

# Stay Safe at Home

A Handbook For Paragon Housing Association Tenants



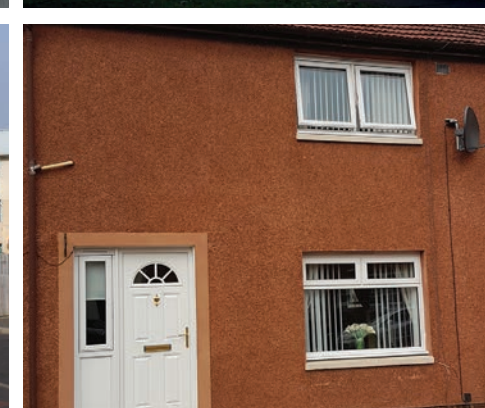




## More Information

Throughout the handbook we have given you information about other organisations and websites where you can access more help and guidance. These links are current at the time of print, but note this information may change from time to time.

If you visit our website you can get direct links to these sites so you don't have to search or type in the address. Please go to [Useful Health & Safety Links \(paragonha.org.uk\)](http://paragonha.org.uk)





# Introduction

Welcome to our Health and Safety Handbook. Health and Safety is a very important topic, and we want to take you on a tour of the hazards you might come across every day in your home and the area around it. By working together, we hope that we can all keep everyone safe and sound.

Health and Safety is a huge area, and while we can't cover everything in this handbook, we have added links to other information that you can follow up on to find out more if required. Remember, things can change around health and safety, such as contact phone numbers or updates to regulations. Stay updated by checking our Facebook Page and website for any changes. We hope this handbook gives you a starting point for thinking about health and safety in your home.

If you have any questions, queries, or concerns about health and safety, please do not hesitate to contact our staff. If you need to report a health and safety matter, please contact us promptly and we'll respond.

Take care and stay safe.

## Malcolm Richards

Chair, Health & Safety Stock Sub Committee



## Paragon Housing Association

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Email: [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)

[www.paragonha.org.uk](http://www.paragonha.org.uk)

Facebook: [facebook.com/profile.php?id=100064317623963](https://facebook.com/profile.php?id=100064317623963)

## Opening Hours:

Monday to Friday 09:00 am till 05:00 pm – excluding public holidays



## ALTERNATIVE FORMATS

If you would like to receive this Handbook in an alternative format, such as large print? Please get in touch and we will try to assist.

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# 1 Fire Safety Matters

## Free Home Safety Visit from Scottish Fire & Rescue Service

Open to everyone in Scotland - improve fire safety in your home with a free home fire safety visit.

Phone: **0800 0731 999** or Text "FIRE" to **80800** from your mobile phone.

### Make a Fire Escape Plan

#### More Information

There is useful information about making a Fire Escape Plan on the Scottish Fire & Rescue Service website: **Escape plan: Scottish Fire and Rescue Service** ([firescotland.gov.uk](https://firescotland.gov.uk))



Contact us today to arrange a  
**FREE Home Fire Safety Visit**  
We'll help you spot possible fire hazards, sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.  
CALL 0800 0731 999, TEXT 'FIRE' TO 80800 or VISIT [firescotland.gov.uk](https://firescotland.gov.uk)



SCOTTISH  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland





## Your Home

Follow us on a health and safety journey through your home.

### All around the house – in an emergency

#### What if there's a fire?

Be prepared and make a fire plan – work out an escape route or action plan. The Scottish Fire & Rescue Service website offers excellent advice.

**But if you smell smoke or see flames, call 999 – never think someone else has.**

Close the door in the room where the fire is. Get everyone out of the house using the stairs. **NEVER** use the lift if there is one in place. Don't go back into the house for any reason. Raise the alarm with neighbours and anyone in the area, even passers-by.

If you can't escape, gather everyone in the house in one room. Use mattresses, towels, clothes and cushions to barricade the doors and keep the smoke out. Stand at a window to get a supply of fresh air and to make yourself visible to firefighters.

#### More Information

Fire Escape Plan information on the Scottish Fire & Rescue Service website:

**[Scottish Fire & Rescue Service: Your Guide to Fire Safety \(firescotland.gov.uk\)](https://www.firescotland.gov.uk)**

#### What if there is a gas leak?

If you smell gas the first thing to do is turn off your gas supply at your gas meter and/or emergency control valve and open all windows to ventilate.

Make sure you have your relevant means of contact set up, e.g. put the number in your phone, keep details in a notebook beside your phone so you can access them quickly.

#### Gas Leak Call 0800 111 999 immediately

Or via textphone (minicom) on 0800 371 787.

If you're a British Sign Language (BSL) user, you can use SignLive to contact the National Gas Emergency Service free of charge.

## 2 The Hallway



### Smoke Alarms / Heat Detectors / Carbon Monoxide Detectors



Most of you will find your control panel and test buttons for your fire and carbon monoxide detectors in your hallway.

These alarms aren't optional; they're required by law. You need one in the hallway, one in the living room (or your main living area), and a heat alarm in the kitchen. These alarms must be interlinked; when one goes off, they all go off.

The alarms are operated through either a hybrid system (10-year battery life) and /or hard-wired, so they operate off the power in your home. They have a battery backup when there is a power cut. The alarms exist as an early warning in the event of a fire to give you a chance to get out.

#### TOP TIPS

- Have a fire evacuation plan in place
- Test your alarms regularly
- Report faults promptly
- Allow access for servicing - these checks can save your life.



**What alarms do I have?** Smoke alarms are present in your hallways, landings (where applicable) and living areas. There is a Heat Alarm in your kitchen. There is a Carbon Monoxide (CO) alarm in the room containing your gas boiler. There may be a second CO alarm for flues passing through another room. If any of these are missing, please get in touch.

**Testing your smoke alarms** - Your smoke alarms must be fitted in accordance with the manufacturer's guidance. The control panel for your alarm system is most probably in the hall. Please make sure you know where it is located. There is a test button on the control panel. The Fire and Rescue Service recommends a weekly test.



Always ensure that the Green Mains power LED is constantly lit. This light confirms that the alarm is receiving mains power. It's essential to check that your smoke and heat alarms work correctly. Follow the guidelines provided at the time of installation (you can also find guides on our website) and ensure all alarms sound when tested. Remember, when one goes off - they all go off.

**If an alarm doesn't sound, report to the Association as soon as possible**

**Cleaning** – It's simple - vacuum around the vents of each alarm regularly (we recommend doing this monthly).

**Maintenance/Replacement** – We'll check your alarms once a year – usually during your gas service visit. Please let us in to do these checks – they can save your life. Alarms will be renewed on a 10-year cycle from the date installed. We will notify you when these are due, and we ask that you accommodate access for the renewal.

## More Information

Our website has a complete set of instructions and a quick guide. Here is the link below.

