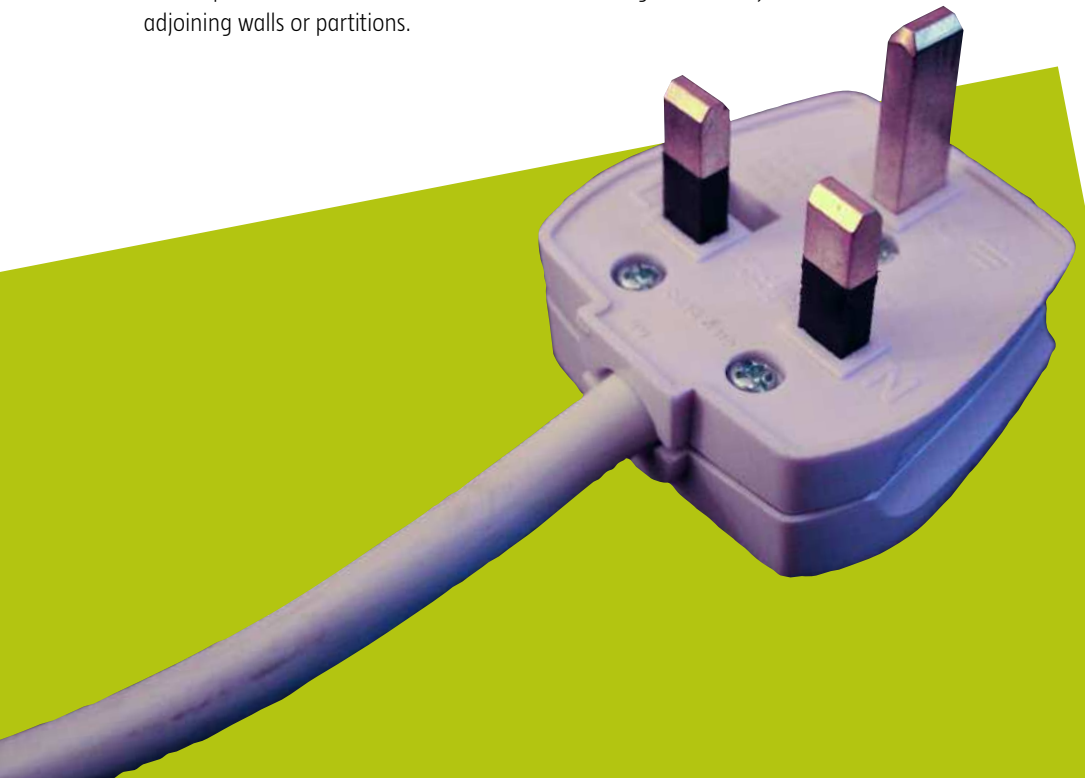
All of our electricians are fully qualified to carry out electrical work within your home.

Useful tips for electrical safety

Do not dry clothes on an electric heater. Water can drip onto live parts which is particularly hazardous, and could cause an electric shock or fire. Many electrical heaters have ventilation slots to prevent overheating. If these slots are covered up, the appliance could overheat and catch fire, or if water drips in there is a risk of electric shock.

Keep cables out of the way. Flexible cables trailed under the carpets, rugs or across walkways are not only a major trip hazard, but a potential fire risk. Repeated stretching and treading on the cable may damage the cable insulation.

Never drill holes or fix nails into walls or partitions without knowing what is hidden behind them. Walls and partitions conceal electrical cables and gas and water pipes. Drilling into a live cable is dangerous and could cause electrical shock, burns or even a fire. A cable-and-metal detector will help identify the presence of concealed cables and metal pipes. In modern electrical installations, cables normally run in a straight line, either horizontally or vertical, to an accessory such as a switch or socket. Cables may also run in a zone within 150mm from the top of the wall or partition or in a zone within 150mm of an angle formed by adjoining walls or partitions.



How to safely check a plug

- Remove the plug from the socket and check the plug is not physically damaged
- Look for signs of overheating, such as discolouration
- Check that the plug conforms to British Standard BS 1363- it should be marked on the back of the plug
- Check that the cable sheath is firmly clamped in the plug and that no coloured wires are showing

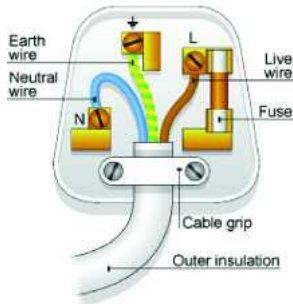
For plugs that do not come fitted to the appliance, check that the cable is connected correctly as follows:

Remove the plug from the socket, and remove the cover.

BROWN: to live (L)

BLUE: to neutral (N)

GREEN & YELLOW to earth (E)



- Check that the cord clamp holds the cable securely and that both of the screws are tight
- Check that the screws holding the three conductors are tight
- Check that the fuse is the correct rating and conforms to BS1362- refer to the manufacturer's instructions. The fuse should clip securely into its holder. It should not be loose and there should be no signs of overheating
- Replace the cover securely

Asbestos Safety in your home

What do I do if I suspect I have asbestos in my home?

You should ring our Asbestos Surveyor, Martin Poste on 01270 506251, who will be able to assist you. You should not attempt to remove it yourself or touch it.

What does Wulvern do to ensure my safety?

We work to manage Asbestos Containing Materials (ACMs) in our properties to prevent exposure to asbestos fibres as detailed in the Control of Asbestos Regulations 2006. This includes the effective identification, management and control of risks associated with ACMs, and to ensure that suitable and sufficient records of asbestos are established and properly maintained.

We also undertake effective risk assessment to provide appropriate information to those affected including employees, contractors and tenants, and also ensure that a management plan is in place for the effective identification, management and/or removal of ACMs.

This applies throughout Wulvern services, where any work is undertaken which are likely to disturb or cause contact with ACMs.

Our trade teams receive regular training on the identification and management of Asbestos.





Contact details:

Wulvern House

Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Choices Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Choices Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 10am – 5pm
Friday 9am – 5pm

Opening hours for Wulvern Choices Nantwich

Monday and Thursday
9.30am – 12.30pm
1.30pm – 5pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خوت تکایه په یوه ندیمان پێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



www.wulvern.org.uk

01270 506200