

Smoke and carbon monoxide alarms

At Homes Plus your safety is at the forefront of all that we do.

When you move into your new home you will find smoke alarms fitted on each floor and a carbon monoxide (CO) alarm if required.

These alarms are fitted in your home to keep you, your family and your neighbours as safe as possible and to alert you to the first signs of danger so that you can act.

Carbon monoxide is a dangerous gas that may be produced by the incomplete burning of fossil-fuels, such as natural gas, liquefied petroleum gas (LPG), oil, wood and coal. Open fires, stoves, boilers, cookers and even barbeques have the potential to give off carbon monoxide. It can't be seen or smelt, but an alarm can detect it.

Testing your alarms

Most smoke and carbon monoxide alarms have a clearly labelled *TEST* button located on them and it is important that you test them regularly.

Push the button for a few seconds and make sure the alarm activates as it should. If for any reason the alarm does not work, seems damaged or faulty in anyway please report this to our customer service team on **0800 048 8955** and we will send one of our repairs team to investigate.

As your landlord we will also check these alarms on an annual basis, normally as part of other routine works such as gas safety checks or electrical safety inspections. But regular testing by you is the most important and efficient way to make sure these alarms are working correctly.

You must not prevent your smoke and carbon monoxide alarms from operating in their intended manner. Please do not tamper with, damage or remove them or cover them up.



Example of an alarm test

What are the warning signs of carbon monoxide?



Gas flame on an appliance burns orange or yellow instead of blue.

If a gas appliance has a pilot light and it frequently blows out or has a 'floppy' flame



Soot or yellow-brown staining around an appliance.

Seeing or smelling smoke.



Having excessive condensation in a room with a gas appliance.

The most common symptoms are headaches, dizziness, nausea, stomach pain, difficulty breathing, vomiting, tiredness and confusion.



The longer you are exposed to the carbon monoxide leak, the worse your symptoms will be.



What to do if your carbon monoxide alarm sounds

Should your carbon monoxide alarm sound, start bleeping or making any noise at all please follow the important safety steps below.

- ◆ **Do not assume it is a false alarm.** The carbon monoxide alarm is designed to detect the presence of carbon monoxide gas before harmful levels are reached so you can act to keep yourself and other occupants safe.
- ◆ **Open all doors and windows to ventilate the area.** When ventilation is provided by leaving the windows and doors open, the carbon monoxide build up may have dissipated by the time help arrives and the alarm may have stopped sounding. Although your problem may appear temporarily solved it is crucial that the source of the carbon monoxide is found and appropriate repairs made.
- ◆ **Turn off all fuel burning appliances where possible** and stop using them. Turn off all the fuel burning appliances such as boilers and fires.
- ◆ **Leave the property.** Evacuate your home, leaving the doors and windows open and remain outside.
- ◆ **Seek medical advice.** If anyone is feeling ill or exhibiting any symptoms of carbon monoxide poisoning seek medical help immediately and advice that carbon monoxide poisoning is suspected.
- ◆ **Call the emergency advice line.** If you smell gas or fumes, you should immediately call the **National Gas Emergency Service on 0800 111 999** who will tell you what to do.
- ◆ **Do not re-enter the property.** Don't re-enter your property until the alarm has stopped.
- ◆ **Do not use the fuel appliances again.** Don't use the appliances until they have been checked by a registered installer or equivalent expert. The Gas Emergency Service will attend your property and assess if there is an issue. If needed they will make the installation safe and instruct you to call us on **0800 048 8955** to instigate any required works or repairs.

A copy of the carbon monoxide alarm user and installation guide is included in your handover pack. This contains additional information should you need it, and we recommend you keep this safe in case you require it in the future.

Should you have any concerns or issues with any of the alarms or appliances in your property please call our customer service team for free on 0800 048 8955.



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