

Transforming Lives Safely

0800 970 6363
saha.org.uk

As a responsible landlord, it is a legal requirement for us to carry out safety checks on your home. Please help us to keep you and those around you safe by reading this information and giving us access to your home to undertake essential health and safety inspections.

You must allow the Association's staff and contractor's access to carry out its repairs duties.

saha will book an appointment with you to carry out these essential safety checks, either by letter or telephone and we will let you know about forthcoming visits. We sometimes do allow contractors to make opportunist visits to carry out essential works. If you want to check if a contractor is genuine call the customer contact center on 0300 970 6363

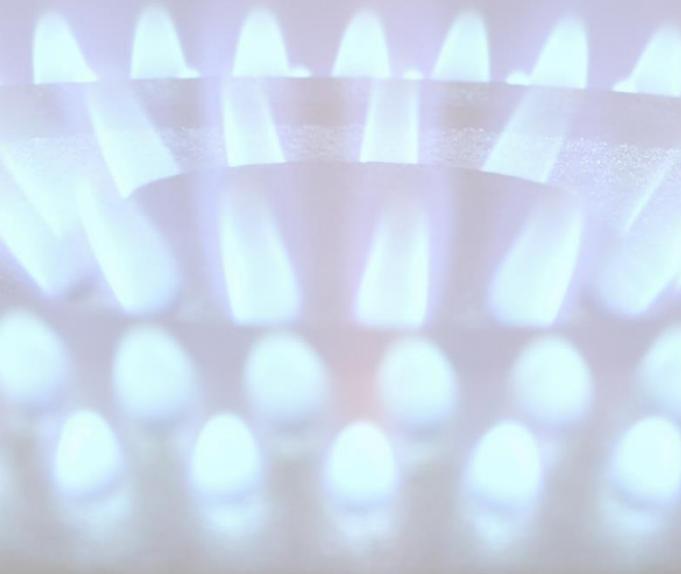
Please be aware that failure to allow access may result in an injunction order being obtained against you, we would also ask the court to make an order against you for the costs associated with bringing the action.

Your safety is our priority and we'll ensure that your gas appliances are checked once a year.

When it comes to gas safety, it is a legal requirement that **saha must:**

- Repair and maintain gas pipework, flues and appliances in safe condition
- Ensure an annual gas safety check on each appliance and flue
- Keep a record of each Gas safety check

GAS SAFETY



An appliance safety check includes checks and tests to appliances in your home. It's necessary to ensure that the appliances you are using are safe and legally compliant.

How will it be carried out?

A typical gas safety check takes around half an hour. The contractor will need access to your gas meter, gas boiler and all other gas appliances

- Gas appliances are correctly set and adjusted to ensure the gas is burning correctly;
- Gas appliances are of a type suitable for the room in which they are located;
- Gas appliances are physically stable, securely fitted and properly connected to the gas pipework;
- Gas appliances have an adequate and permanent air supply suitable for the appliance type installed;
- Any flues or chimneys are Operating correctly;
- All safety devices function correctly

Appliance service

An appliance service will include all of the above checks and tests and any other specific checks, for inspection and / or cleaning of the appliance as specified in the manufactures instructions.

How will it be carried out?

Your appliance service may include:

- An analysis of the combustion exhaust gases to ensure the appliance is burning the gas safely.
- A check on the condition of the appliance including (but not limited to) the effectiveness of any seals, gaskets, the cleanliness of heat exchangers etc. and checking for any signs of heat or other distress.

Gas installation safety check

If a gas installation safety check (all appliances and internal pipework) is required, each appliance will need to be checked as outlined above and additionally:

- All accessible gas pipework will be visually inspected to ensure the installation is in good
- condition the gas pipework will be tested to ensure there are no gas leaks.

When assessing an unsafe gas appliance, all engineers will follow the Gas Industry Unsafe Situations Procedure (GIUSP), which provides 'best practice' advice to engineers on how to deal with specific gas safety concerns. This may mean the appliance has to be disconnected for safety.

Flues, chimneys and air vents

These all play an important role in the safe operation of gas appliances, allowing products of combustion to escape and ensuring a high level of ventilation. As cold as it might get during winter, never block up these airways – this could result in a build-up of carbon monoxide in your home.

Chimneys will need to be checked every year for blockages (such as birds' nests and debris) which can prevent dangerous fumes from escaping. The Gas Safe-registered engineer will be on the lookout for these.

