

BOGUS CALLERS



Beware of bogus callers – Who’s knocking at your door?

If you have an unexpected visitor at your door asking to carry out home repairs, remember to always ask for a form of ID. Your safety is very important so please double check that the person visiting is who they say they are.

Legitimate callers will always carry formal identification cards to prove who they are and who they work for.

To keep bogus callers at bay, follow these tips:

- If a stranger wants to enter or carry out any work on your house, and claims that they are from an official utility, local authority, or any other organisation, always ask for ID. If the person is genuine, they will be more than happy to show you their ID.
- Do not open your door or release it from the chain or latch until you have verified that their ID is genuine.
- If they do not show you their ID or if it looks suspicious, close the door, and do not let them in.
- If they persist, tell them that you are calling the police.
- If the person refuses to leave, pick up the phone and call the police on 999.
- If you are unsure or are not expecting a call, do not answer the door.



FIRE SAFETY

A bedtime routine to keep you safe from fire.



We know that we are more at risk from a fire when we’re asleep. So, to protect yourself and your loved ones from a fire, it’s a good idea to get into a routine of checking your home before you go to sleep.

Keep safe from fire with these tips:

- Make sure candles and cigarettes are put out properly.
- Switch off and unplug electrical appliances.
- Do not leave tumble dryer, washing machine, heated blankets or extractors running on boost function overnight.
- Make sure your oven and hob are turned off correctly.
- Turn heaters off.
- Keep window keys near the window so everyone can find them.
- Close all doors and ensure any fire doors are in good condition and closed correctly.
- Take your keys and mobile telephone with you to the bedroom as you will need them in the event of an emergency.

HAVE A PLAN

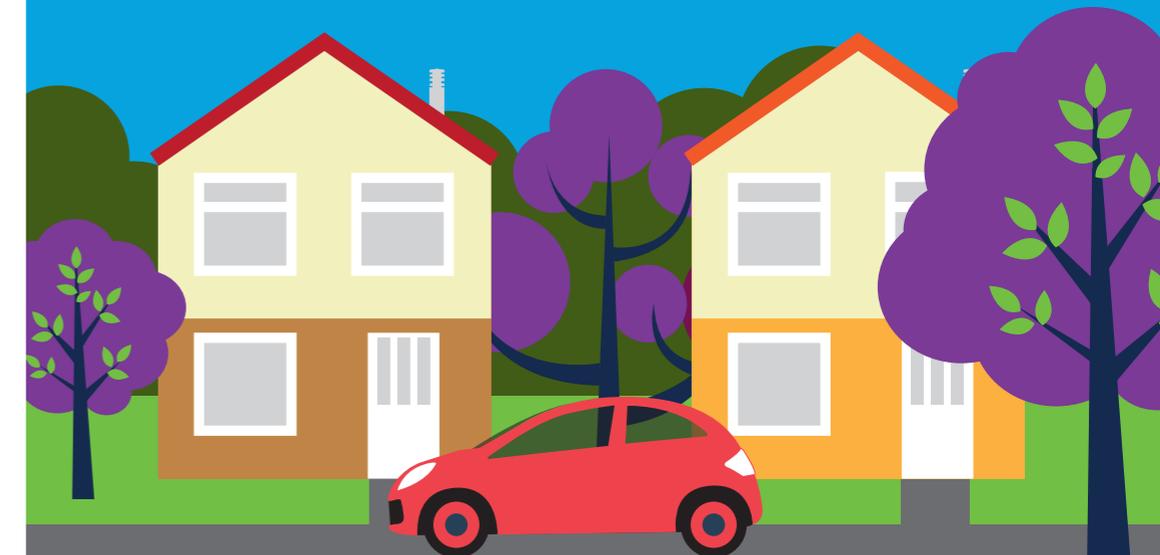
It’s important to have a plan in case a fire occurs. Smoke alarms will give you an early warning, allowing you time to evacuate.

- If you are woken by your smoke alarm, remember to STOP, THINK, ACT!
- Wake all people inside the property and make your way out through the nearest exit.
- Once you are all outside call 999 and ask for the Fire Service.
- Stay outside until the Fire Service tells you it is safe to enter.
- Remember: Get out! Get the Fire Service out! Stay out

Appendix 2.

