Health & Safety and Compliance

Your safety at home is our top priority. We follow policies and strict standards whenever we work in your home, whether we are installing equipment, carrying out services, inspections and maintenance.

What you can expect from us

To receive a building safety service for your home where we:

- provide you with advice and information to help you keep safe within your home
- ask you to provide access to your home for vital safety checks:
    - gas safety checks - scheduled annually if you have gas
    - electrical safety checks - scheduled every 5 years
    - undertake asbestos refurbishment surveys and management checks, where applicable
    - lift inspection and service both scheduled annually for stairlifts and 6-monthly for platform, hoists or through-floor lifts
    - sewage pumps – inspected and serviced 6 monthly, where applicable
    - smoke detector tests, scheduled annually
    - automatic door servicing will be undertaken, where applicable
    - undertake radon tests and ventilation servicing, where applicable
- if you do not have hot water or heating - we will investigate and take action within 24 hours
- ensure that all of our officers and contractors will report any instances of damp or mould or other safety concerns to us without delay
- provide building safety information in a range of accessible formats, such as our website, tenant handbook and Insight magazine
- provide guidance on safe methods and appropriate locations for charging electric vehicles such as mobility scooters, electric wheelchairs, scooters, bikes and cars
- advise you on how to keep your balcony safe and what is and is not allowed, for example, BBQs or flammable equipment are not allowed on your balcony

To receive an additional building safety service for your block where we:

- ask you to provide access to your home for vital safety checks:
    - fire safety front entrance door checks - scheduled annually, if you live in a block above 11m in height
    - water safety checks - scheduled two yearly, where applicable
    - PAT testing (Portable Appliance Tests), scheduled annually, if you have portable appliances provided and owned by the Council. This service is not carried out for portable electrical appliances owned by you
    - mechanical heating checks (certain properties) - scheduled annually, where applicable

    - sprinkler system checks – scheduled annually, where applicable
- advise on your building's fire safety plan and how to access this information
- carry out fire risk assessments in your block
- carry out asbestos inspections in communal areas of your block, annually
- carry out electrical checks in communal areas every 5 years
- service and maintain any lifts in the block
- service, test and maintain fire safety equipment within your block.

We will measure our success by:

- increasing the proportion of homes where we have successfully carried out our safety inspections, services and checks
- increasing the proportion of tenants who report safety and maintenance satisfaction with their home
- working collaboratively with tenants to improve engagement, understand how we can communicate more effectively, and identify what matters most to you in your home
- learning from tenant feedback to enable us to continually improve the service we provide.