



Gosport Borough Council
A Housing Services Production

At Your Service

NEWSLETTER FOR TENANTS AND LEASEHOLDERS

Summer 2016 Edition

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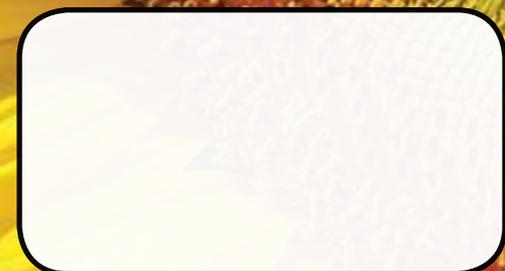
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Welcome to the Summer issue...

**Residents
Approved**



GOSPORT
Borough Council

WHEN CONTACTING THE COUNCIL...



It is important to us that we connect you to the correct department or person when you contact us.

Please always remember to take a note of the department that you are dealing with or the name of the officer who has contacted or visited you.

Please find below some useful numbers for Housing Services:

Tenancy Management Team

If you are a Council tenant and need to speak to your Housing Officer or a member of the Tenancy Management Team, please call 023 9254 5655.

Income Recovery Team

If you need to speak to someone about your rent account please call 023 9254 5207.

Older Persons Services

If you live in Sheltered Accommodation or need to speak to someone about your 'lifeline pendant' please call 023 9254 5453.

Housing Options Team

If you are not a Council tenant and want to speak to someone because you are threatened with homelessness or need to find accommodation please call 023 9254 5476.

Temporary Accommodation

If you are not a Council tenant and are living in temporary accommodation allocated by the Council please call 023 9254 5586.

Lettings

If you are on the Housing Waiting List or have a query about the Choice Based Lettings scheme please call 023 9254 5682.

Please see below details of your Housing Officer and their patch:

Patch 1 – Anglesey, Bridgemary South, Christchurch and Town-WLW estate

Rachel Seymour - email: rachel.seymour@gosport.gov.uk
Tel: 023 9254 5275

Patch 2 – Brockhurst, Forton and Leesland

Roz Weaver - email: roz.weaver@gosport.gov.uk
Tel: 023 9254 5356

Patch 3 – Lee on the Solent and Town

Carol Garrett - email: carol.garrett@gosport.gov.uk
Tel: 023 9254 5359

Patch 4 – Privett and Rowner & Holbrook

Rosie Swannack - email: rosie.swannack@gosport.gov.uk
Tel: 023 9254 5356

Patch 5 – Bridgemary North, Elson and Peel Common

Syed Haque - email: syed.haque@gosport.gov.uk
tel: 023 9254 5273

Update on the Housing Service Review and the shared arrangement with Portsmouth City Council

Ian Lycett, Gosport Borough Council's Chief Executive

Over the last 10 months we have been examining how we can create a housing service fit for purpose for the 21st Century and resilient to the ever changing financial landscape. Stuart Palmer joined us to provide interim cover for the Housing Service Manager post and led the review of our housing services.

During the review we consulted with our housing teams and a wide range of stakeholders and in doing so asked how our service could be better. We ran a session with our residents group and it was clear from all the feedback that there was scope for improvement and an appetite for change.

Stuart presented a comprehensive set of recommendations which would deliver efficiencies, restructure the service and create a housing model focussed on a more joined up approach for tenants and leaseholders.

As the review reached conclusion and we began to plan for the implementation of the changes the external impact on the Council and changes to housing law started to bite hard. With changes to rent levels, proposals to require Councils to sell high value housing stock and wider cuts impacting on the Council's overall budget, we realised that we needed to consider a radical change.

We began to look at the options to work with other councils to support the delivery of our housing service and formed the view that a partnership with Portsmouth City Council's housing service to create a shared housing management structure provided the best fit.

On the 8th and 9th June, both Councils agreed to the proposal to create a shared arrangement for the management of the housing services.

