

Section Seven - Useful Information and Contacts

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Emergency contacts

**Council housing repairs
Outside office hours only**
01823 351411

**Electricity
24 hour**
105

During office hours only
01823 356333

Gas call free
0800 111999

**Wessex Water
General enquiries**
0345 600 4600

Gas and electric

**To find out who your supplier is
contact:** 0800 328 5524

Citizens Advice
01823 282235

Useful Contacts

Aids and adaptations
01278 435733

Councillors
01823 356555 or 356382

Building regulation advice
0300 303 7790

Council Tax
01823 356356 or 356321

Bus passes
0300 123 2224

Deane Helpline
01823 257185

Somerset Direct
0300 123 2224

Disabled Facilities Grants
01278 435747 or 03001232224

Dog Control
01823 356339

DWP
0843 4871838

Environment Agency
08708 506506

**Environmental Protection Team
- Noise nuisance, etc**
01823 356339

Estate Management
01823 219137

Extra care housing
01823 257383 or 666393

Garages - rental
01823 356334

Halcon Link Centre
01823 350788

Home Furniture Services Trust
01823 253053

**Household waste recycling
centre - Priorswood, Taunton**
01823 338615

**Recycling centre - Poole,
Wellington**
01823 661617

Housing Benefit & Council Tax
01823 356321

Housing rents
01823 356318

Housing Repairs
01823 356333

Local Government Ombudsman
0300 061 061 4

Mediation Somerset
01823 352210 or 01363 777734

Mutual exchanges
01823 356331

Report anti social behaviour
01823 356332

NHS Helpline
111

Pest control
01823 356337

Planning advice
01823 356459

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Police station (non-emergencies)
101

Priorswood Community Centre
01823 353643

Right to Buy
01823 356318

Samaritans
01823 288998

Sheltered housing
01823 356304

Somerset County Council
0300 123 222 4

**Tenants Transfer Removal
Grant Scheme**
01823 356334

Turning Point
01823 328463

**TV, CB, aerials and
satellite dishes**
01823 219137

TV licencing
0300 7906165

Victim Support Somerset
0845 456 6099

Waste Management
01823 356356

Wellington Community Office
01823 667279

Energy efficiency

Here are a few handy hints to help you save money and energy.

- Close your curtains at dusk to stop heat escaping
- If you turn your central heating down by just 1°C (to between 18-21 degrees in living areas) you can reduce your fuel bill by 10% per degree reduced.
- Use a shower instead of a bath - it's five times cheaper!
- Put lids on pans when cooking
- Pots and pans - use the right size pan for the hob. Do not use more water than you need

- Consider buying a steamer, it uses less water and you can cook several vegetables at the same time. It's also helps vegetables retain their vitamins
- Switch off your TV, set top box and DVD player at the mains when not in use. Leaving everything on standby still uses 25% of the energy it would if left on.
- Don't leave your fridge or freezer doors open for longer than is necessary. For every minute that the fridge door is open, it will take 3 minutes for it to regain its temperature
- Let food cool down before putting it in the fridge
- Fridges and freezers should be kept $\frac{3}{4}$ full to work efficiently
- Use economy settings on dishwashers and washing machines. By using a 30°C wash rather than 60°C means you use a third less electricity
- Modern washing powders and detergents work just as effectively at lower temperatures
- If your lights are on for an average of 4 hours a day or more, consider buying low energy bulbs. They may cost you more to buy but they use $\frac{1}{4}$ of the energy and last on average 8 times as long
- If you purchase a new electrical appliance, such as a fridge or washing machine, choose the one with the best energy efficiency rating
- Invest in draught excluder for letter boxes, keyholes, door and windows that open onto the outside
- Fit insulation tape, brush seals and draught strips is highly effective in cutting down those chilly draughts.
- If you purchase a new electrical appliance, such as a fridge or washing machine, choose the one with the best energy efficiency rating

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- Invest in draught excluder for letter boxes, keyholes, door and windows that open onto the outside
- Fit insulation tape, brush seals and draught strips is highly effective in cutting down those nasty draughts

Gas safety

If you smell gas you should:

- Call Transco immediately on 0800 111 999
- Open doors and windows to get rid of the gas
- Check to see if the gas has been left on and unlit or if a pilot light has gone out.
- Turn off the gas supply
- Leave the property until the gas engineer arrive
- Do not smoke or use naked flames
- Do not use doorbells, electrical switches or mobile phones

Electric safety

Make sure you know where the mains switch is, and how to turn off the electricity in an emergency. The mains switch is usually found in a cupboard along with the meter and fuse box or circuit breaker.

