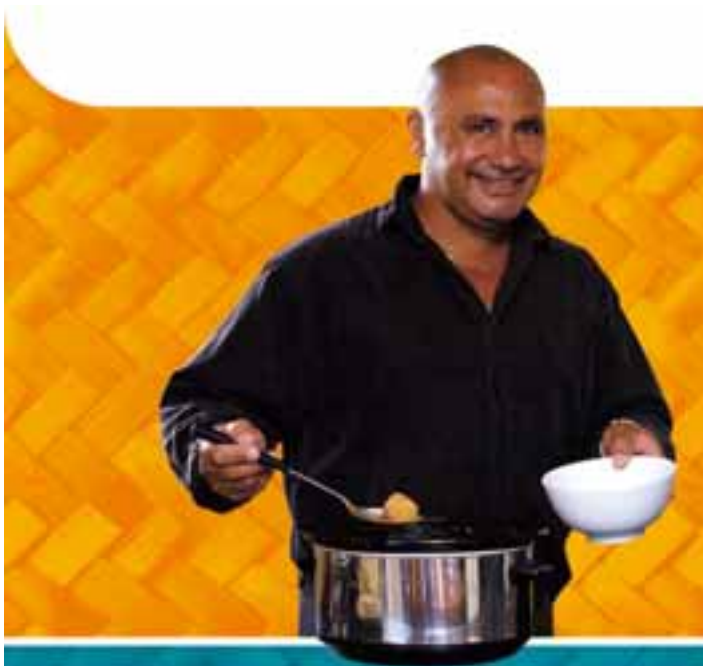


Safety in your home



Talk to us. 0800 801 601

Keeping your home and family fire safe • Keeping your home secure • Keeping your home safe • Poisons, asbestos and lead-based paint.

It's important that you feel safe and secure in your Housing New Zealand Corporation home. This booklet suggests some things that will help to keep your household safe and your home secure.





Keeping your home fire safe

It's important that you know what to do in a fire, how your smoke detectors work, and how to look after them.

Got an escape plan?

- Work out an escape plan to suit your home and a safe meeting place outside, and talk about it with everyone in the house.
- If you're in an apartment, read the fire notice behind the front door – it will tell you where to go.
- Practise your escape plan at least every six months.
- Remember, you need to know two ways out of every room, if possible.
- Make sure that doors and windows needed for escape are clear and easy to open.

If there is a fire

- Get out. Stay out. Never go back inside.
- Don't try to save your possessions.
- Crawl low and fast if it's smoky.
- Shut doors behind you.
- Meet at your safe meeting place.
- Phone the fire service from a safe phone on 111, and tell them your street address, the nearest intersection and the suburb and city.
- Shout fire, fire, fire to warn your neighbours.
- Wait for the fire service to arrive. Tell them where the fire is and if anyone is still inside. Don't go inside until the fire service tells you it is safe to do so.

The emergency number for the Fire Service, Police and Ambulance is 111.

Smoke detectors are reliable, as long as you look after them

- Smoke detectors are put in all our homes for your safety – one in each bedroom, the living areas and the hallway.
- If you think a smoke detector is faulty, the battery is flat or you get lots of false alarms, let us know immediately.
- Test the smoke detectors once a month and when you return from holiday. Press the test button for about two seconds. The alarm will sound. When you release the button, the alarm will have reset and the red light will blink continuously.
- Clean your smoke detectors every six months by gently dusting with a vacuum cleaner brush.

Faulty smoke detectors

Call us anytime on 0800 801 601 if:

- the red light stops blinking
- there is no alarm when you press the test button
- the detector makes an unusual noise or chirps.



Burning toast, steam, exhaust fumes or even insects can cause false alarms. If you know it's a false alarm, flap a towel under the smoke detector, use a vacuum cleaner to clear the smoke or press the hush button if it has one. The hush button will silence the alarm immediately. It will chirp for some time, before resetting itself.



Tips for avoiding fires

- Keep furniture, clothes and curtains at least one metre from heaters and the fireplace.
- Ashes can take up to five days to cool – put them in a metal container well away from the house.
- Always turn off your electric blanket at the wall before getting into bed. Have electric blankets checked each year by a tradesperson.

