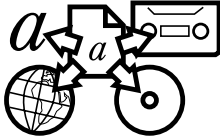


# 11. Staying safe and secure



This document is available in other languages, larger text, Braille and on audio cd or cassette.

This leaflet highlights some precautions.

## Fire

Take care with matches, cookers and fires. Do not leave naked flames unattended.

Unplug electrical equipment before you go to bed or go out.

Make sure cigarettes are put out properly

Test your smoke alarms every month and change the batteries when necessary. If you do not have a smoke alarm it is a good idea to get one

### If a fire breaks out:

- Avoid trying to tackle the fire yourself, even if it is a small one.
- Get everyone out and close all the doors behind you.
- Call '999' and ask for "fire".
- Warn the neighbours.
- Do not go back into your home until a fire officer tells you it is safe.

## Gas

Never block flues or any ventilation around gas heaters or boilers.

Get any gas appliances serviced regularly to prevent gas leaks and carbon monoxide poisoning.

If you can smell gas and you suspect a leak:

- Turn off your gas supply at the mains
- Telephone Transco on 0800 111999 immediately to report the leak

## Mains supplies

It is a good idea to make yourself familiar with the mains switches in your home so that you know how to turn off the gas, electricity and water in the event of an emergency. You should also find out where your fuse box is.

If your electricity supply fails or you believe there is a fault with one of the fittings:

- Turn off your electricity supply at the mains.
- Check the fuses and bulbs and replace if necessary.
- If this has not solved the problem call an electrician .

## Stopping pipes from freezing and bursting

If the weather is very cold or may get cold soon take some precautions to stop water pipes freezing and bursting:

- If you have central heating leave it on (a low setting will do) if you are just going to be away overnight or for a day or two.
- If you are going to be away for longer turn off the stopcock and leave all the taps running until the water stops to drain the system.

## If you are going away:

Buy a time-switch so a light will go on automatically.

Cancel the milk and papers.

Close and if you can, lock all the windows.

Lock all outside doors, the shed and garage.

Tell a neighbour you trust that you will be away and ask them to keep an eye on things

Turn off and unplug everything you can, except the freezer of course!  
Your local Police Station will be able to give you information and advice about crime prevention.

## Insurance

We recommend that you take out home contents insurance for your new home so that you can get your possessions replaced if they are damaged or stolen. If redecoration is needed following a leak; insurance should be there to cover it.

## Bogus callers

Check that any person that calls at your door is there for a genuine reason:

- Always look at who the caller is before you answer the door. Use a window or a spy hole if you have one.
- A genuine official would normally call before visiting to let you know they were coming.
- Check the caller's identification. If they show you a card, look at it thoroughly and phone the caller's employer to check the details with them.

All our staff who may call at your home will carry an identification card and won't mind if you ask to see it. If anyone calls without identification don't let them in.

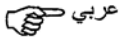
# Getting in touch

# Lãngüagê Liñe

Head office: 01942 608715  
Turner House, 56 King Street,  
Leigh WN7 4LJ

West office: 01942 263630  
82 Railway Road,  
Leigh WN7 4AN

Other:



عربي

ARABIC

حدد اللغة التي تتحدثها .  
سوف نستدعي مترجماً على الهاتف لمعاونتنا .



کوردی

KURDISH

پهتجه رابکیتنه بۆ نهو زمانهی قسهی پیده کهیت.  
ئیمه موته رجیمیک پهیدا ده کهین تا به ته له فۆن  
هاوکاریمان بکات.



বাংলা

BENGALI

আপনার ভাষাটি অঙ্গুলি নির্দেশ করে দেখান।  
আমাদেরকে সহায়তা করার জন্য টেলিফোনে  
আমরা একজন দো-ভাষী বা ইন্টারপ্রেটার এর  
ব্যবস্থা করব।



普通话 / 国语

MANDARIN

請指出您講的語言。  
我們將請一位口譯員在電話上翻譯。



廣東話

CANTONESE

請指出您講的語言。  
我們將請一位電話翻譯員  
來幫助您。



ਪੰਜਾਬੀ

PUNJABI

ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਇਸ਼ਾਰਾ ਕਰੋ।  
ਅਸੀਂ ਦੁਆਰੀਏ ਨੂੰ ਕਹਾਂਗੇ ਕਿ ਉਹ ਟੈਲੀਫ਼ੋਨ  
'ਤੇ ਸਾਡੀ ਮਦਦ ਕਰੇ।



فارسی

FARSI

زبانی را که صحبت میکنید نشان دهید  
برای کمک، مترجم تلفنی تهیه خواهیم کرد.



Soomaali

SOMALI

Farta ku tilmaam luqaddaada.  
Waxaan telefoonka ku heli doonaa  
turjibaan na caawiya



ગુજરાતી

GUJRATI

તમારી ભાષા તરફ આંગળીથી ઇશારો કરો.  
આપણને મદદ કરવા માટે એક દુભાષિયાને અમે ટેલિફોન  
પર ખોલાવીશું.



اردو

URDU

اپنی زبان کی طرف اشارہ کیجئے۔  
ہماری مدد کرنے کیلئے ہم ٹیلی فون پر کسی ترجمان (اگر پڑھ لکھ سکیں گے۔



हिन्दी

HINDI

आपकी भाषा की ओर इशारा करें।  
हमें सहायता करने के लिए एक दुभाषिये को हम टेलीफोन  
पर बुलाएंगे।



Tiếng Việt

VIETNAMESE

Hãy chỉ vào ngôn ngữ của quý vị.  
Chúng tôi sẽ mời một thông dịch  
viên qua điện thoại giúp chúng ta.