The following will also help keep your home safe:

- Unplug appliances when they are not being used
- Use the correct fuses in plugs
- Do not use any faulty switch or socket
- Do not touch exposed wires
- Do not overload sockets. Avoid double adapters-use only one appliance at a time in a socket

Home fire safety

There are three Golden Rules to follow to ensure your home is fire safe:

Prevention

Assess your home and eliminate fire hazards.

Protection

As a tenant of Taunton Deane Borough Council, a mains-wired smoke alarm should already be fitted in your home. The number of alarms and location of them will be determined by the size and layout of the property. If for any reason your home does not have one of these alarms fitted, please call the Housing Repairs Service on 01823 356333 and they will make the necessary arrangements for you. Although the Council clean and test your smoke alarm annually, it is important that you test the alarm once a week to ensure that it is working. If the alarm is not working or if you think that it might be faulty, please report this immediately to the Housing Repairs Service on 01823 356333.

Planning

Plan and practice an escape drill with your family.

For communal buildings there are additional considerations to be taken into account such as:

- Ensure that escape routes are kept clear at all times.
- Ensure that fire doors are kept shut at all times.
- Keep hallways clear of flammable items.
- Never use a lift when evacuating a building because of fire.

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Free home fire safety visits

The “Home Fire Safety Visit” is a Devon and Somerset Fire & Rescue Service initiative, which aims to raise fire safety standards within homes.

On request, Firefighters will visit your home and carry out a free home fire safety visit. They will be able to give you more detailed advice on the three golden rules above to make sure you and your family are as safe from fire as possible.

To request your free home fire safety visit please call the following number:

Freephone **0800 050 2999**

or text your request to **07800 002476**

Should you have any specific fire safety queries please call:
01392 872200

If there is a fire in your home:

- Get everyone out of the house immediately
- Do not stop to collect anything
- Close as many doors as possible on your way out. This will help to contain the fire, and prevent the spread of poisonous smoke
- Call the fire brigade on 999
- Do not go back into your home for any reason

Remember:-

- Never leave cooking unattended
- Do not overload sockets with adapters and plugs
- Keep matches and lighters out of the reach of children
- Never leave lit candles unattended

- Never smoke in bed
- Ensure cigarettes are stubbed out and disposed of carefully
- Unplug appliances when they are not being used

Crime prevention

You can protect your home by taking the following precautions:

- Make sure that all of your doors are locked - even when you are at home
- Beware of strangers calling. Always ask for identification if you do not know the caller. (All of our staff and contractors will be able to provide photo identification)
- Fit a door chain and use it when answering the door
- Do not leave notes on the front door telling people you are out
- Never leave a spare key in a secret hiding place
- Keep valuable items out of sight
- When you go out in the evening, draw the curtains and leave a light on in a room, not just the hallway
- Always put ladders or tools away - they could be used by an intruder
- Don't leave packaging for new appliances and goods outside your home. Always crush it and put it in the bin

Pest problems

The Council's Pest Control Service carries out treatments to control rats, wasps. For Taunton Deane Borough Council tenants the treatment for rats and mice is free of charge. However there is a charge for these services a breakdown of charges is shown on our website

For further information on pest problems please telephone 01823 356337.

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We will deal with pest problems in communal areas of our properties (for example, entrance halls, stairways to flat blocks, shared roof space). Please phone 01823 356337. For correct pest control charges refer to our website.

Disposal of waste oil

It is illegal to dispose of waste oil by pouring it down a drain. Please report any instances of this to the Environmental Agency by calling 08708 506 506.

If you wish to dispose of waste oil, take it to your Household Waste Recycling Centre, either at the Crown Industrial Estate, Taunton or Poole Brickworks, Poole, Nr Wellington.