To be clear this is about,

- Shared arrangement for management and services not a merger.
- Gosport Borough Council remains an

independent council and will retain a housing service, delivered in Gosport for tenants and leaseholders.

- Your day to day contacts with the housing service will continue, the only immediate change is at the senior level in the housing service.

Introducing

*James Hill,
Deputy Director of
Property and Housing*

I am delighted to introduce James who will provide cover for the work of the Housing Service Manager role and will lead the creation of the shared arrangements.



James has an extensive range of housing experience working for Portsmouth Housing Association and Portsmouth City Council. James stepped away from housing in 2012 to lead the City Council's successful 'troubled families' programme and in the last nine months creating a service to support the City Council in its delivery of efficiencies.

James has an added advantage having grown up in Gosport and is excited about the potential that the shared arrangement offers.

*Julie Smith,
Area Housing Manager*

I am also delighted to introduce Julie Smith, Area Housing Manager for the Leigh Park area housing office. Julie will provide cover for the work of the Head of Housing Operations post.



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Julies experience in managing one of the largest and busiest area offices, working with Hampshire County Council's services and her understanding of district council working will be invaluable in supporting James to fulfil our aspiration in moving our service to a more community based neighbourhood management service.

With James and Julies support two key posts in the Gosport's housing service are supported and we can now focus on realising the benefits of a shared arrangement.

If you would like further information about the shared arrangement please contact Sam Downing, Resident Involvement Officer on either 023 9254 5686 or sam.downing@gosport.gov.uk

Councillor G Burgess, Chair of the Community Board (Gosport)

"The shared arrangement is the best way of preserving a Gosport Housing Service, delivered in Gosport for Gosport tenants and leaseholders. We will benefit from sharing knowledge, experience and practice between the services and continue to deliver excellent service."

Councillor S Wemyss, Portfolio Member Property and Housing (Portsmouth)

"I am really excited about this opportunity; the two services share much in common and there is a lot to be gained from a joint approach to our challenges."

YOUR NEIGHBOURHOOD



We actively encourage our residents to report any issues to us. You can report a housing communal area repair to our repairs contractor Kier in the following ways by:

- Telephoning free phone number *0800 028 0835
- Reporting emergency repairs (including boilers) 'out of hours' on free phone *0800 028 0835
- Texting non urgent repairs on 07786 204386
- Emailing non urgent repairs to gosport.repairs@kier.co.uk
- Clicking on the Kier repairs app. This can be downloaded via Apple, Android or Blackberry stores; once you have downloaded the app register with passcode 1789.



You can report any grounds maintenance issue such as grass cutting and street cleansing to Streetscene by:

- Telephoning free phone number *08000 198 598
- Emailing streetscene@gosport.gov.uk



Any issues with debris in road, pedestrian crossings, pot holes, street lamps and traffic lights can be reported to Highways by:

- Logging onto www.hants.gov.uk/highways

**Calls from a BT landline will be free. Calls from other operators and mobile providers will be charged at their standard rates.*

CONTACTING THE POLICE

You should call 101 to report a crime and other concerns that do not require an emergency response.

For example,

- Your car has been stolen.
- Your property has been damaged.
- You suspect drug use or dealing in your neighbourhood.
- To report a minor traffic collision.
- To give the Police information about crime in your area.
- To speak to the Police about a general enquiry.

You should always telephone 999 when it is an emergency.

For example,

- When a crime is happening.
- Someone that is suspected of a crime is nearby.
- When there is danger to life.
- When violence is being used or threatened.





SHELTERED SCHEME RESIDENTS CELEBRATE!

Residents living in Alec Rose House and Slocum House have been celebrating the completion of their refurbished lounge and communal areas. The lounge has been revamped and is now a modern, homely space for residents to use for social occasions. The external garden area has been extended and repaved which has given the residents a larger area to use.

Novus Property Solutions, our contractor tasked with the works, exceeded all expectations, the attention to detail has provided a 'hotel quality' feel around the communal areas. Well done to Dan Fielder (Novus Site Foreman) and the rest of the team for providing such a quality installation that will be of great benefit to residents for many years to come.

