



# FACTSHEET

## Safety and security tips

### Venture Housing cares about your safety and security during your tenancy with us.

- ✓ The following tips are provided to assist you to feel more secure and safe in your home

#### Security Tips

- ✓ Locks are only effective if you use them properly. Please ensure that your property is safely locked whenever you are not home.
- ✓ Notify a neighbour or friend if you are absent from your property for a period of time.

#### Windows and balcony safety

- ✓ There are several simple, commonsense steps you can take to reduce the risk of serious injuries or falls from open windows and balconies, particularly if you have small children, or are elderly or have mobility impairment.

Here are some simple suggestions to help keep kids safe

- ✓ Remember that fly screens are designed to keep insects out, not your kids in. They are simply not strong enough.
- ✓ Ensure window safety devices are engaged and secure to stop the window opening more than 12.5cm.
- ✓ Placing a wooden dowel in the window sliding channel can also help prevent unauthorised entry via an open window.
- ✓ Keep furniture away from windows and the edge of balconies to prevent children climbing up and falling off.
- ✓ Beware of light furniture that children can move around.

If you have any issues with window safety or effective operating of window devices, please report this to Venture Housing.

#### Fire safety

Being prepared is the key to reducing the risk of fire occurring in your home. It is recommended that you have a safety checklist to help keep your home safe

For more information visit:

<https://www.pfes.nt.gov.au/fire-and-rescue-service/publications>

#### Gas & Electricity

The Australian Gas Association recommends gas appliances and connections are serviced regularly by approved service agents. Things to be aware of are:

- ✓ Gas heaters have unobstructed ventilation
- ✓ There is no evidence of soot deposits
- ✓ A gas smell could indicate there is a gas leak
- ✓ Ensure all appliances are turned off after use
- ✓ Never leave an appliance on if you are absent from the property for even a short period.

#### Emergency Services – Police, Fire, Ambulance, SES

Keep a list of the emergency services in your area in a handy location. If there is a fire, accident, or some other need for their services you can contact them quickly.

**Remember the Emergency number is: 000**

#### After Hours Emergency Repairs

Please see refer to our **Repairs and Maintenance Factsheet** and our **After-Hours Policy** for the NT Residential Tenancies Act 1999 approved list of emergency repairs. Our authorised emergency contractors and their contact details are listed below:

**Locksmith:** Darwin Lock & Key 08 8948 1966

**Glazier (Glass Repairs):** Easy Glass Services 08 8947 3279

**Electrician:** Jetstream Electrical 08 8984 3434

**Plumber:** John Day Plumbing 0438 894 758