

Health and Safety Alert

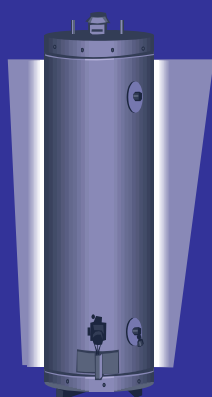
At Swan we are committed to making your home a safe place for you to live. An example of our commitment is to carry out an annual gas safety check.

Residents may have heard in the news recently of the tragic incident where a baby died in her parent's council home in Somerset after being scalded by boiling water. This incident occurred as a result of a faulty electric immersion heater where hot water expanded into the loft tank and eventually burst. A large volume of near boiling water poured through the bedroom ceiling onto the sleeping baby below.

We wish to assure all our residents that we are dedicated to ensuring total gas and electrical safety and whilst this type of incident is rare, we wish to raise awareness and alert our residents to tell-tale warning signs that could identify any potential risks.

An overheating immersion cylinder will normally show obvious warning signs. Serious incidents like these are therefore likely to be extremely rare. However, there are a number of steps that can be taken to reduce the risk:

Warning signs to look out for include:



- Excessively hot water coming out of the hot water taps
- Excessive noise or 'bubbling' from the hot water cylinder
- Hot water coming out of certain cold water taps (some storage cisterns also feed cold water taps in the bathroom)
- Steam/moisture in the roof space

What are we doing at Swan to mitigate the risk?

Firstly, we do not want you to panic. This type of incident is rare, however, you should pay careful attention to the warning signs above.

The Health and Safety Executive alert has warned that particular attention should be given to **hot water systems over ten years old** or where the resident or landlord may have other reason to suspect the adequacy of the initial installation.

If you have a gas supply to your home, you will be aware that we carry out annual gas safety checks and servicing to your gas boiler **and we cannot stress enough the importance of allowing our contractors access to your home to carry out this very important service.**

As part of our ongoing commitment to ensuring total gas safety, from now on, when our contractors call to carry out the annual gas safety check, they will also carry out a visual inspection to any immersion heater/s that may also be present in your home.

This will assist us in gathering information on all our stock where there could be a potential risk and will allow us the opportunity to upgrade any water heaters that do not meet suggested guidelines.

In the meantime, should you have any concerns whatsoever, please contact our Repairs helpdesk on free phone number 0800 783 2768.

Further details and The Health and Safety Executive's leaflet can be downloaded on our website www.swan.org.uk/repairs or at www.hse.gov.uk.