Slocum House has had the old fashioned tiles removed from the front of the building and has been replaced with cladding. The cladding not only improves the look of the building but works as an insulator to retain heat in the winter.

New mobility scooter storage sheds have been installed at the back of Slocum House and it is hoped they will resolve any problems residents have with storing their vehicles.



Sheltered Scheme Residents



Garden area at Slocum House



External cladding at Slocum House



Communal corridor at Alec Rose House



Residents at Alec Rose House making friends with the Novus Bear



Seating area at Alec Rose House

DEVELOPMENT AT ST VINCENT ROAD

Since Drew Smith began on site in December 2015 work is progressing well. The site programme is running to schedule and work completed so far includes all groundworks; screeds and main service diversions.

With such a major construction underway there will always be some disruption and inconvenience but by working with Drew Smith and keeping up good communication with the community, any issues have been resolved quickly.

As work continues residents will be kept up to date. We would like to take this opportunity to thank residents for their patience and support while the work is being carried out.

For any questions about this project please contact

Emma Vanson
on 023 9254 5370
or email
emma.vanson@gosport.gov.uk

or Mark Johnson
on 023 9254 5750
or email
mark.johnson@gosport.gov.uk



Work progressing at St Vincent Road



GAS SAFETY CHECKS AND GAS APPLIANCE SERVICING



As your landlord, Gosport Borough Council (GBC) is required by law to carry out an annual safety check on its gas fittings within your home. As tenants you also have responsibilities in relation to gas safety.

Our duty as a landlord is to ensure:

- Gas fittings, pipework and flues are maintained in a safe condition and GBC owned appliances (gas boilers) are serviced by a 'Gas Safe' registered engineer.
- You are sent a letter informing you of the date we require access to carry out the gas safety checks and service the boiler. You will be given the opportunity to re-schedule the appointment if the date and time slot offered is not convenient.
- A Landlords Gas Safety Certificate (LGSC sometimes referred to as a CP12) is completed immediately after the checks have been carried out. A copy of this will be sent to you within 28 days of the safety check being done.
- Empty properties being prepared for re-let (often referred as Voids) will have the necessary gas safety checks and, if not serviced within the last six months, boilers must be serviced prior to re-letting the property. A copy of the LGSC will be sent to the incoming tenant within 28 days of the check and servicing being carried out. All non GBC gas appliances will be removed as a matter of course, during the 'Void' period. Please note, for safety reasons the gas supply in an empty property will remain capped until the new tenant moves in.
- Copies of all Landlord Gas Safety Certificates are held on file for at least two years.

Your responsibility as a Tenant is to ensure:

- You allow our 'Partner' Gas Maintenance Contractor, Kier Services access to your home to carry out the annual gas safety check of gas fittings, pipework, flues and the servicing of the boiler.

Failure to allow 'reasonable access' for the Gas Contractor to carry out the Annual Gas Safety Check is potentially putting your own and neighbouring households at risk. It is also a breach of your tenancy conditions. If you do not allow 'reasonable access' within the prescribed timescale we will, with the Council's legal powers, force entry and gain access to carry out the necessary gas safety checks.

- Any gas fittings which you own, including gas cookers and gas fires, must be checked annually for safety by a Gas Safe registered engineer.
- You never attempt DIY with gas fittings, pipework, flues or appliances.
- You never block up ventilation which is installed to maintain adequate airflow to gas appliances.
- The area around any flue terminal is kept clear at all times.
- You must never use gas appliances you suspect may be unsafe or not working properly.

If you have any difficulties meeting a scheduled gas safety check appointment, please contact Kier on 0800 028 0835.

WHAT IMPROVEMENT WORK HAS BEEN CARRIED OUT IN YOUR AREA?



In this edition of the At Your Service we are pleased to provide you with an update on the improvements that are happening in the Borough.

