

Health & Safety

Whilst work is being carried out in your home there will be some disruption, however we will try to minimise this wherever possible. It is also inevitable that there will be some hazards associated with the work and we ask that you take note of these;

Children and Pets

We would ask that children and pets are kept away from the work area at all times.

Hazards

Although toolboxes, power leads and tools will be restricted to the work area, please be vigilant at all times.

Dust

Some dust is inevitable whilst the work is carried out, however the contractor will try to ensure this is minimised. Should a member of your household suffer from any illness that could be aggravated by dust please make North Devon Homes aware of this.

Smoking

We kindly request that you do not smoke in your home for one hour prior to any visit by NDH staff or contractors and for the duration of the time that they are in your home.



If you have any questions or need any further information please contact the Customer Care Team on 01271 312500 or Emergency Out of Hours service 0800 917 0619



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Solid Fuel Appliances



A guide to using your
solid fuel appliance and open fire safely



North Devon Homes takes Health & Safety very seriously and wants to ensure your safety within your home. Every year we invest money carrying out regular servicing on your home to ensure that appliances work effectively and safely.

Solid Fuel Heating

If you have a solid fuel heating system it is important that you use the appliance as per the Manufacturer's instructions.

Solid fuel appliances may appear simple, but they require regular maintenance in order to stay safe, clean and efficient. You should ensure that ash is removed at least once a day, the flueways and throat plates are cleaned at least once a month and that the grates and firebricks are in good condition.

Here are some do's and don'ts for using a solid fuel appliance or open fire:

- ✓ Only use seasoned woods. We advise using logs with a water content of less than 20%.
- ✓ Wood storage is very important; it needs to be kept in a dry store that lets the air get round it - stack it don't pile it up.
- ✓ Build smaller, hotter fires that burn more completely and produce less smoke
- ✓ Only use the recommended fuel for your appliance and flue type – for example, do not burn coal on a wood burner.
- ✓ Always use a securely fitted fire guard when children are in the house.
- ✓ Ensure you have a working Carbon Monoxide alarm in all rooms with an appliance or fire and ensure that you test these on a weekly basis.
- ✗ Never use your fire as a waste paper bin to burn cardboard, waste paper, plastic or Christmas trees – doing so could start a chimney fire.
- ✗ Never block up vents – effective combustion relies on a constant and sufficient flow of air.
- ✗ Never leave an open fire unattended without a fire guard.

If your appliance begins to burn slowly, goes out frequently, if you smell or suspect fumes or if your Carbon Monoxide alarm sounds:

Open doors and windows and ventilate the area.

Carefully put out the fire, or allow it to burn itself out.

Do not stay in the room any longer than necessary.

Leave the property and contact North Devon Homes on 01271 312500 or 0800 917 0619

Do not attempt to re-light the appliance until a professional has checked it.

Chimney Sweeping

We will sweep the chimneys of all properties that have solid fuel appliances or open fires. Having your chimney swept regularly prevents a build up of tar on the inner wall of the chimney, this allows the fuel to burn more efficiently.

If you do not get your chimney swept regularly tar and soot will build up and may result in a chimney fire. The risk of carbon monoxide poisoning is also increased.

The Service

North Devon Homes will service your solid fuel appliance on an annual basis and a chimney sweep will be included as part of this service.

Our Contractor will call or write to you to arrange a time for the service. Please ensure that the appliance is cold and has been out for at least 2-3 hours before the appointment.

The contractor will service the appliance and use dust sheets and foam blocks to trap soot and prevent it from getting on your carpets and furniture. All soot removed will be disposed of.

The engineer will complete a servicing sheet noting down the work completed and any additional works required. Your smoke alarm and CO alarm will also be tested to ensure that it is working effectively. The service and sweep should take approximately 1 hour.

All members of NDH staff and our contractors carry and present identification when they call at your home. Should you have any concerns or doubts about anyone calling at your home **do not let them in** and call us on **01271 312500**.



Our Contractors Code of Conduct

In order to ensure that our service to you is consistent, we have introduced a Contractors Code of Conduct for all our contractors to comply with. This includes items such as;

Communication

- Make convenient appointments to carry out work.
- Introduce themselves and produce an identity card.
- Advise of any delay or postponement of a visit/appointment.

Courtesy

- Maintain a professional and respectful manner at all times.
- Contractors should not use offensive language, use radios or use customers facilities.
- Reconnect and test services such as electricity, gas and water at the end of each day. Where this is not possible customers should be notified.

Cleanliness/Tidiness

- Clear away and remove any rubbish from works.
- Always use dust sheets or other protective measures.

Security

- Ensure customers homes are secure at all times.
- Keep safe all materials and equipment.
- Repair any damage to internal decorations caused by work.
- Always carry a photo Identity card.
- Comply with Health & Safety legislation and relevant codes of practice at all times.

Members of the Customer Forum have formed a new support service to help other tenants.



If you feel it would be helpful to have an informal chat to another tenant no matter how small, large or silly you think your query is, please call them on 07740 410 970 from 9am to 9pm 7 days a week.