

# A guide to Detectors



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housing group



**Smoke and Carbon Monoxide detectors are two of the most important items a home can have. Both alarms prevent life-threatening dangers that are often silent and appear without warning.**

Smoke detectors are fitted in all homes; carbon monoxide detectors are fitted in homes that have fuel-burning appliances installed internally (such as boilers & solid fuel-burning appliances, but not cookers).

Fires can start suddenly and spread quickly damaging your home and belongings and putting lives in danger. A working smoke alarm can help alert you to a fire starting, allowing you to escape and call the **Emergency Services on 999**.

Carbon monoxide is a poisonous gas that has no smell or taste and can be generated from fuel-burning appliances such as boilers and fires, especially if these are in poorly vented rooms. A working **carbon monoxide alarm** can help alert you to dangerous levels of gas, allowing you to take action to keep yourself safe.

## What we are doing to keep you safe:

To keep you safe in your home, we undertake regular safety checks such as heating servicing and electrical tests. As part of these checks, detectors that have been fitted will be checked and tested to make sure they are in good working order, being replaced as needed. It is part of your tenancy agreement that access to your home is allowed for us to carry out these important safety checks.

We respond to reports of a carbon monoxide alarm activation as an emergency. A gas engineer will attend to assess the situation to ensure that you and your family remain safe within your home.

## What can you do to keep yourself safe:



**Regularly test** your detector(s) at least once a month by pushing the device's test button.



**Do not** damage, relocate, remove, or cover detectors in your property – they are there for your safety and can save you and your family's lives.



**Do not** cover vents, especially in windows and the room where your appliance is located, they are there to ensure effective ventilation to prevent build-up of fumes.



**Keep it clean** – dust and dirt can build up on the surface reducing its effectiveness, dust it and wipe it with a moist cloth regularly. Please do not use cleaning goods and chemicals because they can harm the device.

### Report issues:

**Intermittent Beeping:** If your alarm beeps intermittently, it may indicate a low battery or a fault. This needs immediate attention.

**General Concerns:** If you have any concerns about the detection system in your home, please call us at **0333 200 7304**. We will investigate.

**Contacting us:** Get in touch if you have a change in personal circumstances that you feel will impact your ability to hear or respond to an alarm. We can assist with further assessments to ensure that you remain safe in your home.

Register/sign into our customer portal [www.platformhg.com](http://www.platformhg.com)

Live chat with our customer advisors or Chatbot (24/7). Call: **0333 200 7304**

If you need this guide in a different format please contact [diversity@platformhg.com](mailto:diversity@platformhg.com).

<https://www.platformhg.com/keeping-you-and-your-home-safe>