Between April 2015 and March 2016 we:

- Installed 128 new kitchens
- Installed 121 new bathrooms
- Rewired 52 properties
- Installed central heating to 141 properties, (this consisted of 58 full installs, 57 boiler replacements and 26 radiator replacements)
- Carried out 43 disabled adaptations, (consisting of 35 level access showers, 3 over bath showers and 5 major works)

Replacement roofs

The planned programme for replacing the flat roofs continues. So far, we have completed the first and second phase at Chester Court; this includes blocks 1-6 and 7-17 Chester Court. Plans are currently being put into place to include further properties at Chester Court, we will notify residents that will be affected nearer the time.

Both blocks of flats at 1-9 Mill Lane and 18-27 Mill Lane have both had their roofs successfully replaced and the roof on the bungalow between these two blocks will be replaced soon.



Completed roof at Chester Court

External wall insulation

Low level insulation work continues across the Borough these include:

- High Drive, Long Drive, The Links and The Fairway in Peel Common
- Alec Rose House and Slocum House in the Town

Looking forward to the coming year insulation work will be carried out at Glebe Drive in Peel Common and Elmore Avenue along with Hove Court, Lee on the Solent which is now underway.



New wall insulation at The Links

Upgrade to Hove Court

Now we have completed all the hard work with the planning and preparation, we are underway with works on site. The initial stages included setting up the site, establishing a storage area and compound and putting scaffolding up.

During this phase we were able to start work on the replacement of the windows on the ground floor.

Work to replace the windows on the upper floor and roofing started once all the scaffolding was in place.

To keep all the residents fully updated with progress we will be providing them with a monthly newsletter. Also, residents are very welcome to attend a drop-in service at Hove Court every Tuesday between 10am and 11am.

It is planned that all work will be fully completed by the end of September 2016.



New windows at Hove Court



Hove Court newsletter

Storm Damage

During the period between Christmas and Easter we were battered by a number of storms which included Storm Katie. She unleashed her power over the Easter Bank Holiday and managed to cause a high amount of damage to fences, walls, garage roofs and more seriously, an entire flat roof came off a block located at Ash Close.

Early on Easter Monday, emergency repairs to make the roof safe were carried out and the following day work started to fully replace the roof. Well done to Sue Widdowson (Kier Contract Manager) and the team at Kier for their prompt response.

One of the residents said...

"I would like to praise you for acting so quickly with regards to the roof coming off at Ash Close. I couldn't believe that today the scaffolding was up, I am very impressed that it has all been dealt with so quickly."



Scaffolding at Hove Court



Damaged roof at Ash Close

ARE YOU OVER 60?

Do you need a room decorated but are unable to do it yourself?

If you are receiving a State Pension you may be eligible to have a room decorated for **FREE** which will include the:

- ceiling
- walls
- woodwork
- doors

Please contact your Housing Officer on 023 9254 5665 for further details.



DO YOU WANT TO IMPROVE YOUR GARDEN?

WHY NOT USE OUR GARDEN TOOL LIBRARY

All Gosport Borough Council tenants may apply to borrow tools and equipment to maintain and improve their gardens for **FREE**.

There are no restrictions on the number of times that items can be borrowed but please be advised that a maximum of three items can be borrowed at any one time.

If you wish to become a member of the tool library, please telephone 023 9254 5257 for an application form.

Tools will be delivered to you on a Thursday morning and collected the following Thursday morning.

The following is a list of garden tools that you can borrow:

- 30 metre extension lead
- Garden fork
- Garden spade
- Garden rake
- Grass rake
- Dutch hoe
- Garden shears
- Wheelbarrow
- Long handled shears
- Electric mower
- Electric strimmer
- Electric cold pressure washer

Safety equipment will be issued with each item and guidance will be given.

If you want to borrow any equipment please ring 023 9254 5257 by 11am on Wednesday to guarantee next day delivery.