**[Fire and Carbon Monoxide Detectors \(paragonha.org.uk\)](http://paragonha.org.uk)**

You can get a free Fire Home Safety Visit from the Scottish Fire & Rescue Service. There is more information on their website:

**[Home fire safety visits - Scottish Fire and Rescue Service \(firescotland.gov.uk\)](http://firescotland.gov.uk)**



## Doors – Safety & Security and Fire Protection

If you live in a block of flats, you may have a **DOOR ENTRY SYSTEM** (DES) sometimes called “**controlled entry system**”. **If you do, it can be a good way to protect you and your home.** These entry systems are designed to provide privacy and security for all residents.



### TOP TIPS

- Do not wedge doors open - this can affect the mechanism and stop the door from working
- Do not bang doors unnecessarily
- Do not let anyone in unless you are sure who it is
- Report any problems with the door entry system promptly to the office
- Report anyone abusing the door system to us promptly
- If you need an extra door fob for access or have lost the original one - contact the office for a new one. There is a small charge for this.





## Internal Doors

### Internal Doors are important too

Do you close all your internal doors before going to bed at night? If not – it's something you should consider doing. Although your smoke alarm will give you a chance to escape a fire at night, closing all your internal doors can keep the fire contained for longer and give you some extra time to make an exit.

## Trip Hazards

Trips and falls around the house do happen, but you can help reduce them. The main point to keep in mind is to make sure all your most common walking routes are clear. Toys, especially those with wheels, sometimes turn up in the most unexpected places. If children have finished with their toys, tidy them away.

Watch out for cables, especially when electrical items are plugged in at the wall socket and then moved towards the middle of the room. Overextended cables are easy to trip over, especially for people with mobility issues.



It's best not to put a rug where people walk regularly from one place to another. Rugs can ride up if they're not fixed safely. You can get around this by getting a set of rug grips from carpet shops or online, which will keep your rug stretched out and in place.

### More Information

Age Scotland has some good resources if you are worried about slips, trips and falls

**[Worried about slips, trips and stumbles \(ageuk.org.uk\)](http://ageuk.org.uk)**

# 3 Kitchen Safety



## Cooking Safely

When Gordon Ramsay or Jamie Oliver are cooking a fancy meal in their restaurants, they don't turn the hob on and then wander away to watch the TV until their chips are cooked!

Neither should you. **Please don't leave your cooking unattended; that's essential with a chip pan.**

Don't fill your pot or pan to the brim. At most, leave the pan a third full maximum and cook in small batches. Even better, make your own healthier oven chips or use an air fryer. There are lots of great recipes on the internet for these.

But if you must use the chip pan / hot fat, follow this advice.



### TOP TIPS

- Turn the handle to the side so you don't hit it, or bump it, by accident and send the pan flying.
- If it does catch fire, **don't throw water on the pan**. Get out of the kitchen. Close the door. Call the Fire and Rescue Service.
- It's never a good idea to come home from the pub and turn the cooker on. If you're hungry after a few drinks, stop off at the takeaway and order something nice.
- **Don't cook while under the influence of alcohol or if you've taken prescribed drugs** – its not safe.
- **Make sure you thoroughly clean your oven and grill** – a build up of fat and grease is a major cause of fires.



## Installing kitchen appliances

It's never a good idea to do this yourself unless you are competent and/or qualified to do so. If you have a new cooker (especially a gas one) you will need to get it fitted by someone who knows what they're doing – usually a competent person. Gas Fitters need to be registered on the Gas Safe Register.

If you are fitting a washing machine or a tumble drier which needs to be connected to your household water supply, make sure you use a competent plumber or you run the risk of flooding – if you live in a flat, there is a risk of flooding your neighbours. If you are removing a washing machine, make sure you shut off the water supply to the machine, cap off the discharge pipe and don't cause a flood.



## Fridges and Freezers

Fridge and freezers are designed to be on and plugged into the electricity supply 24 hours a day. They are designed to cope with being on all the time. However, you should make sure your fridge or freezer is not showing any signs of damage – and keep it well-ventilated.

If you are disposing of a fridge and/or a freezer, do so safely. Fridges and freezers contain gases that can cause environmental damage, or children can get trapped in them, and there is a risk of suffocation. Think about how you can recycle them or organise an uplift by the council. If you are buying a new one, you can sometimes use the store's uplift service to take it away.

## Small Appliances

Make sure you don't use appliances like kettles, toasters, and the like with signs of damage. Be careful with your toaster—it can cause a fire if you don't keep an eye on it. Never pick stuck toast out of the toaster while it's plugged in.

Microwaves are very popular again. Make sure you keep your microwave well-ventilated.

### More Information

[Kitchen Safety - Electrical Safety First](#)

## Tumble Dryers/Heated Air Dryers

If you are using a tumble dryer make sure you use it in accordance with the manufacturer's instructions. Remember to keep vents/filters clear and make sure the machine is properly vented. Don't use the tumble dryer if it shows any signs of burning, damaged cables, etc.

Over the past few years, there have been manufacturer recalls for some dryers. The website listed below provides more information on the safe use of your dryer.

## If you have a Tumble Dryer provided by the Association

The association provides tumble driers in some properties, as there are no outdoor drying areas. These driers are checked every two years, but we ask tenants to make sure they are being used in accordance with the manufacturer's guidance and report any problems with them urgently. Make sure you check cables regularly for damage. Check for any signs of burning, including smell, and clear filters regularly.

If you do not have an instructional manual, please get in touch with the office and we can give you one.

## Heated Clothes Dryers

If you are using a heater air dryer please make sure you use it in a ventilated space – open your window if you can. Check for damage to cables, and don't attempt to move it when it's hot or plugged in. The kids may want to play around it, so be careful.

### More Information

[electricalsafetyfirst.org.uk/guidance/product-safety/tumble-dryers](https://electricalsafetyfirst.org.uk/guidance/product-safety/tumble-dryers)



## Cleaning Materials

- Cleaning materials need to be handled with care
- Make sure children can't access them
- Keep household chemicals out of sight and reach of children, preferably in a locked cupboard. Remember, this also applies to the garage and shed
- Always store household cleaning chemicals in their original containers
- Replace lids, and put all products away immediately after use
- Dispose of unwanted household cleaning products safely
- Store household cleaning products in a different place from food and medicine
- Use household cleaning products according to label directions
- Mixing household products can cause dangerous gases to form

### More Information

Some useful information and videos from the Royal Society for the Prevention of Accidents (RoSPA).  
[Household cleaning products - RoSPA](#)

## Dealing with dampness and condensation – think about the kitchen

There is more information in **Section 4** on dealing with dampness and condensation, but think about how you use your kitchen, as it can contribute to the problem.

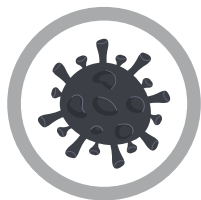
- Keep lids on when cooking (it will save you money too!)
- Close the door to stop steam from getting to other parts of your house/flat
- Open vents and windows when cooking
- Wipe down wet window sills / surfaces to avoid mould growth
- Make sure that any tumble driers are properly vented
- Check for leaks – give us a call if you have any issues.

