

# Smoke Detector Policy



## Repairs Service

**For general advice:**

**Tel** 0117 922 2200 (option 1)

**Web** [www.bristol.gov.uk/  
report-housing-repair](http://www.bristol.gov.uk/report-housing-repair)

**This factsheet gives you some basic information on how to use and maintain your smoke detector.**



<b>Contents</b>	<b>Page</b>
<b>What does a smoke detector do?</b>	<b>3</b>
<b>About your smoke detector</b>	<b>3</b>
<b>Testing your smoke detector</b>	<b>4</b>
<b>Replacing batteries</b>	<b>4</b>
<b>False alarms</b>	<b>5</b>
<b>What your smoke detector does not do</b>	<b>6</b>
<b>Further information on fire safety</b>	<b>6</b>
<b>Complaints, comments or compliments</b>	<b>7</b>
<b>How to contact us</b>	<b>7</b>
<b>Translations</b>	<b>8</b>

## What does a smoke detector do?

Smoke alarms save lives. Your smoke detector is designed to provide an early warning of any fire in your home. The detector monitors the air, making a continuous bleeping sound when it senses any smoke.

All of our individual properties should be fitted with smoke detectors, one on each level.

If your home does not have a smoke detector please contact the Customer Services Centre on **0117 922 2200** or visit the Customer Services Point, Temple Street.

## About your smoke detector

The smoke detector fitted in your home will be either battery operated or connected to the mains with a battery back-up.

We are replacing all smoke detectors every 10 years, in line with manufacturers recommendations, as part of a rolling programme.

If we find no smoke detectors, in your property, we will fit battery operated units that come with a 10 year life battery. However, if you already have mains powered units we will replace these with a 'like-for-like' unit that also has a 10 year life battery as back-up.

Should your property be due for a re-wire, we will fit a mains powered units (with a 10 year life battery as back-up) at the same time.

- The battery-operated detector has a lid that opens. The opening tab is directly opposite the illuminated test button. The grill in the lid is made up of four rings.
- The detector connected to the mains does not have a lid that opens. The tab for the battery holder is to the right of the illuminated test button. The grill in the cover is made up of six rings.

## Testing your smoke detector

Smoke detectors can only save lives if they are working. They can give you vital extra seconds to escape a fire. It is crucial to test them and replace batteries when needed.

For both battery and mains detectors, you should press the illuminated test button once a week to check that it is working properly.

A mains detector must be connected to the electric circuit unless it is being cleaned or the battery changed. Your detector will not work without power.

The battery to your smoke detector, whether mains or battery operated, will need replacement.

If you have one of our new smoke detectors they should last the ten years until we replace the whole unit again. However, if you still have the old unit(s) the batteries will need to be changed sooner. This should be once a year or when they start to bleep once a minute, whichever happens first.

- Battery operated – it will flash once a minute.
- Mains connected – it will glow continuously.

If your detector starts to bleep once a minute, you must replace the battery, even if it is connected to the mains.

## Replacing batteries

Follow the manufacturer's instructions or our instructions below, when changing the batteries in your detector. If you cannot find the instructions, or need more help, contact the Customer Services Centre or our Customer Service Point.

If you cannot replace the battery yourself, or have concerns about your smoke detector, please contact us and we will respond.

We want to ensure that all of our properties have a working smoke detector.

### **Battery operated detectors**

Open the cover using the 'Open here' tab, but pull the cover right back until it clicks off the hinge pivots. You can then clean the cover using a damp cloth. Do not clean inside the detector with water or a damp cloth. If it is dusty, use the nozzle of a vacuum cleaner and a soft brush. After completely drying the cover, put the hinge pieces of the base and cover together and close until the 'open here' tab clicks into position. Then press firmly over the hinge pivots until they click into position. Finally, press the test button to make sure that the detector is working.