NEW CONTRACT MONITORING GROUP FOR NOVUS

On Monday 25th April, four tenant volunteers from Gosport Borough Council attended the first Contract Monitoring Meeting with Novus, the Council's painting and repairs partnering contractor. The tenants met with officers from Novus and the Council to discuss satisfaction with the painting service so far and look at the planned programme for future painting and decorating work.



Novus Contract Monitoring Group

This group will meet twice a year to make sure Novus are delivering a good service.

For Gosport Borough Council tenant Angela Yates, attending the first meeting was a really interesting experience,

"I found the meeting to be very informative and I'm already looking forward to the next meeting."

The meeting was very successful and an action plan has been put together which includes site visits by the tenants of the group. Watch this space for updates from the group.

NOVUS ACTION PLAN

- Arrange site visit to look at areas that have had decoration work carried out
- Arrange site visit to look at the completed work at Alec Rose House
- Arrange site visit to look at communal stairwells

For more information about the Novus Contract Monitoring Group or details of any other activities you can get involved with, please contact the Resident Involvement team on 0800 328 6958 or 023 9254 5686 or email rit@gosport.gov.uk

Cyclical Decoration Survey

This report presents the key results for Gosport Borough Council's quarterly Cyclical Decoration survey (2015-2016). The survey is undertaken on a monthly basis via a telephone interview methodology.

Results

Cyclical Decoration Survey	Q4 2015-2016
Satisfied with notification of the decoration work received (rated 8 or above)	68%
Satisfied with contractor's (Novus) notification of the start date for the decoration works.	72%
Were given the opportunity to rearrange your appointment if the original one was not convenient	62%
Were told how long the service would take	66%
Novus stuck to the appointment	71%
Provided reasons where Novus did not stick to the appointment	17%
Advised of a new date where Novus did not stick to the appointment	17%
Contractor showed ID	80%
Work carried out as expected	85%
Informed by Novus when the work was completed?	62%
Work completed in the time specified by Novus?	68%
The person carrying out the work left the area clean and tidy	82%
Satisfied with the overall service that was received from Novus (rated 8 or above)	67%

HOW SATISFIED ARE YOU?

Following any planned improvements or repairs to your home and as part of our commitment to improve our customer satisfaction, an independent company called M.E.L. Reseach may telephone you on behalf of Gosport Borough Council to find out how satisfied you are. Bi-annually we also carry out a Survey of Tenants and Residents (STAR) to find out your views about the service that Housing provides.

If you do not want to take part in these surveys or would like further information, please contact Sam Downing on either freephone *0800 328 6958 or 023 9254 5686.

**Calls from a BT landline will be free. Calls from other operators and mobile providers will be charged at their standard rates.*

SUMMER PASSPORT SCHEME 2016

The Gosport Summer Passport Scheme is a hugely popular event which provides 11-16 year olds with a range of **FREE**, positive activities to enjoy in their local community.

Activities include a range of inflatables, sports, crafts and one-off experiences including driving lessons and meeting all manner of animals and creatures! Both old and recent favourites will be appearing in the programme from henna tattoos to quad biking, ice-skating and fishing...

New activities for 2016 include a rotating climbing wall, dash and grab, and handball!

Dates for this year

Tuesday 26th July-
Stokes Bay, near Bayside Cabin

Wednesday 27th July -
Privett Park

Thursday 28th July -
Leesland Park

Tuesday 2nd August -
Gosport Leisure Centre

Wednesday 3rd August -
Walpole Park

Thursday 4th August -
Grange Road BMX Track

Tuesday 9th August -
Fort Brockhurst

Wednesday 10th August -
Forton Recreation Ground

Thursday 11th August -
Lee-on-the-Solent



Activities run from 12noon-4pm and young people can register on site on the day, but queues are likely to be long. So to speed things up, pre-registration will be available online! For more information visit www.safergosport.co.uk

The scheme is funded entirely from external grant funding and has successfully obtained monies from Radian, Hampshire County Council and the Office of the Police and Crime Commissioner to provide the summer programme. It is staffed by representatives from local organisations and volunteers, without which the scheme could not be delivered.