### More Information

You can check online at [gassaferegister.co.uk/find-an-engineer-or-check-the-register](http://gassaferegister.co.uk/find-an-engineer-or-check-the-register) to see if the gas engineer is qualified.

You can register all of the electrical and gas appliances in your kitchen. If you log on to the website [registermysappliance.org.uk](http://registermysappliance.org.uk) you will get regular updates on safety issues like product recalls with particular makes and models.

## 4 Condensation and Dampness



### Managing condensation in your home

We take a “fabric first approach” to all reports of Condensation, Damp and Mould. This means if you contact us to report condensation, we will always come out and assess the situation and deal with any repairs to the property that could improve the situation.

However, we also understand that a combination of the temperature of your home and everyday activities can cause problems. It is important to understand how they happen so you can tackle them.

There is always moisture in the air. The warmer air gets, the more moisture it holds. The colder it gets, the less moisture it holds. Most moisture gets into the air via condensation. Air indoors gets damp and humid from everyday things like taking showers, cooking and drying clothes. When that humid air hits colder surfaces – like windows and walls – then it turns back into water droplets, which mould loves.

### How much water do we produce in the home every day?

Whether it's cooking, cleaning, or just sleeping, we generate a lot of moisture throughout the day in our homes. The table below shows you just how much some of the daily activities we take for granted produce.

	Washing Clothes	0.5 litres a day
	Cooking	3 litres a day
	Drying clothes without ventilation	5 litres a day
	Breathing when active	0.2 litres per hour per person
	Showers and Baths	1.5 litres per person



## Where does mould come into this?

Mould grows when houses start to get humid and damp. It's a kind of fungus that grows in damp conditions. Once it starts appearing, mould will keep growing until the conditions are changed and the visible mould is removed. Reducing the moisture inside your home will help to stop mould from growing.

You don't need to worry about mould. It is part of the natural environment, and it only becomes a problem when it builds up indoors and starts posing a risk to your home and your health. You can't completely remove mould from your home, but you can minimise it by following the following advice.



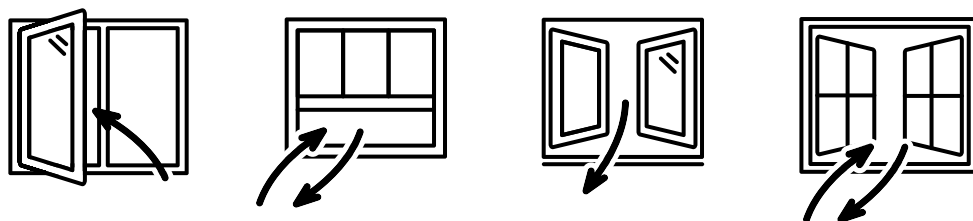
## Controlling the humidity in your home

There are some simple and easy steps you can take to reduce moisture that may cause mould in your home.

### Put less moisture in the air.

- Keep lids on pots and pans when cooking
- Close the door to the room when you're cooking or showering
- Give your windows, sills and any other surfaces a wipe when they're wet
- If you notice any leaks or other problems with you home that could be allowing damp to get in, please report them to us as soon as possible.





## TOP TIPS

### Get moisture out of your home

To get moisture out of your home, you need to ventilate it so that the damp has a place to escape to.

- Open the trickle vents in your windows if you have them
- Use any extractor fans in the bathroom and kitchen or open the windows slightly
- Open windows for a few minutes in the morning to replace the damp air with fresh air from outside.
- If your drying clothes indoors, do it in well ventilated areas, e.g. the bathroom with the door closed and extractor fan on or window open
- If you can't open your windows or your extractor fans aren't working please let us know on **01324 664966** so we can get them fixed.

## Keep your home warm

If your home is warm, then there'll be fewer cold places for wet air to settle and turn into water droplets.

The Energy Savings Trust recommends heating your home to at least 18°C. A low heat running evenly through the day will help tackle mould even if you don't heat every room daily. We have some handy room thermometers with other useful tips on. Phone us on **01324 664966** if you would like one.

If you are struggling to heat your home or are concerned your heating isn't working properly please get in touch with us on **01324 664966**, or email [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk), and we will do our best to help.

## Removing mould

Sometimes, mould persists and does not disappear on its own. There are several products and methods you can use to kill and remove mould.

**Vinegar** – is a mild acid which is non-toxic and can kill 82% of mould species. Spray white, distilled vinegar onto a mouldy surface and leave it to sit for an hour. Wipe the area clean with water and allow the surface to dry.

**Baking Soda** – is harmless to your family and pets but deadly to mould. It also absorbs moisture and gets rid of bad smells. Add a teaspoon of baking soda to a spray bottle of water or a damp cloth and scrub the affected area.

**Bleach spray** – can kill virtually every species of indoor mould that it meets, but it is only effective if the mould is growing on non-porous materials like tiles, bathtubs, glass, and countertops. It won't work on things like wood and carpet, and it can damage and stain them.

If you are having an issue with damp, mould and / or condensation in your home, let us know about it as soon as possible. We can work to resolve it together.

### More Information

Visit the Energy Savings Trust for more information:

[Fixing damp and condensation - Energy Saving Trust](#)

# 5 Bedroom



## Bedroom Safety

Your bedroom can be a fire risk. It might not seem a likely place for a fire, but bedroom fires are more common than you think.

If you like your electric blanket for those colder nights check the blanket, cable and plug for any signs of damage. Do not use if you find any damage or signs of burning or scorch marks on the blanket itself. Be careful not to overload sockets – avoid using adapters for electric blankets. Do not use your blanket if its wet or damp.

**Please don't smoke in bed** but if you must smoke in bed make sure your cigarette is extinguished properly before going to sleep and there's an additional smoke alarm fitted in your bedroom.

Make sure your window safety catches are working – especially if you have kids playing in their bedrooms. If you have any issues relating to your window catches, then give us a call.

Have a think about bedroom layouts and furnishings e.g. avoid units that may fall on children or rugs that may be a trip hazard.

### TOP TIPS

Be careful using small appliances such as hair dryers and tongs.

- Don't use around water
- Check the appliances and cables for damage
- Unplug appliances when not in use
- Don't block hair dryer vents
- Don't put hot appliances on surfaces that will burn or catch fire e.g. on top of the duvet!



## Smoking in bed

The Fire and Rescue Service recommends that you don't smoke in bed at all. But if you are planning on doing so, make sure your smoke alarm works. You may want to consider putting an extra alarm in your bedroom. Ensure that cigarette stubs are properly put out.

## Electric blankets/heated throws

An electric blanket can be great in the winter, and more people are using heated throws around the home – popular when snuggling up in front of the telly, maybe. But remember to turn these off before you go to sleep or get off your couch. Some electric blanket models may be safe to leave on all night, but this type of blanket will be marked clearly. Tie the blanket securely to the mattress. Make sure you check the plugs and cables for any breaks. Always ensure that the blanket or throw you have complies with the safety standards.