Cooking causes many house fires

- Don't leave elements on the stove unattended while cooking.
- Always watch the pan or pot when cooking with oil or fat.
- Turn off the heat if oil or fat is smoking.
- Keep curtains, plastic electric jugs and tea towels away from the stove and elements.
- Regularly empty the crumbs from your toaster and clean the oven.



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Police and Ambulance is 111.

Smoking in bed is dangerous

- Don't smoke in bed. Tiny embers can burst into flames.
- Use a solid ashtray to stub out butts.
- Soak butts with water before throwing them out.
- Check behind cushions for butts and ashes before going to bed.

Children and matches don't mix.

- Keep all matches, lighters and candles away from children.
- Teach children to take matches or lighters to an adult straight away.
- Only use child-resistant lighters.





Keeping your home secure

- Make sure everyone in your home knows to lock the doors and windows when going out and at night. We've put security catches on some windows – if you have trouble using the security catches, let us know.
- Don't let anyone into your home unless you know where they are from and what they want. If someone wants to use your telephone, ask them to wait outside while you make the call for them.
- If someone at your door says they work for Housing New Zealand, and you don't know them, ask them to show their identification before letting them into your home. If they don't have any identification, ask them to wait outside then call us immediately on 0800 801 601.
- Join your Neighbourhood Support Group. If your neighbourhood doesn't have one, you can set one up. For information about this, call Neighbourhood Support New Zealand on 0800 463 444.

If you're going away:

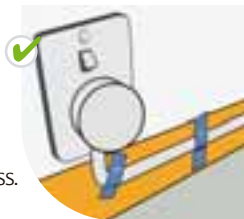
- Make the house look as though someone is there – for instance set up a light or radio to turn on and off in your absence.
- Ask a friend or neighbour to clear your mailbox or arrange for New Zealand Post to hold your mail until you return. Remember to stop the newspaper and other regular deliveries.
- Ask a friend to mow your lawns and put your rubbish out.
- Tell your neighbours you will be away, and ask them to watch out for any strangers.
- If you're going away for longer than 31 days, you need to let us know.



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Keeping your home safe

- Secure mats and rugs to the floor with double-sided tape or velcro strips.
- Use non-slip mats on the bathroom floor and in the bath or shower.
- Use a soap dish to keep soap off the bath or shower floor.
- Arrange your furniture so that walkways are clear.
- Tape electrical cords to skirting boards.
- Use the handrail when using the stairs.
- Keep a torch handy for power failures.
- Use a well secured step ladder to reach high cupboards or shelves.
- Keep outdoor paths clear of leaves and moss.
- Put tools away after using them.



Let us know if you notice anything unusual like:

- Chemical odours that are not normally present in the area.
- Lots of chemical containers stored or stock-piled at a neighbour's house.
- Plastic or glass containers fitted with glass or rubber tubing.

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Poisons, asbestos and lead-based paint

Make sure all dangerous household items like poisons, medicines and household cleaners are stored out of reach of children. If you have a lockable cabinet, use it.

Many older homes in New Zealand were built with asbestos products and/or painted with lead-based paint. These products are quite safe if they are in good condition. If you notice any damage to something that may contain asbestos or have lead-based paint, or you have any concerns, call your tenancy manager straight away. We have strict procedures for dealing with these products and we use tradespeople who are experienced in working with them.

More information?

Find out more

If you have any other questions, talk with us. Call anytime on 0800 801 601 or visit your neighbourhood unit. You'll find our details in the Blue Pages of the telephone book or online at www.hnzc.co.nz If you have a hearing impairment, fax us on 0800 201 202.

Fire safety information is also available on the fire service website www.fire.org.nz

The ACC website – www.acc.co.nz – has information about safety in the home, otherwise call 0800 844 657.

For urgent information about poisons, call 0800 764 766. For general information about poisons, call the National Poison Centre on 03 479 7248.

CONTACTS

www.hnzc.co.nz

Call free anytime 0800 801 601

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