Recycling centres

You will find recycling centres at Crown Industrial Estate, Taunton or Poole Brickworks, Poole, near Wellington.

For opening times please refer to our website or call 01823 356356.



A guide to looking after yourself and others during hot weather

What should you do?

Mostly it's a matter of common sense. Listen to your local weather forecast so you know if a heatwave is on the way. Plan ahead to reduce the risk of ill health from the heat.

Keep out of the heat

- If a heatwave is forecast, try and plan your day in a way that allows you to stay out of the heat.
- If you can, avoid going out in the hottest part of the day (11am - 3pm).
- If you can't avoid strenuous outdoor activity, like sport, DIY, or gardening, keep it for cooler parts of the day, like early morning or evening.
- If you must go out, stay in the shade. Wear a hat and light, loosefitting clothes, preferably cotton. If you will be outside for some time, take plenty of water with you.

Stay cool

- A loose, cotton, damp cloth or scarf on the back of the neck, or spraying or splashing your face and the back of your neck with cold water several times a day can help keep you cool.
- Stay inside, in the coolest rooms in your home, as much as possible.
- Reduce heat from sunlight coming through the windows. External shading, e.g. shutters, is best. Metal blinds and dark curtains may absorb heat and make the room warmer - it is best to use pale curtains or reflective material.
- Keep windows closed while the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation. If you are worried about security, at least open windows on the first floor and above.
- Indoor and outdoor plants will help keep your home cool due to evaporation and the shading from trees and bushes.
- Take cool showers or baths.

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Drink regularly

- Drink regularly even if you do not feel thirsty - water or fruit juice are best.
- Try to avoid alcohol, tea and coffee. They make dehydration worse.
- Eat as you normally would. Try to eat more cold food, particularly salads and fruit, which contain water



Seek advice if you have any concerns

- Contact your doctor, a pharmacist or NHS Direct if you are worried about your health during a heatwave, especially if you are taking medication, if you feel unwell or have any unusual symptoms.
- Watch for cramp in your arms, legs or stomach, feelings of mild confusion, weakness or problems sleeping.

If you have these symptoms, rest for several hours, keep cool and drink water or fruit juice. Seek medical advice if they get worse or don't go away.

Water efficiency

You may wonder why saving water is important as it appears to rain all the time in the UK. Wet summers and even wetter winters seem to keep the garden nice and green and our rivers flowing. Despite having a seemingly wet climate some parts of the UK are experiencing water shortages.

Key to water efficiency is reducing waste, not restricting use. Here are some interesting tips on how to save water -

Inside your home:

- **Healthy teeth healthy rivers:** Remember to turn off the tap while brushing your teeth – a running tap wastes over 6 litres per minute. If the entire adult population of England and Wales remembered to do this, we could save 180 mega litres a day – enough to supply nearly 500,000 homes.
- **Drop a hippo in your cistern:** About a quarter of all the clean, drinkable water we use in our homes is flushed down a toilet. Put a hippo or other displacement device into the cistern to save some water.
- **Stop those drips:** A dripping tap wastes at least 5,500 litres of water a year: that's enough water wasted to fill a paddling pool every week for the whole summer. Reporting your dripping tap washer could save you over £18 a year.
- **Wishy-washy machines:** Before starting your washing machine, wait for a full load – a full load uses less water than two half loads; so, you'll be able to save money on energy and water.
- **Frigid water:** Fill a jug with tap water and leave it to cool in your fridge. This way you don't have to run the tap for ages just to get a cold drink.
- **Burst pipe preparedness:** Check out where your main stop valve is and make sure that



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you can turn it on and off. If ever a pipe bursts, you'll know how to cut off the flow.

- **Sparkling asparagus:** By washing your fruit and veg in a bowl rather than under a running tap, you could cut down on water waste effortlessly. And as an added bonus, you can use the leftover water to feed your houseplants.

