

## Safety guidance on immersion heaters

### Important safety information for residents

Following the tragic death of a baby in Somerset who died from being scalded by water from a hot water tank with a faulty thermostat, we have urged residents in Devon & Cornwall Housing Association, Tor Homes and Penwith Housing Association homes to be aware of a rare, but potentially serious scalding risk from domestic hot water systems.

Only those tenants with an electric immersion heater fitted in their hot water cylinder and a cold water storage tank in the loft are possibly at risk.

Most of our homes have already had a fail-safe thermal cutout fitted and we have an ongoing programme of updating the remaining properties with the new device.

To help residents there are warning signs to look out for:

- excessively hot water coming out of the hot water taps;
- excessive noise or bubbling from the hot water cylinder;
- hot water coming out of cold water taps in the bathroom.
- steam/moisture in the roof space.

If you do experience any of these problems, you should **immediately turn off the immersion heater** using the switch located near the hot water cylinder in the airing cupboard, run a tap to cool the system and **report the fault to us using the telephone numbers in the contact section of this web site.**

We will treat your call as a priority and skilled staff will visit you to sort out the problem.