



solving **problems**

Important Safety Information

Immersion Heaters

IMPORTANT SAFETY INFORMATION

Immersion Heaters

The Trust is issuing the following safety information following the inquest into the tragic accident in Taunton involving a faulty thermostat in an immersion heater. We have instigated extra checks to be made during the annual central heating service we undertake at your home. Although serious incidents like this are very rare, we are committed to ensuring the safety and peace of mind of our residents, and you should read the advice in this leaflet, and if anything it refers to is giving you cause for concern in your home, please get in touch with the Trust immediately.

There are a number of warning signs that could signal a possible problem:

- ▶ There is an unexpected rise in the temperature of the hot water
- ▶ There is warm or hot water coming out of your cold tap(s)
- ▶ You can hear unusual noises coming from your hot water system, like banging, rumbling or bubbling.

Should any of this occur, you should:

- ▶ Switch off the immersion heater IMMEDIATELY by using the switch located near the hot water cylinder in the airing cupboard.
- ▶ DO NOT go into the loft to investigate.
- ▶ DO NOT allow anyone to sleep in the rooms directly below the cold water tank (which will normally be located immediately above your hot water cylinder) until the Trust's operative has visited your home.



Contact the Trust Repairs Hotline on 0800 183 1120
We will treat your call as a priority.

If your immersion heater fails to heat your water, you are unlikely to be at risk in the same way, but we do not want residents to be without hot water and you should still call us to repair it as soon as possible.

If you are in ANY doubt, please contact the
Repairs Hotline for advice on 0800 183 1120

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