2015 was the most successful year to date, with 418 young people taking part – a considerable increase of 22.5% from 2014! There were 190 young people at Gosport Leisure Centre, a phenomenal amount at one location and proves just how popular the scheme has become.

Some of the feedback included:

Joshua, aged 15 said...

"I'd just like to say a big thanks to everyone who took part in this year's scheme. It has been fantastic, and most of all everyone seems to have enjoyed it in their own way. I'm certain it will be amazing next year."

"I love it, so many things to do"

...said Ellen, aged 12

This year's scheme will launch and culminate at our wonderful seafront, starting at Stokes Bay on the first day with a free BBQ, animals, inflatables and sports provided by the new 'Bay Community Hub' at Bay House School and finishing on the last day at Lee-on-the-Solent with plenty of water sports, limbo competition, mocktails and UV face painting!

Please be advised that young people must be born between 1st September 1999 and 31st August 2004 to be eligible for the Summer Passport.



Young people enjoying the Summer Passport



Young people enjoying the Summer Passport

FREE ONE TO ONE SUPPORT

Wheatsheaf Trust can offer one to one sessions supporting you with work and training, this is open to anyone who is 19 years or over.



They will help you identify what you might want help with, which might include:

- Identifying your skills
- Exploring job and career options
- Support with an interview that's coming up
- Support with looking for courses or volunteering
- Support with using social media to help you find a job
- Support with using job search websites such as Universal Job Match
- Advice on or support with CV's, Application Forms, Covering letters
- Looking for good resources
- They also run regular job clubs and accredited courses

Wheatsheaf can also signpost you to a variety of agencies who can help you with Housing, Money Advice, Training, Confidence and Health and Wellbeing

For more information please contact Jodie Plumridge on 023 9252 8084 or email jodie@wheatsheaftrust.org or drop into their centre to find out more at:

The Old Chapel
St George's Barrack
St George's Walk
Gosport
PO12 1FH



HOW ARE YOU?

WHEATSHEAF TRUST
ONE YOU

HOW ARE YOU?

Our busy lives often mean that our own health is at the bottom of our list of priorities. We must all remember that it's important to take time to look after ourselves. Not only will you feel the benefits, but so will your family.

'One You' can help you to look at your own lifestyle and make simple changes. By using the online 'How Are You' quiz, you can find out which areas you should look to change and get encouragement and tools to help you.

For more information and to take the quiz, visit www.nhs.uk/oneyou, or search 'One You' online.

SUCCESSFUL OPEN DAY AT FUR AND FEATHERS

Fur and Feathers, the Community Animal Education Centre at Old Road officially opened on Saturday 16th April. Committee members worked closely with Gosport Borough Council, the Police and Health Agencies in educating children and adults in the care of domestic animals.

Animals have a great therapeutic benefit, providing someone who may never have had contact with an animal with the chance to clean, groom, feed or handle. This can help build both confidence and well-being.

Chicken runs, aviaries and rabbit hutches have been constructed for the many animals. It's hoped that future assessments can be made into the feasibility of using animals for home or school visits. It's thought it could also benefit those who are housebound and even engage those from difficult backgrounds in a positive activity.

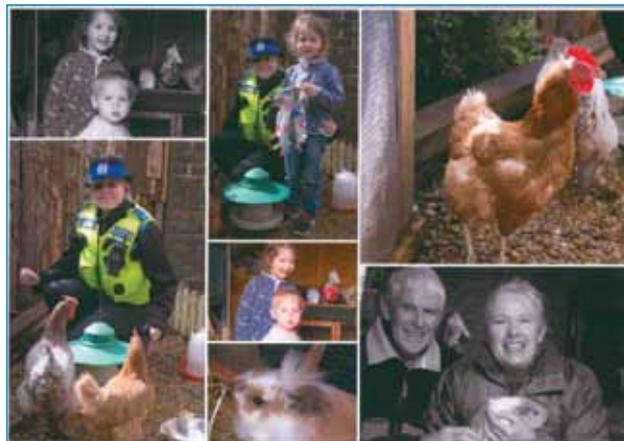
The 'Open Day' proved a huge success. It was made possible thanks to financial support from, Asda, Covers, Days Buildbase and Kier with grants from County Councillors Edgar and Chegwyn.

