

CARBON MONOXIDE AND SMOKE ALARM INFORMATION GUIDE



Blackpool Coastal
Housing



The safety of our customers continues to be Blackpool Coastal Housing's (BCH) main priority. This booklet has been developed to provide you with information on the Carbon Monoxide and Smoke Alarms fitted within your home.

YOUR CARBON MONOXIDE ALARM

Carbon monoxide can be produced by solid fuel such as wood, coal or oil and when gas burns incorrectly. It is not visible and has no smell or taste. Whilst Carbon Monoxide exposure is rare, to help keep you and your family safe, we now fit Carbon Monoxide detectors during annual services.

WHAT ARE THE SYMPTOMS OF CARBON MONOXIDE POISONING?

Carbon Monoxide can cause serious health problems and even death. It is important you are aware of the symptoms:

- HEADACHES
- DIZZINESS
- BREATHLESSNESS
- NAUSEA
- COLLAPSE
- LOSS OF CONSCIOUSNESS

WHY DO I HAVE A CARBON MONOXIDE ALARM?

A Carbon Monoxide Alarm is installed in your home to provide an early warning that there may be a problem with a fixed appliance should it sound. This allows action to be taken before it becomes more serious.

WHAT DOES MY CARBON MONOXIDE ALARM LOOK LIKE?

These are examples of what your alarm may look like.



It will be located either on a wall or the ceiling.

WHAT RESPONSIBILITY DO I HAVE?

It is your responsibility to test the Carbon Monoxide Alarm regularly. We recommend that you complete this weekly.

To test the alarm, you will need to press and hold the test button for 2 seconds. If the alarm is working correctly, it will sound.

If the alarm does not sound, please contact the BCH Repairs Team to report this as the alarm may be faulty.



01253 477900, option 2



repairs@bch.co.uk



my.bch.co.uk

WHAT ACTION SHOULD I TAKE IF THE CARBON MONOXIDE ALARM SOUNDS?

If the alarm sounds continuously and the red light flashes:

- 1 OPEN DOORS AND WINDOWS TO VENTILATE THE AREA.**
- 2 TURN OFF ALL FUEL APPLIANCES WHERE POSSIBLE AND STOP USING THEM.**
- 3 LEAVE YOUR PROPERTY AND KEEP DOORS AND WINDOWS OPEN.**
- 4 GET MEDICAL HELP IMMEDIATELY FOR ANYONE SUFFERING THE EFFECTS OF CARBON MONOXIDE POISONING AND EXPLAIN THAT CARBON MONOXIDE POISONING IS SUSPECTED.**
- 5 CONTACT THE FREE GAS EMERGENCY SERVICES LINE IMMEDIATELY ON 0800 111 999. PLEASE ALSO REPORT TO THE BCH REPAIRS TEAM THAT YOUR ALARM HAS SOUNDED.**
- 6 DO NOT RE-ENTER YOUR HOME UNTIL THE ALARM HAS STOPPED AND IT HAS BEEN CONFIRMED IT IS SAFE TO DO SO.**
- 7 DO NOT USE THE FUEL APPLIANCES AGAIN UNTIL THEY HAVE BEEN CHECKED BY A REGISTERED INSTALLER OR EQUIVALENT EXPERT.**

WHY CAN'T I JUST VENTILATE THE ROOM TO STOP THE ALARM?

When ventilation is provided by leaving the window and doors open, the build up of Carbon Monoxide may go and the alarm may stop. However, although your problem may appear to be solved, it is crucial that the source of the Carbon Monoxide is checked to help ensure your safety.



WHAT ELSE CAN I DO TO PREVENT CARBON MONOXIDE EXPOSURE?

Whilst the Carbon Monoxide Alarm will alert you to carbon monoxide in your home, it is no substitute for having an annual Gas Safety Check and regular servicing by our Gas Safe registered engineer.

Please make sure you support BCH representatives by keeping your appointment to allow us into your home to carry out our annual Gas Safety Check.

If you have a gas cooker, it is your responsibility to ensure this is regularly serviced by an independent Gas Safe registered engineer and is well maintained.