Outside your home:

- **Be sprinkler savvy:** We all love our gardens, but sprinklers can use as much as 1,000 litres of water per hour - that's more than a family of four can use in a whole day. Using your sprinkler early in the morning or late in the evening will mean less water will evaporate from your garden and more will get to the roots, where you actually want it to go.
- **You can with a watering can:** Your hosepipe can use as much as 18 litres of water a minute. By using a watering can in your garden you can significantly reduce the amount of water wasted; or consider fitting it with a trigger gun to control the flow (although during a hosepipe ban you will need to use a watering can).
- **Invest in a butt:** Your roof collects about 85,000 litres of rain each year which then just runs straight into the sewers. This could fill 450 water butts with free water: you could water your garden, your houseplants, or wash your car for free!
- **The bucket and sponge approach:** Rather than washing your car with a running hosepipe, try using a bucket and sponge instead. (Better still: fill the bucket up with water from the water butt). Just 30 minutes with a hosepipe will use more water than the average family uses in a day. Using a bucket will also give your car a much more precise wash.

- **Magnificent mulch:** Mulching is one of the greatest things you can do for your garden. Mulches such as pebbles, gravel, cocoa shell, chipped bark, and grass clippings should be applied as a five to eight centimetre layer; but do avoid mulching too close to plant stems as this can lead to rotting in winter. Mulching will not only keep away water-loving weeds, but it will also keep the soil cool, decrease evaporation, and reduce soil compaction.
- **Soak, don't sprinkle:** Giving your plants' roots a good soaking once or twice a week in dry weather is much better than lightly watering them every day because most of that water just evaporates away. Do remember, though, that new plantlings do need regular watering until they are established.



If you require further information please contact:

Estate Assistants,

Taunton Deane Borough Council,
The Deane House, Belvedere Road,
Taunton TA1 1HE.

Tel: 01823 219137

Email: estate.assistants@tauntondeane.gov.uk

Web: <https://www.tauntondeane.gov.uk>

If you would like any information in this document translated into another language or in Braille, large print, audio tape, or CD please telephone us on 01823 219137 or email us at: estate.assistants@tauntondeane.gov.uk

Bengali

যদি এই দলিলপত্রের কোন তথ্য আপনার অন্য কোন ভাষায় অনুবাদ করে প্রয়োজন হয়, বা ব্রেল, বড়ো ছাপার অক্ষর, অডিও-টেপ বা সিডিতে প্রয়োজন হয়, তাহলে আমাদের টেলিফোন করুন এই নম্বরে : 01823 219137 বা অথবা ই-মেল করুন : estate.assistants@tauntondeane.gov.uk

Chinese

如果你需要這文件內的任何資料翻譯成另一語言或盲人凸字大號字, 聲帶, 或光碟, 請致電我們, 電話 01823 219137 或電郵 estate.assistants@tauntondeane.gov.uk

Hindi

अगर आप इस दस्तावेज़ में प्रस्तुत किसी भी जानकारी का अनुवाद दूसरी भाषाओं या ब्रेल, बड़े अक्षरों वाली छपाई, ऑडियो टेप, या सीडी में चाहते हैं, तो कृपया हमें इस नंबर पर फ़ोन कीजिये 01823 219137 या यहाँ ईमेल कीजिये estate.assistants@tauntondeane.gov.uk

Portuguese

Se desejar a tradução de alguma parte deste documento para um outro idioma ou em Braille, letras grandes, cassete de áudio ou CD, contacte-nos pelo telefone 01823 219137 ou pelo endereço de correio electrónico estate.assistants@tauntondeane.gov.uk

Polish

W celu przetłumaczenia jakichkolwiek informacji zawartych w niniejszym dokumencie na inne języki, na język Braille'a, wydrukowanie ich dużym drukiem, zapisanie na taśmę dźwiękową lub CD prosimy o kontakt pod numerem telefonu 01823 219137 lub na adres estate.assistants@tauntondeane.gov.uk

Useful Information

Do you know where equipment is in your home and how to turn things off, please use this space below to make a note of where the meters and stop cocks are in your home. We will help you to complete this page should you require assistance.

Where to turn things off

Cold water:

Hot water:

Gas:

Electricity isolation switch:

Where to find your meters

Water:

Gas:

Electricity:

Where to find other equipment

Water tank:

Boiler:

Hot water cylinder:

Fuse board (electrical consumer unit):

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