

What if?

What if there is a fire in your home?

- Dial 999. Get everyone out of the house and do not go back in for any reason
- Warn your neighbours if any of them might be in danger

How to prevent a fire in your home

- Put cigarettes out properly before emptying ashtrays; don't smoke in bed; don't dry clothes around fires or cookers
- Keep matches away from children
- Put guards around fires
- Unplug or switch off all electrical equipment that is not being used
- Look out for signs of dangerous appliances such as hot plugs, fuses that blow for no obvious reason, lights flickering, and scorch marks on plugs or sockets
- Close all doors before going to bed
- Never leave chip pans unattended
- Don't use portable or other types of barbecues on balconies

What if you need Contents Insurance?

We strongly recommend that you hold contents insurance, regardless of the value of your possessions. To help you we have a contents insurance scheme called "My Home". The scheme is backed by the National Housing Federation and is operated by Jardine Lloyd Thompson, one of the largest insurance brokers in the UK. The cost can be as little as £1.72 per fortnight for £9,000 of cover for under 60's, falling to £1.54 for the same cover for over 60's.

For an information pack which includes an easy to complete application form please ring Jardine Lloyd Thompson direct on 0845 337 2463.

What if you smell gas?

- Open the doors and windows to get rid of the gas
- Check to see if the gas has been left on unlit, or a pilot light has gone out. If so, turn the appliance off and do not try to relight it until all smell of gas has been cleared from the property
- If you cannot stop the leak by turning off an appliance, or if you are not sure whether it has been stopped, turn the main gas supply off at the meter and phone Transco immediately on 0800 111 999
- Do not turn any electrical switches on or off
- Do not smoke
- Do not use matches or naked flames

What if you have no electricity?

- Check to see if your neighbours are also affected, if so call your electricity company (see under electricity in The Phone Book)
- If not, check the trip switch on your fuse box
- If the problem continues call the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile

What if you have a burst or leaking pipe?

- Turn the water off at the mains, if electrics are affected, turn off the electricity at the fusebox.
- Call the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from your mobile

What if you think you have asbestos in your home?

We have carried out asbestos surveys on all our properties. You may have asbestos in your home but not all asbestos is dangerous. We can give you an asbestos report for your type of property. Please phone our Customer Service Centre for more details.

What if you want to save energy in your home?

- Draw your curtains at dusk to stop heat escaping and to reduce drafts
- Avoid drying clothes on radiators as it lowers the room temperature and makes your boiler work harder
- Low energy light bulbs last up to 15 times longer than a conventional bulb
- Switch off lighting when a room isn't being used
- Use the on/off switch on your TV, leaving it on standby wastes energy
- When boiling vegetables use just enough water to keep them covered
- Descale electric kettles regularly the build up of scale means it takes more energy to boil the same amount of water
- Turning your central heating thermostat down by one degree could save up to 10% on your energy bills
- Keeping the back of your fridge/freezer dust free improves its energy efficiency
- For safety and efficiency have your boiler serviced regularly

If you would like

What if?

in large print, braille or translated please contact the
Customer Service Centre on
0800 195 5515 from a landline or 0300 666 5515
from your mobile.



Language Line
services