



# While we're closed over Christmas...

Our offices will close  
for Christmas from  
**1:30pm on Tuesday 24  
December** until **9.30am  
on Thursday 2 January**.



If your home needs  
an **emergency repair**  
during the week our  
office is closed check  
out our website –  
**[barnsbury.org/safety-  
and-emergencies](https://barnsbury.org/safety-and-emergencies)** –  
or call the out-of-hours  
emergency service on  
**☎ 0300 131 7300**.

A VERY MERRY CHRISTMAS FROM ALL OF US  
AT BARNSBURY HOUSING ASSOCIATION

# The usual suspects

## GAS: SUSPECT A LEAK?

Turn off the gas supply at the meter and open your doors and windows.

**Do not smoke! Don't use any naked flames. Don't turn electric switches on or off.**

**Call the gas emergency service on the freephone number ☎ 0800 111 999.**

Do not leave this to someone else to do.

## ELECTRIC: TOTAL POWER FAILURE

If you lose all power **in your home only**, first check that the main switch on your circuitboard hasn't turned off.

It may do this if a faulty appliance or faulty lights have been switched on.

If that does not solve the problem, call us on ☎ **0300 131 7300**.

If the power has gone off **across your neighbourhood**, call the UK Power Network on the freephone number: ☎ **0800 31 63 105** or ☎ **105**.

## WATER: BURST PIPES

If you have a burst pipe:

- \* turn off the water supply at the stopcock
- \* switch off the electricity supply at the mains (on your circuitboard)
- \* switch off your hot water and your central heating systems.

Call us quickly on ☎ **0300 131 7300**.

## WATER: FROZEN PIPES

If you have a frozen pipe:

- \* turn off the water supply at the stopcock
- \* turn on the taps to all your sinks and the bath and leave them turned on
- \* fill the bath with as much water as you can get from any taps still running. Use it for flushing the toilet and washing your hands.

Call us quickly on ☎ **0300 131 7300**.



# Fire safety



This important advice on **candles** comes from the UK Fire Service. Please read it. **It could be a life saver.**

- \* **Only put candles on surfaces that can take a fierce heat.** Be especially careful with night lights and tea lights. Both get hot enough to melt plastic. **The top of your TV is not safe.**
- \* **Put candles in a proper, stable holder.** Both candle and holder need to be firmly upright.
- \* Keep candles well away from curtains and any other fabrics, including clothes. And keep candles out of draughts.
- \* **Don't put candles under a shelf or anything else unless there is at least one metre (three feet) between the flame and the surface above.**
- \* **Never put candles on a Christmas tree - real or fake.** Both can easily catch fire, as can decorations like tinsel.
- \* Never put a candle in a spot you (or anyone else) might lean over, forgetting it's there. Clothes and hair can both catch fire.
- \* Keep candles well out of the way of children and pets so there is no risk of their being touched or knocked over.
- \* Don't group candles together. Leave at least 10cm (four inches) between any two burning candles
- \* Take extra care with votive or scented candles. They turn to liquid to release scent so put them in a glass or metal holder.
- \* **Don't move a burning candle.** Extinguish it first. And don't let anything, including matchsticks, fall into the hot wax.
- \* Don't leave candles burning when you leave a room. **Never go to sleep with a candle still burning. And never leave a burning candle or oil burner in a child's bedroom.**
- \* **Use a snuffer or a spoon to put the flame out.** It's safer than blowing on it, which can send sparks and hot wax flying.
- \* **Double check that all your candles are completely out before you leave the room or go to bed.** You may think you've put the flame out only for it to carry on smouldering then restart after you've left the room.

# If it gets too much

There is huge pressure on everyone to be cheerful at Christmas. It can make it incredibly hard for anyone who isn't happy, for whatever reason.

**Do not bottle your feelings up. If you are feeling overwhelmed call the Samaritans. They offer a free, confidential 24-hour phone support service.**

**Call Samaritans free from any phone on ☎ 116 123.**

## New year clean-up

### XMAS TREE RECYCLING

Please don't dump your tree in or by communal bins or on a street corner. This is fly-tipping, it is illegal and the trees can be recycled by the council.

You can drop your tree off between **2 and 21 January** at:

- \* **Barnard Park, N1** – entrance near Charlotte Terrace
- \* **Paradise Park, N7** – entrance at Lough / MacKenzie Road
- \* **Highbury Crescent, N5** – near the playground entrance.

- \* **Artificial trees** can be taken to the reuse/recycling centre at 40 Hornsey Street, **N7**.

### RUBBISH COLLECTIONS

Recycling and rubbish collections from Christmas Day to 3 January will be **one day late**. Collections go back to normal on 6 January.

Please think of your neighbours – do not overfill communal and estate bins during this time and flatten any boxes if you can.

For more information about services over Christmas/New Year visit [www.islington.gov.uk/contact-us/christmas-opening-hours](http://www.islington.gov.uk/contact-us/christmas-opening-hours)