Thanks were paid to Carol Garrett, John McGee, Sam Downing and Mark Bridge of Gosport Borough Council for their interest, support and help with the project and, to Nigel Milner (Building Services) for his hard work.

To find out more about the project please contact Shirley Arbon on 07505 133296.



Great turnout at the open day



SEAFIELD COMMUNITY HOUSE

The Seafield Community House is a community facility available to all; it is situated at 61 Old Road. Below is a list of activities that take place during the week.



Day	Activity	Time	
Monday	Model Club	6 - 7.30pm	For 8 - 14 year olds
Tuesday	Garden Group	1 - 3pm	For everyone
Tuesday	Homework Club	4.15 - 6.30pm	For all school ages
Tuesday	PINKZ	7 - 8.30pm	For girls 10 - 14 year olds
Wednesday	Lunch Club	12.30 - 2pm	For over 60's
Thursday	Computer Club	10.30 - 12noon	For everyone
Thursday	Coffee Shop	10.30 - 12noon	For everyone
Thursday	Healthy Eating with W heatsheaf	4 - 6pm	For everyone
Friday	Craft Club	10 - 12noon	For everyone
Sunday	Sunday Club	3 - 4pm	For 4 - 11 year olds

The Community House can also be booked for events and parties. For more information about the house please telephone Brian Williams on 023 9252 3554.

FREE CAP MONEY

Monday 4th & 11th July - 6.30 pm to 8.30 pm at Waterside Community Church South Street, Gosport, PO12 1ES.

‘TELL YOUR MONEY WHERE TO GO RATHER THAN TRY TO WORK OUT WHERE IT HAS BEEN’

The CAP Money Course is a revolutionary money management course that teaches people budgeting skills and a simple, cash-based system that really works.

This course will help anyone to get more in control of their finances, so they can budget, save and prevent debt by aiming to put you in full control of your money.

CAP Money is suitable for everyone, from those that just want to tweak their budget to those that need to do a complete overhaul. At whatever level a delegate enters the course everyone will benefit. If you know how to save and budget effectively, it can have a hugely positive impact on the whole family.

Taster Session

If you are not sure about the course just drop in for a ‘taster’ session. To do this just drop in to any of the sessions and just stay as long as you like.

Come in for an hour and see what CAP Money can do for you.



Booking options:

For more information please:

visit the CAP national website: www.capmoneycourse.org

Phone Alex Norman on 07771 680900 or email alexnorman24@gmail.com

Phone Kim Beazley on 07779 084288 or email kim-anne@the-beazleys.co.uk



Gosport Borough Council is committed to equal opportunities for all.

If you need this document in large print, on tape, CD, in Braille or in another language, please ask.

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TIME TO TEST



You are at least four times more likely to die in a fire in your home if you have no working smoke alarm

Test your smoke alarms on the first of every month, then you know that they're working. Don't take risks with your family when a simple action is all that's needed. It's your life, take extra care of it.

In England over 200 people die each year in fires in their homes. These are often caused by smoking materials, cooking accidents, candles and faulty electrical wiring or appliances – especially heaters.

These simple steps can reduce the risk of fire and keep everyone safer:



Fit smoke alarms on every level of your home



Test them on the 1st of every month and never take out the batteries



Plan your escape route and make sure everyone knows it



Put cigarettes out – right out – and never smoke in bed



Take extra care in the kitchen and never leave cooking unattended



Make a bedtime check last thing at night to reduce fire risks – eg unplug heaters



Never try to tackle a fire yourself

If a fire breaks out in your home
Get out, stay out and call 999

www.gov.uk/firekills

