



## Information Leaflet for Residents

**Please read this information carefully and action appropriately to facilitate a safe return to your home.**

**It is the homeowner's responsibility to check the condition of their property.**

Agency	Advice and Key Contact Details
Northern Ireland Housing Executive (NIHE)	<p>NIHE will continue to resource the Emergency Response Centre (Ards Blair Mayne LC) to provide advice and assistance for as long as required.</p> <p>Ards and North Down NIHE contact number is 03448920900 (9am–5pm) 03448 920908 (Out of Hours)</p>
Northern Ireland Water (NIW)	<ul style="list-style-type: none"><li>• Waterline: 0345 744 0088</li><li>• Floodline: 0300 2000 100</li></ul> <p>Residents are encouraged to initially check they have running water from their kitchen taps.</p> <p>Should kitchen <u>cold</u> water appear dirty or white in colour, residents should run the kitchen cold tap for as long as it takes to return to normal.</p> <p>Contact Waterline 0345 744 0088 if issues persist.</p> <p>NIW will have officers in the immediate vicinity who can respond if necessary.</p>
Northern Ireland Electricity (NIE ) Networks	<ul style="list-style-type: none"><li>• NIE Networks on 03457 643 643</li></ul> <p>In the event that, when you return to your dwelling, your electricity supply is interrupted, please check your trip switches - both internally at your consumer unit and externally at the meter board location.</p> <p>Should the supply still remain affected after carrying out these checks please contact NIE Networks on 03457 643 643.</p> <p><b>DO NOT</b> approach any damaged electrical equipment and report this to NIE immediately using the number above.</p>

<p>Ards and North Down Borough Council (ANDBC)</p> <p>Building Control</p>	<ul style="list-style-type: none"> <li>• Building Control 0300 013 3333 Option 5</li> </ul> <p>Building Control has carried out an external survey of most properties (this is ongoing) to determine if there is any visible damage that may compromise the safety of the householder to approach the building.</p> <p>It is for the householder to assure themselves of the safety of the house, and they should engage their insurance company, or a building surveyor/engineer, to determine if there has been any damage caused.</p> <p>The householder should carry out checks to determine what utility services are functioning and contact the appropriate agency if there are any issues (see numbers above).</p> <p>Building Control can be contacted on 0300 013 3333, Option 5 between 9am and 5pm.</p>
<p>Ards and North Down Borough Council (ANDBC)</p> <p>Environmental Health</p>	<ul style="list-style-type: none"> <li>• Environmental Health 0300 013 3333</li> </ul> <p><b>Food Safety Advice</b></p> <p>Upon return to your home please take note of the following food safety advice.</p> <p>It is recommended that you check dates on any higher risk foods in your refrigerator that are labelled with a 'use by' date. This will include food products such as cooked meats, salads and milk. If the 'use by' date has passed it is recommended that this product be disposed of in your food bin.</p> <p>It is also recommended that you dispose of any leftover food that had been stored in the fridge before you left your home.</p> <p>If a power cut has affected your home and your electricity supply has been cut off, it's important you continue to store and prepare food safely.</p> <p>If the power outage was for less than 4 hours this is unlikely to impact the safety or quality of food. The food in your freezer should stay frozen for up to 48 hours in a full freezer (or 24 hours if it's half full), so it is unlikely that frozen products will be impacted by a short power cut.</p> <p>If you would like further advice, please contact the Council's Environmental Health Protection &amp; Development Service – 0300 013 3333.</p>

<p>Ards and North Down Borough Council (ANDBC)</p> <p>Bin Collections</p>	<ul style="list-style-type: none"> <li>Waste 0300 013 3333 – Option 1</li> </ul> <p>Bin collection will take place as per normal schedule.</p>
<p>British Telecom</p>	<p>Telecoms - any issues please contact your service provider.</p> <p>BT &amp; EE - call 150</p>
<p>Phoenix Gas</p>	<ul style="list-style-type: none"> <li>Gas Emergency Team - 0800 002 001</li> <li>Issues with gas appliance/meter - 03454 55 55 55</li> <li>Email - <a href="mailto:info@phoenixenergyni.com">info@phoenixenergyni.com</a></li> </ul> <p>In the event that you smell gas when reoccupying your property, please phone the Gas Emergency Team on 0800 002 001 <u>immediately</u>, and follow the instructions below:</p> <ul style="list-style-type: none"> <li>Turn off the gas supply at your meter, unless the meter is located in a cellar or basement in which case, <u>do not enter</u>.</li> <li>Extinguish all naked flames and do not smoke or strike any matches.</li> <li>Open doors and windows for ventilation.</li> <li>Do not turn on or off any electrical switches, including door entry systems.</li> <li>Check gas appliances to see if the gas has been left on unlit or that a pilot is out.</li> <li>DO NOT leave it to anyone else to call the emergency line – do it yourself, and do it immediately.</li> </ul> <p>If you discover any issues with your gas appliances or meter, you can get in touch with Phoenix Gas on 03454 55 55 55, or email <a href="mailto:info@phoenixenergyni.com">info@phoenixenergyni.com</a></p>
<p>Northern Ireland Environment Agency (NIEA)</p>	<p>Do you have <b>Domestic Oil Tank</b> at your property?</p> <p>If there is no other obvious damage caused to your property by the controlled detonation of the World War II bomb, it is important that you check the integrity of your oil tank, including the tank body itself and the pipework between your tank and the boiler, particularly at the connections.</p> <p>Link 1 below provides information on how to check your tank for damage or issues of concern.</p> <p>Should you discover that you do have an oil spillage or leak at your property, <u>it is important that you act immediately</u> and, if you have house insurance contact your provider, and carry out actions to minimise the impact of the spillage if possible.</p>

	<p>Link 2 below provides advice on what to do if you do have a spillage.</p> <p>Link 3 expands on the advice provided at Link 1 on checking your tank.</p> <p>Link 1: <a href="#">Check your oil tank   nidirect</a></p> <p>Link 2: <a href="#">Oil spills at home   nidirect</a></p> <p>Link 3: <a href="#">How to Check Your Oil Storage Tank (oilcare.org.uk)</a></p>
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Ards and North Down Borough Council has endeavoured to ensure that the contact detail and advice provided is as accurate as possible at the time of issue.

(20.08.24 @ 5pm)