There are additional signs you can look out for:

-  **The flame on your cooker should be crisp blue, not a lazy yellow or orange flame**
-  **Pilot lights that frequently blow out**

TROUBLESHOOTING

MY ALARM IS BEEPING AND AN AMBER LIGHT IS FLASHING

If the amber light flashes and the alarm periodically beeps, please contact the Repairs Team as this indicates that the battery is getting low or the alarm is faulty.

THERE IS A RED LIGHT THAT FLASHES OCCASIONALLY

The red light flashing is to indicate that a safe low level of Carbon Monoxide has been detected and that it is monitoring it. This can be typically if you are cooking or smoking in the room or location.

TOP TIPS TO HELP KEEP YOU SAFE

SET A REMINDER IN YOUR DIARY OR ON YOUR PHONE - MAKE TESTING YOUR CARBON MONOXIDE AND SMOKE ALARM PART OF YOUR ROUTINE.



NEVER REMOVE THE BATTERY OUT OF AN ALARM.

MAKE SURE THAT EVERYONE IN YOUR HOME KNOWS WHAT TO DO IN THE EVENT OF AN EMERGENCY.



RECOGNISE THE SIX MAIN SIGNS OF CARBON MONOXIDE POISONING. UNSAFE GAS APPLIANCES CAN PUT YOU AT RISK OF POISONING, GAS LEAKS, FIRES AND EXPLOSIONS.

IF YOUR ANNUAL GAS SAFETY CHECK IS OUTSTANDING, PLEASE CONTACT US TO ARRANGE AN APPOINTMENT.



IF YOU CAN SMELL GAS, THINK YOU HAVE A GAS LEAK OR ARE WORRIED THAT FUMES CONTAINING CARBON MONOXIDE ARE ESCAPING FROM A GAS APPLIANCE, PLEASE CALL THE FREE GAS EMERGENCY SERVICES LINE IMMEDIATELY ON 0800 111 999.

YOUR SMOKE ALARM

Although fires are not common, it is important that we work together to prevent them by taking precautions.

WHY DO I HAVE A SMOKE ALARM?

Your smoke alarm will alert you to the presence of smoke or fire. The sounding of the alarm will help to ensure that you are alerted as early as possible so that you can take action.

WHAT DOES MY SMOKE ALARM LOOK LIKE?

This is an example of what your alarm may look like.



It will be located on the ceiling in the hall, kitchen or on a landing.

WHAT RESPONSIBILITY DO I HAVE?

It is your responsibility to test the Smoke Alarm regularly. We recommend that you complete this weekly.

To test the alarm, you will need to press and hold the test button for 10 seconds. If the alarm is working correctly, it will sound.

WHAT SHOULD I DO IF THE ALARM DOESN'T WORK?

If the alarm does not sound, please contact the BCH Repairs Team to report this as the alarm may be faulty.



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If the amber light flashes and the alarm periodically beeps, please contact the Repairs Team as this indicates that the battery is getting low or the alarm is faulty.

BCH will inspect and test your alarm annually. It will be replaced if nearing manufacturers recommended guidance or if found to be faulty.

WHAT ACTION SHOULD I TAKE IF THE SMOKE ALARM SOUNDS?

If the Alarm sounds, never assume that it is a false alarm.

- 1 DON'T WASTE TIME RESCUING VALUABLES OR INVESTIGATING WHAT'S HAPPENED.**
- 2 DON'T TACKLE THE FIRE YOURSELF; MANY PEOPLE ARE INJURED THIS WAY.**
- 3 BEFORE YOU OPEN A DOOR, CHECK IF IT'S WARM WITH THE BACK OF YOUR HAND. IF IT IS, DON'T OPEN IT, THERE MAY BE A FIRE ON THE OTHER SIDE.**
- 4 EVACUATE THE PROPERTY AND CLOSE ALL DOORS BEHIND YOU AS YOU LEAVE, INCLUDING IN COMMUNAL AREAS.**
- 5 IF THERE'S SMOKE, KEEP LOW WHERE THE AIR IS CLEARER.**
- 6 CALL 999 AS SOON AS IT'S SAFE TO DO SO - 999 CALLS ARE FREE.**
- 7 NEVER GO BACK INTO THE BUILDING ONCE YOU ARE SAFELY OUTSIDE.**



**Blackpool Coastal
Housing**



**A copy of this document can be provided
in an accessible format upon request.**

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