### More Information

[Electric Blanket Safety - Aico](#)

## 6 Living Room



### Safety in your Living Room

When you turn in for the night, pull all the plugs out of the power points. This is especially important with portable heaters, but it applies to every electrical appliance in your living room. Also, use adapters that come with a circuit breaker.

#### Sockets and adaptors

Get into the habit of pulling the plug out of the socket when you switch off your TV. The same goes for PCs, laptops, games consoles and, especially, free standing radiators. It can also help save you money towards your electricity bill.

#### Please avoid overloading sockets.

Try to avoid overloading adaptors. You don't have to attach every plug to the same socket. If you have adaptors, it's best to get the long ones that come with surge protection rather than the small cubes that fit directly into your sockets.

#### More Information

[Electrical Safety | Scottish Fire and Rescue Service \(firescotland.gov.uk\)](https://www.firescotland.gov.uk/electrical-safety)



## Radiators / soft furnishings / blinds

Whether your radiator is attached to the wall of your living room or you are using a portable standalone heater, it's safest to keep anything that might be flammable well away from it. This is particularly true of curtains and other soft furnishings like cushions. Just as important is making sure you're not too close to the radiator, you could burn yourself. The general rule of thumb is to keep everything at least one metre away from your heaters.

Make sure when you are buying new or second-hand furniture that it is up to the appropriate fire standards.

Cords from blinds can be a choking hazard so make sure kids or pets cannot get tangled up in them.

### More Information

[Furniture and Furnishings \(Fire Safety\) Regulations \(firesafe.org.uk\)](https://firesafe.org.uk)

## Candles

They look nice, they create lovely lighting effects, they can smell lovely, and they may serve a religious purpose for you. But make sure they're properly put out before going to bed, and don't put them near soft furnishings or curtains. Always place candles in proper holders so they can't be knocked over accidentally. Don't use candles if you are having a drink or feel drowsy. Candles can cause fires, so beware and always take care.

### More Information

[Candle Safety: Scottish Fire & Rescue Service \(firescotland.gov.uk\)](https://firescotland.gov.uk)

## Smoking and ashtrays

If you smoke at home or allow other people to smoke, always have ashtrays in your house. Before you go to bed at night, check them and make sure all of the cigarette ends have been properly put out. Then empty out the ashtrays, disposing of the contents outside safely and securely in bins.

Smoking is not permitted in indoor Common Areas like closes or corridors. If someone is smoking in these areas - please report it to us.

[sfrs-smoking-alcohol-v22-digital.pdf \(firescotland.gov.uk\)](https://firescotland.gov.uk/sfrs-smoking-alcohol-v22-digital.pdf)

# 7 Bathroom Safety



## Bathroom

### Showers and baths

Be careful getting in and out of showers and baths. It is easy to slip and trip. If you need help with assisted bathing, get in touch, and we may be able to help with adaptations.

If you are installing or replacing a shower, get in touch as you will need permission to do this. You are required to make sure the installation is safe and provide an electrical safety certificate. It is important that the electrical work is done to the correct standard to make sure the wiring is adequate to deal with the electrical load. Using existing wiring in a replacement may be inadequate if you are installing a more powerful shower. If we find that a shower has been installed without our permission and we consider it unsafe, we may remove it or upgrade the wiring and charge this work to you.





## Medicines/cleaning materials

Many of us have a medicine cabinet in the bathroom. Make sure the kids can't access these.

The kitchen section in Section 3 deals with cleaning material safety, but these products can also be present in the bathroom. Be careful what products you put in the toilet bowl – mixing them may cause dangerous gases / and even an explosion.

### More Information

Some helpful information and videos on medicines and household cleaning products from the Royal Society for the Prevention of Accidents (RoSPA).

[Household cleaning products - RoSPA](#)



## Dealing with dampness and condensation – think about the bathroom

**Section 4** gives information on dampness and condensation. It's also worth thinking about how you can manage the use of your bathroom to reduce this problem. Every time you have a hot shower or run a hot bath, you are liable to get steam, which will turn to water when it hits a cold surface, such as a wall.

If it happens often enough, mould will start to appear on your walls. There are things you can do to help reduce the risk. When you run a bath or after you have a shower, open a window and shut the door until the walls are dry. Keep the door closed to stop the steam from reaching other parts of the house or flat. The steam will always look for cold spots.

Many bathrooms have extractor fans. It makes sense to turn these on to help get rid of steam from the shower or bath. Please do not disable or block these. Clean them from time to time and if they are not working please let us know.

If you already have damp mould in your bathroom or any other room, please let us know. We have a procedure we follow in the event of these reports. This includes checking whether the damp is coming from the outside of the property e.g. from a leaking gutter.

There are commercially available products available to help you remove damp. There are also anti-damp paints that, when applied, should help prevent its return. We can help you if you need support.



## Legionella and Water Safety

Legionella is a bacterium found in water sources like rivers. It may also be found in household water systems where the correct environment/conditions exist. Legionella can grow to the point where it could increase the risk of householders contracting Legionnaires' Disease.

To reduce the risk of contracting this deadly disease, there are several things you can do:

- You **MUST** tell Paragon if the hot water temperature in your house doesn't reach 50°C.
- And you **MUST** let us know if your property is going to be empty for four weeks or more.

### TOP TIPS

Over and above this there are things you can do on your own to stay safe.

- Run the taps at least once a week if they're not in regular use and do the same with your shower head.
- Also, clean the shower head; give it a thorough descale every three months especially if it's showing signs of clogging.

We have a legionella management system in place whereby communal checks are carried out by independent specialists and actions taken as required.

## 8 Asbestos



### Information on Asbestos

Asbestos has a reputation as a dangerous substance. It can have health consequences – but only if it is disturbed.

When materials that contain asbestos are disturbed or damaged, fibres are released into the air.

When these fibres are inhaled, they can cause serious diseases. These diseases will not affect you immediately; they often take a long time to develop, but it is often too late to do anything once diagnosed. This is why it is important that you protect yourself now.

For that reason, you should never undertake work on your property if you think asbestos might be present.

If you suspect asbestos in your house, the best thing to do is not disturb it. Call the Association and we will check it out for you.

Paragon has a rolling programme of sample surveys carried out of all buildings constructed before the year 2000, to check for the presence of asbestos. If we find any, this is put down on a register so we know where any asbestos might be.

Before we let any properties, we do a sample check for asbestos fibres in any artex that may be in the property. Most of the time, there is no content detected, but if we find it, we'll deal with it before reletting the property.

If we need to remove asbestos from any property it will only ever be carried out by properly qualified contractors and a risk assessment will have been carried out.

It is important that you do not dump any materials you think have asbestos content. If in doubt, contact us for advice.

Loft hatches in communal areas are padlocked and secured to avoid dumping in them and to preserve fire protection. If you suspect anyone is dumping in a loft space from their own flat or via the common hatch, please report this to us. **It could be dangerous.** If you spot a broken padlock on a hatch, let us know as soon as possible.