### **Mains connected detectors**

Safety first – turn off the mains power before you touch the detector. Then remove the battery. Clean the detector cover with a damp cloth when it gets dirty. Dry the cover with a lint-free cloth. Do not clean the detector itself with water or a damp cloth. If it is dusty, use the nozzle of a vacuum cleaner and a soft brush. When the cover is dry, replace the battery and press the test button. You can then turn the power back on.

### **False alarms**

The smoke detector may go off because of cooking fumes or a build-up of dust. Do not remove the battery or turn off the power as you won't be protected. Instead, open doors and windows and turn on extractor fans. This will clear the air in a few minutes. The alarm will stop once the air is clear.

## What your smoke detector does not do

Your detector will not warn you about potentially dangerous events like gas leaks, overloaded electrics or children playing with matches.

Your detector will not work if it is covered over or sealed by paint.

Smoke detectors are not a substitute for fire insurance. You need to take out your own household contents insurance by making your own arrangements or applying for home contents insurance through Bristol City Council. We offer a special scheme arranged by Aon, through Aviva. This scheme is open to all Bristol City Council tenants and leaseholders. For more information you can contact us by:

- calling Accounts Receivable on **0117 352 1404** and choosing **option 5**.
- visiting our Customer Service Point.
- visiting our website at **[www.bristol.gov.uk/homecontentsinsurance](http://www.bristol.gov.uk/homecontentsinsurance)**

## Further information on fire safety

For further information, on fire safety in your home, please ask for our factsheet on 'Fire Safety'. You can obtain this by:

- calling our Citizen Service Centre on **0117 922 2200**
- visiting our Citizen Service Point
- visiting our website at **[www.bristol.gov/firesafety](http://www.bristol.gov/firesafety)**

## Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its' customers and welcomes your feedback. You can do this by submitting a complaint, comment or compliment, about the services you have received. If you wish to do this you can complete our online form at [www.bristol.gov.uk/faircomment](http://www.bristol.gov.uk/faircomment). You can also obtain a Fair Comment leaflet from any Customer Service Point or by contacting our Customer Services Centre.

## How to contact us

If you need to contact the **Repairs and Maintenance Service** details are set out below.

**General enquiries:** 0117 922 2200 (option 1)

**Textphone:** 0117 357 4444

**Fax:** 0117 922 2011

**By Post:** Repairs, PO Box 595, Bristol BS99 2AW

**By Email:**  
repairorders@bristol.gov.uk

**By Internet:**  
[www.bristol.gov.uk/report-housing-repair](http://www.bristol.gov.uk/report-housing-repair)

**Out of hours emergencies:**

**Tel:** 0117 9222050

**Textphone:** 0117 9223892

**Fax:** 0117 9222379

If you would like to see someone in person you can visit our **Citizen Service Point:**

**Location:**  
100 Temple Street, Bristol, BS1 6AG

**Opening hours:**  
Monday to Friday - 9am to 5pm, except Wednesday - 10am to 5pm. The Citizen Service Point is closed on all bank holidays.

**Telephone interpreters:**  
If English isn't your first language, you can get help from an interpreter over the phone, who can answer your queries in your own language. Speak to staff at the Citizen Service Point for more information.

If you need a British Sign Language interpreter, speak to staff at the Citizen Service Point.

## Translations

If English is not your first language and you need a translation, we can get one for you.

### Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### Gujarati

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### Hindi

यदि आंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

### Kurdish

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

### Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

### Arabic

“إذا لم تكن اللغة الانجليزية هي لغتك الأم وتحتاج الحصوص على خدمة الترجمة ، فإننا نستطيع توفير هذا الأمر لك”

### Bulgarian

„Ако английският не е Ваш роден език и се нуждаете от превод, ние можем да Ви го подсигуриим.“

### Pushto

“که انگلیسی ستاسې مورنۍ ژبه نه ده او تاسې ترجمې ته ضرورت لرئ، موږ کولای شو چې د/تاسې ته ترجمه کړو”

### Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

### Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

### Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

### Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

### Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

### Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

### Mandarin

“如果英语不是你的第一语言，而且你需要一份翻译件，我们可以给你提供一份。”

### Cantonese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.

