



## OTHA Tenant Information Leaflet

Keep Safe, Protect Your  
Property!

This leaflet tells you about what you can do to help protect your property.

### Emergency Action

Do you know where your cold water stopcock, gas meter tap, and electricity meter are located in your home? Ask your housing officer if you can't find them. This allows you to take quick action if a problem develops.

### If You Smell Gas?

Mains gas is no longer poisonous, but leaks can still cause explosions and fires. Put out all cigarettes immediately. Turn off gas cookers and fires and anything else with a naked flame. Do not use any electrical equipment, including light switches, either by turning them on or off. Open all windows.

**Call Scotland Gas networks on 0800 111 999 then call the OTHA repairs line on 807001**

Ceiling "fan-lights" may cause hazardous gas fumes to build up in rooms with gas fires. For your own safety, you should not fit a fanlight in any room with a gas appliance.

### Electricity

- Avoid leaving appliances plugged in and switched on when not in use
- Avoid running flexes below carpets.

Do not use any electrical appliances in the bathroom, e.g. hairdryers, curling tongs, radios, and portable

- heaters unless, like shavers, they are made for that purpose.
- Never touch anything electric with wet hands.
- Make sure flexes are in good condition and appliances are correctly fused.
- If you ever accidentally cut through a flex that is plugged into a socket, pull the plug out before touching it.

If your electricity supply fails please contact the repairs line for advice. We will ask you to check that an appliance has not caused the circuit breaker to trip, By resetting the circuit breaker & switching on appliances one at a time, it is possible to tell if a faulty appliance is causing the problem.

### Precautions to Avoid Fire

If your home catches fire, get everyone outside immediately, close as many doors behind the fire as possible, and call the Fire Brigade by dialing 999.

Some doors are specially made to stop fires spreading into other parts of buildings. It is important that they always close after you have passed through them. If they don't, please let us know.

Frying pans and chip pans should not be left to cook by themselves; keep your eye on them. If your chip pan goes on fire, turn

off the heat and cover the fire with a damp cloth or blanket. **NEVER USE WATER!**

Where we have fitted mains smoke detectors in your home, they are likely to have battery back up in case of power failure. The battery, when run down, causes the alarm to 'beep' intermittently, and you should then change the battery.

### **Water Bursts**

We cover all your pipes to prevent them freezing but if you do have a burst pipe, it helps if before you phone OTHA that you: -

Put something under the burst to catch the water.

Turn the water off at the stop tap.

Turn on all your taps until they run dry.

Serious damage can be caused to plumbing if the water freezes. If you are going to be away from your home for more than two weeks during the months October to May you should give us notice and arrange access so we can take preventative measures, such as, turning off the internal water supply and draining down the system to prevent pipes freezing.

### **Theft**

Don't make it easy for thieves to get into your home. Always:

- Lock all doors and windows when you are out.
- Do not leave keys conveniently concealed beneath doormats or letterboxes. (It is just as convenient for thieves!).
- Do not allow strangers into your home. Ask any unknown callers for proof of identity. All OTHA staff carry identification cards. Please ensure that you ask for identification from ANY person, not only our staff, who you do not know before letting them into your home.
- Remember to cancel milk and newspapers if you are away from home.
- Do not leave cash or valuables on display.
- Do not leave notes on your front door.

Neighbourhood Watch schemes are a well-established part of crime prevention. If there is no Watch scheme in your neighbourhood, then go down to the nearest Police Station. Talk to them about how to get one started, and ask for the Crime Prevention literature.

It can be worthwhile to make contact the local Crime Prevention Officer. They can advise you on inexpensive security measures, such as chains, spy holes, window locks and security bolts.

Some of these may be available free through INVEST, a local community safety initiative.

### **Condensation and Damp**

Due to the design of your home, it is unlikely that you will have a problem with condensation or damp. However, if you do, you should contact your housing officer immediately. There are some simple steps you can take to reduce condensation. You should make sure steam can escape. Open a window or turn on the extractor fan, if you have one, when you are cooking, after you have had a bath or shower, or while you are using a tumble drier. Avoid drying washing on radiators.

Tenants are not permitted to use Paraffin, Calor Gas, Oil heaters or Stoves in place of gas central heating systems. These appliances can cause a lot of condensation, if they are in rooms, which do not have good ventilation.

### **Sinks and Drains**

Don't put food or fat down the sink, as they will block waste pipes. Put household bleach down sinks and toilets regularly to keep them clean and maintain the passage.

In the case of a blockage through your carelessness, OTHA will charge you for unblocking sinks and drains.