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Smoke alarms

What this guide is about

This guide explains how to test your smoke and carbon monoxide alarms.

Who is this guide for

For people who live in a Progress Housing Group home.

Bitesize summary

- Smoke and carbon monoxide alarms save lives
- We fit smoke alarms on every level of your home
- Testing all your alarms in your home at least once a month is very important to check they are working properly
- Have a plan for how you'd leave your home if your smoke alarms go off, and make sure everyone in your home knows what it is.

Smoke and carbon monoxide alarms save lives by providing early warning and extra time for you and your loved ones to escape if there is a fire or a carbon monoxide leak.

It is very important that you test alarms to check that they are in good working order and to keep everyone safe.

Testing your smoke alarm

Working smoke alarms correctly positioned in your home can save your life. It is very important that you test all the alarms in your home at least once a month to check that they are in good working order and to keep everyone safe.

We fit smoke alarms on every level in your home, and you can usually find them on the ceiling of your hallway and landing.

All smoke alarms have a large 'press here to test' button.

If we have recently fitted a smoke alarm in your home, you will find a tester switch on the wall at a convenient height.

If you have an older smoke alarm, you will find the tester button on the alarm itself.

You may need to use a broom handle or walking stick to press the test button.

When you press the tester button or switch, all smoke alarms in your home will sound.

If your alarm does not sound when you test it, or it keeps beeping and stopping, please tell us straight away by calling 0333 320 4555 or get in touch by live chat on our website.

We will organise for the battery to be replaced as you will not be able to replace the battery yourself.

Don't ever paint over a smoke alarm, and keep your smoke alarm clean and free from dust by lightly cleaning it with a soft cloth.

It is always a good idea to have a plan for how you'd leave your home if your smoke alarms go off and make sure everyone in your home knows what it is.

Testing your carbon monoxide alarms

Carbon monoxide is an odourless, colourless and tasteless gas which is poisonous. If they are not working properly, carbon monoxide can be produced by appliances that burn fossil fuels such as gas, coal, wood, or oil.

Your carbon monoxide alarm looks and sounds different to your smoke alarm.

This is so you can tell the difference between a carbon monoxide leak and a fire.

Your carbon monoxide alarm should be in a room with a fuel-burning appliance, such as an open fire, gas cooker or boiler.

To test your carbon monoxide alarm, press and hold the test button on the alarm.

The power indicator should flash, and the alarm will beep.

If your alarm fault indicator flashes or stays on constantly, please tell us straight away by calling 0333 320 4555 or get in touch by live chat on our website.

If your alarm **suddenly beeps or the alarm light shows**, it is likely that carbon monoxide is present.

Call us on **0333 320 4555 immediately**, as a carbon monoxide leak can be life-threatening.

If you are struggling with any of these steps, you can contact your local fire service to arrange a free home fire safety check.

What you can do

There are some steps you can take to reduce the risk of a fire in your home.

- Don't ever paint over a smoke alarm
- Keep your smoke alarm clean and dust-free by lightly cleaning it with a soft cloth
- Most fires happen at night. Check all appliances are off before you go to bed
- Keep all exits clear of obstructions so that people can escape quickly
- Take care in the kitchen, and never leave cooking unattended
- Never leave electrical appliances switched on when no one is at home
- Always keep matches and lighters out of reach of children
- Extinguish cigarettes carefully and never smoke in bed
- Keep candles in secure and non-flammable holders and never leave them unattended
- Do not overload electrical sockets

- Do not leave a fire door open, and never remove an automatic door closer
- Do not store anything flammable such as petrol, in your home.

To keep safe from carbon monoxide, make sure you:

- Have adequate ventilation in your property
- Have gas appliances serviced regularly by a Gas Safe registered engineer
- Have a carbon monoxide alarm in every room which has appliances that burn fossil fuels; make sure it complies with the British Standard EN 50291 and carries a British or European approval mark, such as a Kitemark
- Test your carbon monoxide alarms every month at the same time as your smoke alarm.

Other ways we can help

If you need any further help on testing your alarms, get in touch with your area housing officer or independent living co-ordinator. You can also call 0333 320 4555 or use our live chat function on our website.

Please contact us if you have any concerns about fire safety. We also have lots of useful information about home safety on our website.

You can also get a free home fire safety check from your local fire service.

You may also be interested in

- Fire safety
- Electrical safety
- Gas safety
- Asbestos
- Legionella and water safety
- How we are performing - compliance and health and safety.

Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- EasyRead
- Audio
- Large print
- Braille
- Other languages.

More information is available at www.progressgroup.org.uk/access