## 9 Power and Heating Systems



### Gas / Electric / Heating Systems

#### Gas and Electrical Safety Inspections

Every year, a qualified gas-safe engineer visits tenants who have a gas appliance or open-flued appliance installed. These visits ensure that all gas appliances, such as the boiler, fire, and cooker, are in good, safe working order.

Note: Any faults noted in a gas cooker will be the tenant's responsibility to maintain. The engineer will also check your smoke, carbon monoxide, and heat detector alarms during this visit.

We will carry out an Electrical Inspection Condition Report (usually called an EICR inspection) every five years. A qualified electrician will do this and ensure that all the electrical elements of your home (sockets, electrical cabling consumer unit, etc.) are safe to use.

We will make an appointment with you for each of these visits. It is essential that you give these engineers access to your home when asked to do so. If you don't let them in for any reason, we have the right to access your property to allow them to carry out the work.

Never use any gas appliance if you think it's not working properly. If the flame isn't burning correctly, i.e. orange or red (rather than the usual blue) on your cooker or gas fire, or if there's soot or dust present, those are tell-tale signs that something is wrong.

We also carry out independent audits of the management of the gas safety system and quality sample checks on the works done by the engineers on site.

#### More Information

Sign Language Users Contact for Scottish Gas Networks:

[www.sgn.co.uk/signlive](http://www.sgn.co.uk/signlive)

You can find our Gas Safety Policy on our website:

[\*\*Gas & Flued Appliances Servicing \(paragonha.org.uk\)\*\*](http://Gas & Flued Appliances Servicing (paragonha.org.uk))



## Gas Boilers

The gas boiler in your house provides you with a regular supply of hot water for all your household needs. It's checked every year as part of your annual safety check, but it could still develop a fault in between times.



### TOP TIPS

We'll fix any faults that may happen, but before you call us, you can try out some tests.

- If you have a prepay gas meter, check it's in credit
- Make sure there is power to your boiler and there hasn't been a power cut
- Try to re-set your boiler using the instruction manual if you feel able to do so
- Check the pressure on the boiler when it's cold
- Make sure the thermostat is set to the correct temperature.

**If none of these actions solves the problem, then give us a call.**



## Solid Fuel and Electric Heating Systems

We have some properties where electric or solid/multi-fuel burners provide heating and hot water to your property.

**Electric storage heaters** – these are heaters that store heat during cheaper times of the day, usually during the night. Tenants can then utilise the stored heat as they see fit throughout the day by following the manufacturer's instructions and opening the vent on the heater to heat their home. These appliances are tested and checked at the same time of the 5-year Electrical Inspection Condition Report. Please notify us immediately if your heater develops a fault or stops working. You **SHOULD NEVER** cover or place anything over these types of heaters, for example, clothing, soft furnishings, curtains, etc as this will present a **FIRE RISK**.

**Electric Wet** – these are very similar to gas central heating. You will have a boiler and radiators with the only difference being the water is heated by electricity rather than gas. Like gas these are serviced every year to ensure they are in good condition and safe to use. You should report this immediately if they stop working or develop a fault.

**Solid Fuel / Multi Burner** – these appliances will use coal or other forms of fuel i.e. wood, to provide heating and hot water to your property. These appliances are checked and serviced annually by a qualified HETAs engineer.

We will make an appointment with you for each of these visits and it is essential that you give these engineers access to your home when asked to do so. If you don't let them in for any reason, we have the right to access your property to allow them to carry out the work.

## Paraffin and Liquid Petroleum Gas (LPG)

If you live in a flat or maisonette, your tenancy agreement states that you cannot use bottled gas or paraffin appliances. You are also not permitted to store these in either a flat or maisonette or in any common parts, areas or facilities.

## Heating problems?

If you have problems heating your home, please contact us. We may be able to help.



## Carbon Monoxide

Carbon Monoxide is a poisonous gas that is potentially deadly or can make you seriously ill if you breathe it in. Carbon monoxide can be made by fires and appliances that burn gas, wood, oil or coal.

Carbon monoxide gas is colourless and does not smell, so you cannot tell if it is around you. Common household appliances used for heating and cooking can produce carbon monoxide if they are not installed properly, are faulty, or are poorly maintained.

When the Association fits new systems these are fully tested and commissioned in accordance with gas regulations. There is an annual service and safety check by our contractor so please allow access for this. It is for your safety, your family's safety and other residents who live nearby.

**DO NOT tamper with any gas appliance or gas fittings in your home.**

There have been a few highly publicised cases of tragic deaths from carbon monoxide poisoning while people slept in their beds.

Symptoms of carbon monoxide poisoning include headaches, dizziness and nausea. If you suspect anything leave the building and get medical help immediately.

### More Information

**[Carbon Monoxide Poisoning – CO Symptoms & Prevention](#)**  
**[- Gas Safe Register](#)**

See also our information on Fire & Carbon Monoxide Detectors and Gas Servicing Safety Checks in **Section 11**.

## Using chargers

Most of us use chargers for rechargeable batteries daily – for mobiles, power tools, laptops, electric bikes and scooters and more. Please use these with care. Do not charge these when you are not at home, and check frequently for overheating. Please don't use damaged chargers, and unplug them when you are not using them. These chargers can cause fires, so please be careful. It's best to use chargers approved or provided by the appliance manufacturer.

### More Information

There is some detailed guidance on the Electrical Safety First website.

[Electrical Chargers Safety - Electrical Safety First](#)

## Power cuts

Power cuts can bring health and safety challenges – here are a few tips on how to stay safe.

### TOP TIPS

- Be prepared if a power cut does happen - Keep at least one torch with fresh batteries in a place where you can reach it easily.
- Please avoid using candles
- Your mains wired Fire and Carbon Monoxide detectors have a battery backup that will run them for a period
- Check on any vulnerable neighbours if you can.

# Your Guide to making a Fire Escape Plan

We have provided advice and information on how to avoid fires and what you can do to have effective warnings in place - like checking your alarms.

However if a fire does happen, having a plan can help you and your family to safety. **When a fire starts in a home, every second counts.** The heat and smoke can create confusion and panic and deciding who should do what in the moment is not easy. Having an escape plan means that everyone can get out quickly and safely. It doesn't take long to make an escape plan and it could save lives.

## 3 STEPS TO SAVE YOUR LIFE

1. **Get out**
2. **Never go back inside**
3. **Call 999 as soon as you are safe to do so**

Things to consider	Your Answer
Who is usually living in your home?	
Can everyone at home escape quickly without assistance? If not who will help them?	
If you have children, who will make sure they are awake?	
Keep your door and window keys in the same place and make sure everyone knows where that is. Where do you keep these?	
Have more than one plan – if you can't get out the main door is there another door or window?	
Decide on where you should meet when you get out so you know you are all safe – this could be a tree, gate, place on your street. Where is the meeting place and does everyone know it?	
Does everyone know that when you get out you should stay out and phone 999	
Does everyone know that if you can't get out, you should find a safe space and close the door, and pack clothes or blankets round the door to stop the smoke?	
Does everyone know that you should then go to the window and shout for help and phone 999?	
Have you practiced this plan with everyone usually living in your home?	
When will you practice it next?	



