

Tip Sheet

SAFETY & SECURITY

All tenants have the right to enjoyment of their home, and your safety and security during your tenancy with Homes North is important to us. The following tips are provided to assist you to feel more secure and safe in our properties.

SECURITY TIPS

- Locks are only effective if you use them properly. Please ensure that your property is safely locked whenever you are not home.
- Notify a neighbour or friend if you are absent from your property for a period of time.

FIRE SAFETY

Being prepared is the key to reducing the risk of fire occurring in your home. It is recommended

that you have a safety checklist to help keep your home safe from fires.

For more information and tips visit Fire & Rescue NSW <http://www.fire.nsw.gov.au/>.

WINDOW AND BALCONY SAFETY

There are a number of simple, common sense steps you can take to reduce the risk of serious injuries or falls from open windows and balconies, particularly if you have small children, are elderly or disabled. Here are some simple tips to help keep kids safe:

- Don't be fooled by fly screens, they are designed to keep insects out, not your kids in. They are simply not strong enough.

LOCKS ARE ONLY EFFECTIVE IF YOU USE THEM PROPERLY.

PLEASE ENSURE YOUR PROPERTY IS SAFELY LOCKED WHENEVER YOU ARE NOT HOME.

LET SOMEONE KNOW IF YOU'RE GOING TO BE AWAY.



USE WINDOW SAFETY DEVICES OF PLACE A WOODEN DOWEL IN THE WINDOW CHANNEL TO HELP PREVENT UNAUTHORISED ENTRY INTO YOUR HOME.



KEEP A LIST OF THE EMERGENCY SERVICES IN YOUR AREA IN A HANDY LOCATION. JUST IN CASE THERE IS A FIRE, ACCIDENT OR SOME OTHER REASON YOU NEED TO CONTACT THEM.



- Ensure window safety devices are engaged and secure to stop the window opening more than 12.5cm.
- Placing a wooden dowel in the window sliding channel can also help prevent unauthorised entry via an open window.
- Keep furniture away from windows and the edge of balconies to prevent children climbing up and falling off.
- Beware of light furniture that children can move around.

Fair Trading has produced two short videos about window safety. To watch their Window Safety Video Series visit fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Strata_schemes/Window_and_balcony_safety.page.

GAS & ELECTRICITY

The Australian Gas Association recommends gas appliances and connections are serviced regularly by approved service agents. Please note the following safety precautions:

- gas heaters have unobstructed ventilation
- there is no evidence of soot deposits
- a gas smell could indicate there is a gas leak
- ensure all appliances are turned off after use
- never leave an appliance on if you are absent from the property, even a short period.

EMERGENCY SERVICES

Police, Fire, Ambulance, SES

Keep a list of the emergency services in your area in a handy location. In the event that there is a fire, accident or some other need for their services you can contact them quickly.

If you have an emergency or are in danger call Emergency Triple Zero 000.

Homes North Emergency After Hours
1300 662 721.

Keep our Emergency After Hours number – 1300 662 721 – handy so you can contact us if you lose an essential service(s), like water, electricity or heating.

NEED TO CONTACT HOMES NORTH?	
Armidale (02) 6772 5133	Glen Innes (02) 6732 3652
Gunnedah (02) 6742 0363	Inverell (02) 6722 5137
Moree (02) 6752 4440	Tamworth (02) 6766 6897
Coledale (02) 6765 8879	www.homesnorth.org