

Help us to help you –

Be better prepared for an emergency

This leaflet has been designed to assist you with some emergency situations which may arise.

Most of the events will never affect you in your property, but it is always good to make sure you are prepared.

The leaflet gives you contact numbers for assistance as well as useful tips on what to do to prepare for events.



NORWICH
City Council

Tenant
approved

Preparing for an emergency

Below are listed some of the more common occurring risks in relation to emergency situations

- Fire
- Power failure
- Severe weather
- Flood

Be prepared

What can you do to assist yourself in these situations?

- **Let us know there is an emergency;** the council can attend to emergency repairs 24hrs a day 7 days a week. The council can be contacted on 0344 980 3333; outside of normal working hours you can use your warden call equipment to call for assistance in an emergency.
- Have a list of medication you take and people you would like to be contacted in an emergency situation.
- If you have a mobile phone make sure this is fully charged
- Wear your pendent

Things you can do

Fire – All properties are fitted with smoke alarms and heat detectors which link to Norwich community alarm service (NCAS). If there is a fire in your property the smoke alarm will sound and alert you to this; a call will also be automatically made to the alarm service alerting them of the activation of the alarm.

If there is a fire within your property get out and stay out.

- Make sure you know the emergency arrangements in the event of a fire in your scheme
- It is good practice to shut your doors at night as this prevents the spread of smoke.

Flood – use your Alarm call equipment to let us know you have a flood within your property or outside your property. The emergency services and utility companies don't automatically let us know there is a problem in the area; please let us know if you are being affected by flooding to enable us to take

appropriate action and provide support where this is required.

- Know how to locate your stop cock within your property

Severe weather – sheltered housing staff will continue to deliver a service to you in the event of severe weather. There may be a need to change how we deliver this service i.e. in heavy snowfall staff may contact you via the telephone rather than visiting you in person.

Make sure you have provisions in to see you over any predicted severe weather. Advice will be given on the local radio stations as to whether it is safe to go out or if you are advised to stay in.

BBC Radio Norfolk 95.1, 95.6 and 104.4 FM

Future Radio 107.8 FM

Heart 102.4 FM

Norwich 99.9 FM

Gritting is completed by the council around your scheme – in heavy snow fall we will ask for other service to assist in clearing the pathways within the scheme.

Power failure – have a torch (and batteries) to use within your property; check your trip switches (if you are able) to make sure these have not caused the power to cease, check with your neighbours to see if they have lost power.

- The emergency lighting will come on in the corridor areas of the building but this will only last for up to 4 hours as the lighting is maintained on a battery.
- Use your Alarm call equipment to let us know there is a power failure and report this to your power supplier. The alarm call equipment will continue to work on a battery back-up during a power failure.
- Most modern cordless phones will not work in a power failure, but plug in (non mains powered) phones will continue to work.
- We would **not** recommend the use of candles in a power failure as these have a risk of their own!
- Know how to isolate your gas and electricity

General advice

- Have an emergency contact recorded on your support plan which will be shared with NCAS
- Have your local radio station tuned into your radio as updates and advice are often given via local radio stations
- Make arrangements with a friend or with family to look after your pets and have this recorded within your support plan
- Store any important documents safely and securely to enable these to be easily located in an emergency
- Talk to sheltered housing staff if you are unsure of what to do.
- Take out home contents insurance – the council only insures the building, the contents of your property are not insured unless you take out a policy for these.
- If you consider yourself to be vulnerable register this with your utilities providers
- Be a good neighbour – in an emergency a neighbour may need reassurance or assistance to call for help.

Useful numbers

Gas emergencies

0800 111 999

Electricity emergencies – contact your supplier or UK power networks 0800 316 3105 or 0333 323 2105 from a mobile

Water emergencies

0345 714 5145



If you would like this information in another language or format such as large print, CD, audio cassette or Braille please email info@norwich.gov.uk or call 0344 980 3333