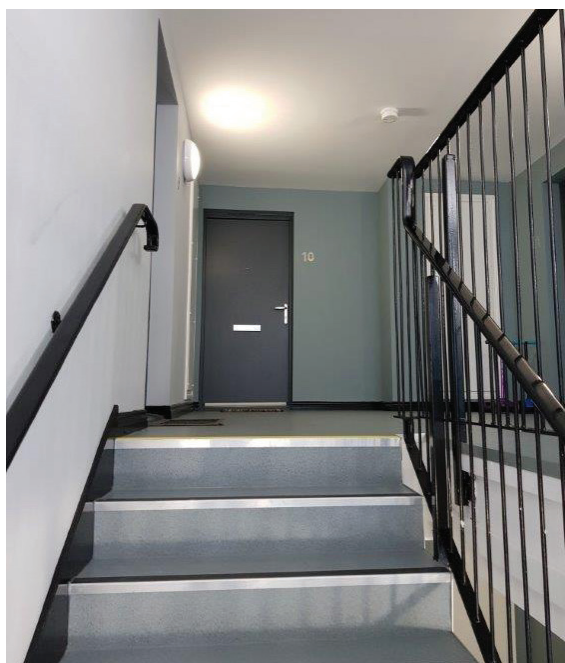
# 10 Outside Areas



## Communal Closes and Shared Spaces

If you live in a block of flats, making sure the close and the stairs are clean and tidy will help keep everyone in the block safe.

The number of things that could cause accidents or problems is vast – it might be liquid on the stairs, or a build-up of rubbish outside someone's front door, it could be anything.



Kids like to leave bikes and toys about – please get them into the habit of putting these away safely. A bike in a stairwell could stop you from escaping a fire. It is a condition of your tenancy agreement to keep these areas clear.

That's one reason why Paragon has a set standard for keeping your communal areas and shared spaces clean. And it's why we back this up with regular inspections, which could mean we take action if you don't meet the standard.

Smoking tobacco in your house is a matter for you, and we would ask that you act responsibly. If you live in a block of flats or a property like our amenity complex in Plean, smoking in the close, indoor common areas or on the stairs is against the law.

We know that camera doorbells are becoming increasingly popular. We won't usually refuse permission for these, but there are some things you should be aware of, and we have a fact sheet on our website that explains these. You should always complete an alteration to property application so we can ensure you are installing the doorbell correctly and not causing any damage to the fabric of the building. If you drill through fire doors, you may reduce the level of fire protection.

**[CCTV & Video Door Bells \(paragonha.org.uk\)](https://paragonha.org.uk)**

### More Information

Advice from The Scottish Fire & Rescue Service

**[Fire Safety \(paragonha.org.uk\)](https://paragonha.org.uk)**

## Estate Paths & Roads, Communal Areas, Bin Stores, Walls, Fencing and Landscaped Areas

### Paths and Roads

Most main footpaths in our estates are “adopted” – that means that the local council are responsible for the maintenance and repair of these. However, some paths and soft/hard landscaped areas that are the responsibility of the Association to maintain. Most of these have been mapped, and we have estate plans on our website – we are currently updating these. Occasionally, we may come across an area where ownership has not been established.

The Maintenance Officer and Estates Team inspect areas regularly and will mark any areas identified for repair with “speedline” paint. If you spot a pothole or trip hazard, then let us know as soon as possible and we’ll mark it and organise the repair.

### Landscaped areas and play areas

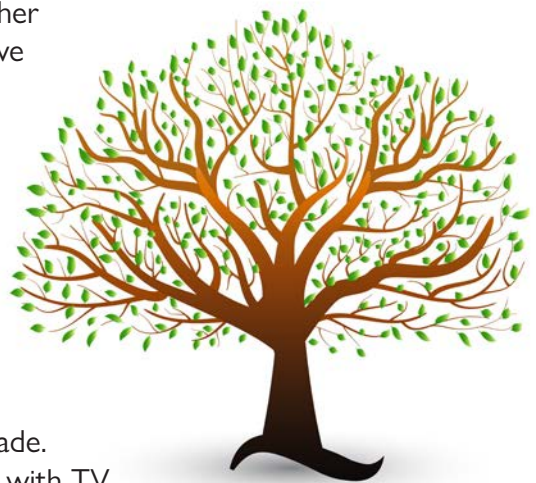
In many estates, there are landscaped areas – these can be “soft” areas – grass, bushes etc or “hard” areas – slabbed, cobbled etc. The maintenance arrangements of these areas vary across local authority areas.

### Trees

We get many complaints and enquiries from tenants and other people living on our estates about trees. We will only remove a tree if it is causing a real problem and certainly not just because it is shedding leaves. There is only so much we can do in these circumstances.

We can and will take action if the tree is dangerous or unsafe or if the branches are touching a building. Trees in gardens are the responsibility of tenants. You have the right to trim them to the limits of your property boundary.

Trees will not usually be felled or pruned simply because they are obstructing your view or causing problems with shade. The same applies to issues with fallen leaves or interference with TV, mobile phone or Wi-Fi reception.



**[Guide to Tree Management \(paragonha.org.uk\)](http://paragonha.org.uk)**

## Bin Stores and Waste Collection

Rubbish is a health and safety issue. The Association does not provide the bin collection service, and we know that there can be frustrations around the services – particularly if you live in flatted properties. If you have any issues with the waste collection service, then contact your local council in the first instance. The Estates Team will try and help.

Please use the bins provided by the local council for your household refuse. Please don't burn your refuse if it can go into any of your allocated bins – rubbish fires are unnecessary and potentially dangerous.

If you have bulky items of rubbish which you need to get rid of, contact the local council and ask for a special uplift. Please don't leave it on the street or in your neighbour's garden.

We work across three local authority council areas, and waste collection arrangements vary. These are also subject to change – check your council's website if you are unsure about arrangements.

The council provides you with a number of different bins to help recycle more of the household waste it collects. If you live in a block of flats, that's a lot of bins, and they need somewhere to go. Your flats may have a designated bin store, so please keep them there.

If there's no bin store, make sure they are safe and secure. Empty bins are light and can be easily blown around in strong or heavy winds.

You must make sure the right rubbish goes in the correct bin at all times. Also don't put refuse sacks in your recycling bins.

When your bins have been emptied, please don't leave them out in the street. As soon as you can, make sure that you put them back, either in your bin store or in the safe place where you put all of your bins.

## Gardens

Your garden can be a fun place, but potential dangers are there too. You might want to ask yourself: Is my garden fence in good condition? Paragon will repair your fence if it divides your property from the street, but all other fences are your responsibility.

**Do I need to cut my grass?** Long grass may be a trip hazard. It might also hide objects that could cause you or your family harm and beware of biting insects. You have a duty as part of your tenancy agreement to look after any area of garden allocated to you.