HOW TO KEEP YOU AND YOUR HOME SAFE, WELL AND WARM

A Guide for Residents



www.rotherham.gov.uk/housing

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STAYING WARM

If you would like to save money but also stay warm and maintain a healthy, condensation and mould free home during the colder months, here are some tips:

- Turn thermostats down to 5°C if you go away in the winter – this keeps the home aired and can prevent pipes bursting in cold weather
- Turn down radiators in rooms you don't use often – but ensure rooms are heated to at least 16°C (61°F)
- Keep furniture away from radiators as this restricts the heat output
- Tuck curtains behind radiators and close them at dusk to stop heat escaping. Open the curtains when the sun shines to warm up the room
- Switch off your appliances when not in use, such as TVs, microwaves, games consoles rather than leaving them on standby. Extractor fans are to be left switched on to allow background extraction (but should not be left in boost mode for extended periods).

For more advice on how to keep warm and well during colder months visit www.nhs.uk/staywell

WHAT IS CONDENSATION AND MOULD?

When we carry out everyday activities, such as cooking, showering, bathing, drying clothes, washing the dishes, and even breathing we create moisture in the air.

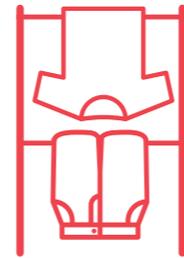
As soon as this warm air hits a cold surface it cools down and is forced to let go of some of the moisture it carries, making the cold surface wet. This is called condensation. Without adequate heating, insulation, and ventilation it provides the ideal conditions for mould spores to flourish.

This mould can be damaging to the home and harmful to your health.

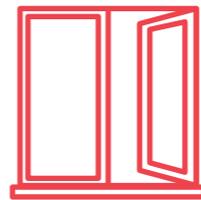
Tips to keep your home condensation and mould free



- Try to maintain a constant temperature within the home during cold weather.



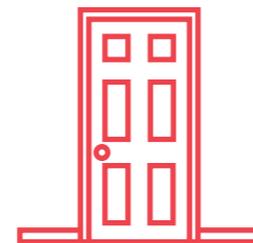
- Do not dry clothes and towels on radiators. Instead, use washing lines or place wet washing in one room, open the window to let moisture escape and keep the door closed. If you use a dryer please ensure that tumble dryers are vented outside or if a condenser dryer, ensure water collected is emptied regularly.



- Open windows when you are at home and when the weather permits to increase ventilation. If windows have trickle vents, make sure they are opened regularly. Remember to never leave windows open when you go out.



- Ensure extractor fans are not isolated, blocked, or disconnected and use the extractor fan when bathrooms are in use or you're in the kitchen cooking, to remove excess moisture.



- Keep internal doors closed to contain the moisture and always use fans when boiling water in pans, bathing, or showering. Always try to keep lids on pans of boiling water to prevent moisture from escaping. This will also ensure less energy is lost when cooking.



- Leave a small gap between the walls of your home and the furniture to allow air to circulate around and help to prevent mould growth.

GAS AND ELECTRICITY CHECKS TO KEEP YOU SAFE

Carbon monoxide poisoning is very serious and a preventable form of poisoning. If you live in a Council property, a carbon monoxide detector installation programme is in place, where alarms will be checked as part of an annual gas service.

In England and Wales, each year around 25 people die from carbon monoxide poisoning, and a further 200 people are admitted to hospital for treatment.

It is very important to ensure gas and electrical checks are carried out in your home by a Gas Safe Registered Engineer, as these are legal requirements in place to keep you and your family safe

Gas service



To reduce the risk of carbon monoxide poisoning it is important that gas safety checks are carried out annually on any gas appliances in your home. If you live in a property with a shared flue or chimney, it is important to share the responsibility with your neighbours.

If you live in a council property, gas engineers will visit each year and carry out an electrical fixed wire test every five years to ensure your appliances are safe to continue using.

Electrical Fixed Wire Test



An Electrical Fixed Wire Test ensures that all fixed electrical wiring, sockets, switches, and fittings meet the satisfactory requirements. It is vital that these checks are carried out to ensure electrical wires in your property are fit for purpose and do not pose a risk of fire or electric shock or electrocution.

The fixed wire test highlights any faults that may require additional remedial work.