**What about my garden furniture?** Is it secure? If I have decking is it safe to walk on? Is my garden shed structurally sound? Are any items of children's play equipment safe for them to use? Are trampolines/ bouncy castles secured and not overlooking neighbours? If there are paving slabs - are they even and flat?

**I want to remove a wall in the garden what do I do?** Stop and think before you start – contact us for advice and permission as it may be a retaining wall and not a decorative wall. If it is retaining it may be holding back earth or water and be part of the structure so don't remove it unless there is a suitable replacement.

**Any other hazards?** There are few things better than spending a summer day in your garden. But be prepared for bees, wasps and other insects that bite. Have some basic first aid items at hand, just in case. If you have made a garden pond consider how you will avoid accidents – especially for children, pets and wildlife. Get advice before you proceed.



## Sharps – Needles and drugs paraphernalia

Should you encounter hazardous items, such as needles or bodily fluids, like blood, etc, in the common areas under the Association's responsibility, you must report this to us urgently. If possible, provide a photo and mark the location as accurately as you can. Refrain from touching the object, and if feasible, cover it. Ensure children and pets are kept well away from it.

We will arrange for the safe cleaning and/or collection and disposal of any hazardous items (such as syringes and needles or bodily fluids/excretions) in the communal areas of our properties or land.

Where the individual(s) responsible for those hazardous materials are known, we will take appropriate action in partnership with other agencies, such as Police Scotland, NHS, and the Local Authority, to resolve the issue.

If any such items are found on footpaths, roads, public parks, etc., where the local council maintains them, please call them.

## Electric Vehicle Charging

With electric vehicles becoming more popular, you should be aware of the safety issues around charging these and your responsibilities.

You will need our permission if you are installing a charging point on our property (EVCP). Please get in touch with us for an alteration to property form. Do not start work before you do this. If we grant permission, you will need to provide a copy of the Electrical Installation Certificate, the make and model of the charger unit, and a clear photo of the installed charging point.

The Association will not maintain the EVCP, and we may require you to remove it at the end of your tenancy. When we do our periodic electrical testing, we will check any installed, and if these are not up to standard, we will require you to bring it up to standard, or we may remove it and recharge you for the cost of the works.

Ensure you are not installing it near combustible materials like bins, shrubs, etc. Avoid creating trip hazards for yourself, neighbours or passersby. Protect the terminals from possible damage, e.g. from the weather, children, pets, etc.

If you are removing a charging point, you should contact us, and we will require to check if it has been removed safely and that any damage to the building and any other areas has been made good.

When using your charger, ensure you use the correct cables, either supplied or recommended by the manufacturer. Cheap cables may overheat and cause fires or give you a nasty shock.





## Pets and Pests

Your tenancy agreement with Paragon allows you to keep certain types of animals as a pet. Cats and dogs are fine, but do check that if you are getting a pet that keeping of that type of animal isn't against the law. If you want to get a dog, for example, make sure it's breed not outlawed by the Dangerous Dogs Act 1991 and be aware of the law around XL Bully types.

**Paragon encourages responsible pet ownership.** Don't let your pet become a nuisance to your neighbours and don't allow it to foul your house or your close or open spaces around your home where children might play.

If you get an insect infestation in your house let us know and we will take the necessary action. Don't touch birds nests, wasps nests, and leave bats in your loft well alone. Bats are a protected species. More than anything else, there are laws in place which stop you interfering with nests. If you are aware of any in your house contact us at Paragon and let us deal with it.

### Further Information

We have a guide to keeping pets and on dealing with infestations of our website.

[Pets \(paragonha.org.uk\)](https://www.paragonha.org.uk)

[Dealing with pests \(paragonha.org.uk\)](https://www.paragonha.org.uk)



# 11 Other Key Information

## Plean Amenity Housing

### If you live in the Plean Complex - please read this

Our amenity housing complex is located in Plean. There are a number of common areas which mean that there are more health and safety matters to take into consideration.

There is no on-site warden or caretaker. If you have any questions about health and safety on the site please contact us. We usually run some on site safety events during the year so please try and come along.

#### ■ Laundry

Please make sure you are using machines properly and check the tumble dryer filters before use. Do not leave your laundry unattended when using the dryer and make sure you close the fire door properly. Report any issues immediately if there are any concerns regarding the safety of any equipment and stop using it. Do not allow people who are not residents to use the laundry - that includes family and friends.

#### ■ Communal Areas (including corridors/entrance hall) / Common Room

These are strictly no smoking. Report any concerns right away. Please do not leave personal items in the common room.

#### ■ Kitchen

The communal kitchen is there for communal activities and should not be used for cooking by individuals. If you wish to organise a communal event please contact the Estates Team in advance.

#### ■ Inspections

The Estates Team is formally on site once a month for a recorded inspection but will also drop in to the complex from time to time. Get in touch if you need a catch up with them.

#### ■ Fire Protection

Each flat in the complex has its own set of fire, smoke, heat and carbon monoxide detectors. These are not linked to a communal system.

There is a system that covers the communal areas, and this is tested and maintained by a specialist company on a regular basis. There is self testing emergency lighting in place.

#### ■ Fire Evacuation Plan

We would ask that each resident makes sure they have a fire evacuation plan in place. If you need help with this, we are happy to help and will work with the Scottish Fire & Rescue Service and any carers you have in place to support you.



### ■ Fire Assembly Point

If there is a fire then you should evacuate and assemble in the complex car park. Keep us up to date with your next of kin details so we can get in touch with anyone as required.

### More Information

There is useful information about making a Fire Escape Plan on the Scottish Fire & Rescue Service website

**[Your Guide to Fire Safety: Scottish Fire & Rescue Service \(firescotland.gov.uk\)](https://www.firescotland.gov.uk)**

### MECS Call System

The Association does not provide the Mobile Emergency Care System (MECS) package used by some residents. If you want to find out more about it please contact the MECS Team on **01786 470500**. Office hours are Monday to Friday, 9am to 5pm.

### More Information

There is more information on how it works on Stirling Council's website

**[Telecare mobile emergency care service \(MECS\) - Stirling Council](#)**

### Winter arrangements

There are some unadopted paths in the complex and there is a protocol in place with the Association's landscape maintenance contractor to grit paths and clear snow in poor weather conditions. If you judge that conditions are unsafe to walk on paths / communal areas please do not leave your home – contact the office to report this issue.

### Cleaning

The complex is cleaned on a regular basis by our contract cleaner. Equipment and chemicals are safely stored so please do not interfere with any equipment or materials on site. If there are any issues with cleanliness in the complex please contact the Estates Team on **01324 664966**.

### Sit On Electric Buggies / Mobility Scooters

These should not be charged from any common electrical points in the complex. If you wish to store a buggy at the complex, please speak to the Estates Team on **01324 664966**.

Please use carefully around the complex. External paths were not designed for Electric Buggies / Mobility Scooters, so you are using them at your own risk.

## Staff Safety

Occasionally you may need to contact Paragon Housing Association by phone, by email, or in person. It could be to request a repair; it could be to provide us with information we require. There may be times when you want to raise a complaint.

Our staff are there to help you and are trained to respond to these situations in a professional and courteous way. We ask that you try to do the same.

We will not tolerate any verbal or physical abuse of our staff, including abusive emails or social media postings. Staff have the right to end calls or interviews if they feel that they are being subject to abuse. They have personal safety devices and will raise an alarm if they feel threatened. Everyone deserves to be treated with dignity and respect.

It's understandable that you might be upset or even angry when you contact us, but that's no excuse to mistreat someone, especially when they are trying to help you.

Sometimes, we won't be able to give you everything you want, but we will do our utmost to do what we can. That works best when we work together.

## Access to undertake repairs / maintenance

**Please let us in to carry out safety works.** Most people do, and we thank them for helping with this access. However, if you don't let us in, we can take action to force entry.

### Fire & Carbon Monoxide Detectors, Gas Servicing and Safety Checks

The Housing (Scotland) Act 1987 (tolerable standard) was extended (extension of criteria) in order 2019 ("The Order") and came into effect on 1 February 2022. This order extends the tolerable standard criteria that Paragon HA properties must meet. To meet this order, the Association has installed equipment for detecting and warning of fire or suspected fire and carbon monoxide in all our properties.

The 2001 Act and the Model Scottish secure tenancy agreement provide a contractual right for the Association to take access on 48 hours' notice to undertake repairs, provided that every reasonable opportunity has been given to you as a tenant to grant access voluntarily.

Each year, while undertaking legal repairs such as gas servicing, EICRs, and other essential repairs, the Association must forcibly take access to a small number of properties. We do this on a re-charge basis, and to prevent this, we ask that you communicate with us to accommodate access at all times.

## Accidents and near misses

Please let us know as soon as possible if you have an accident or near miss in your home or communal areas. This allows us to quickly put things right if there is a problem and learn from things that can go wrong.

## Insurance

The Association has insurance for the building elements of our tenanted properties but does not cover damage to household contents. We urge all tenants to ensure they have adequate insurance in place if something happens to their possessions.

If you are considering cover, there is a specialist provider for housing associations and council tenants. The Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants living in Scotland. They have standard policies and added options.

### More Information

Here is a link to [Thistle Insurance](#) website, or you can download a copy of their 10 reasons leaflet [Thistle Tenant Risks](#) from our website: [Thistle Insurance Leaflet](#)

## Alterations to property

Please note that you require our permission to make alterations to your home other than standard decoration. We will not unreasonably withhold this permission, but we need to ensure that what you do is legal and safe. We have encountered instances where people have knocked down supporting walls or installed unsafe gas or electrical fittings. So please don't start work without permission.

## Closing Message

Thank you for reading this handbook. We hope that you have found it useful. If you have any safety questions or concerns, please get in touch. **Please stay safe.**

We would like to thank the following people for their help in producing the handbook:

Tadek Kopszywa – Trainee; Members of the Health & Safety Committee; Programme & Regeneration Team; Housing Management Team; Eden Consultancy Group for design services.



# Support for you

We can't cover every aspect of support available in this handbook, but here are some pointers. Our staff have details of lots of support agencies, so if you don't know where to turn, get in touch, and we will try to point you in the right direction.

## Wellbeing Support:

**Breathing Space** - is a free, confidential phone and webchat service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety.

Helpline number: **0800 83 85 87**

[www.breathingspace.scot](http://www.breathingspace.scot)

Opening hours:

Weekdays: Monday-Thursday 6pm to 2am.

Weekend: Friday 6pm-Monday 6am

## Drug & Alcohol:

**Change Grow Live** (NHS Service)

They are here to help individuals and families who are struggling with drug or alcohol-related issues. They can support anyone experiencing difficulties with drugs and alcohol, and our service is free and confidential. There are local hubs in Falkirk/Alloa/Stirling – details on their website.

Phone **0808 196 2188**

[www.changegrowlive.org/recovery-service-forth-valley](http://www.changegrowlive.org/recovery-service-forth-valley)

## Domestic Abuse:

**Refuge UK**

National helpline for women and children affected by abuse. Good resources on the site.

Phone **0808 2000 247**. There is also a British Sign Language Facility

[www.refuge.org.uk](http://www.refuge.org.uk)

**Abused Men in Scotland (AIMS)**

National helpline is open on weekdays from 9am to 4pm.

Phone: **03300 949 395**. Calls are welcome from friends and family, too. Calls are free from UK landlines, UK mobiles and BT payphones. This number will not appear on phone bills.

[www.abusedmeninscotland.org](http://www.abusedmeninscotland.org)

# Key Contacts

## Paragon Housing Association

During Office Hours

Telephone: **01324 664966**

Email: [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)

Website: [www.paragonha.org.uk](http://www.paragonha.org.uk)

### Emergency Services

#### **Fire/Ambulance/Police:**

**999** Emergencies Only

#### **Gas Leaks:**

**0800 111 999**

#### **Police:**

**101** Non Emergency

#### **Scottish Fire & Rescue Service:**

**0800 0731 999** Text 'FIRE' to 80800

Free Home Safety Visit

or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)

#### **NHS 111:**

**111** Help required / Non Emergency

### Out of Hours Repairs

Everwarm - Out of Hours Repairs

**0330 0531 804**

City Technical Services - Out of Hours Heating Repairs

**0333 202 0708**

#### **Scottish Water Helpline:**

[www.scottishwater.co.uk](http://www.scottishwater.co.uk)

**0800 0778 778**

#### **Electricity Suppliers - may vary by area**

Scottish Power Energy Networks

Landline: **0800 092 9290**

Scottish Hydro

**0800 300 999**

### Useful Numbers

#### **Smoking Cessation:**

**01786 433293** (NHS Service)

#### **Samaritans:**

**116 123** Call at anytime

#### **Victim Support Scotland:**

**0800 160 198** - Helpline and may direct to local support

#### **Breathing Space:**

**0800 83 85 87** - Free service in Scotland for anyone over 16 looking for support around low mood, anxiety or depression

#### **Refuge UK:**

**0808 2000 247** - Domestic abuse helpline for women and children

#### **Abused Men In Scotland**

**03300 949 395** - Domestic abuse helpline for men in Scotland

#### **Drug & Alcohol: Change Grow Live**

(NHS Service) **0808 196 2188**

Support for people, and their families ,experiencing drug or alcohol issues

### Local Authority

#### **Council Bulk / Special Uplifts:**

Please note that arrangement and charges differ in each council are so please contact them direct if you need an uplift. Our staff can also provide you with advice on refuse collection and special uplifts. Your council may also offer an online booking form. Check your local council website for details.

#### **Clackmannanshire Council**

01259 450000

#### **Falkirk Council**

01324 506070

#### **Stirling Council**

01786 404040

Putting the people we serve at the heart of our  
services and putting  into our communities



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