In order to stay fully gas safe in your property, you'll need to be mindful of these potentially dangerous consequences of having poorly maintained or faulty gas appliances. After they have worked on the appliance, the engineer may issue you with a report detailing the checks they've carried out.

This could be a Gas Safety Record, depending on what work they have undertaken.

Gas leaks

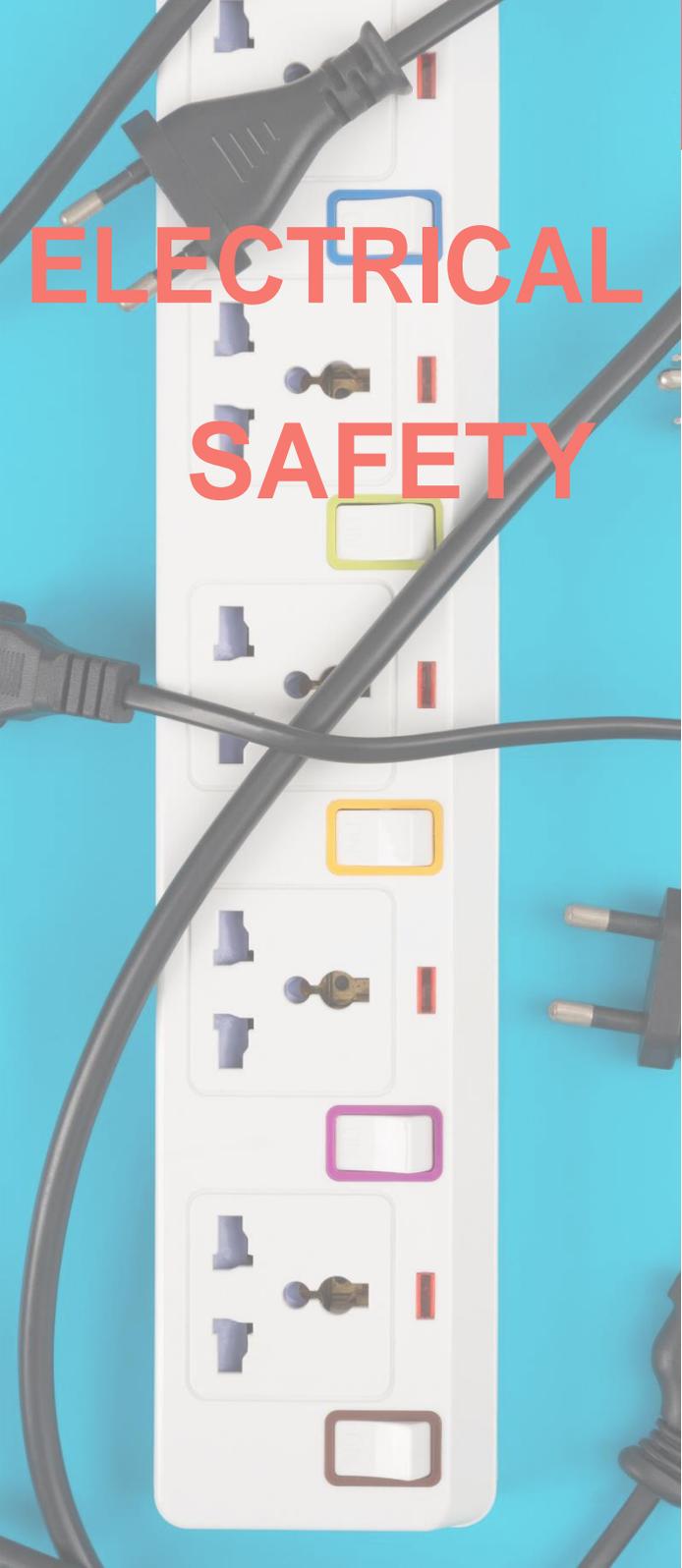
Gas leaks can occur from faulty appliances and pipework. Whilst gas is not poisonous like carbon monoxide (CO), leaks can lead to fires or explosions. A distinctive odorant is added to the gas to make it detectable – you can usually smell this briefly any time you turn a gas hob on. If you think you can smell gas, take action and call the free National Gas Emergency Number, 0800 111 999, immediately.

Carbon monoxide poisoning

Carbon monoxide poisoning is another potentially deadly consequence of having poorly maintained or unsafe gas appliances in your home. If you think you smell gas or suspect carbon monoxide poisoning, please take action and call 0800 111 999 immediately.

Saha is legally responsible for your safety in relation to electrical fixed wiring in your home. By law, saha must:

- Make sure your electrical systems are maintained in a safe condition.
- Carry out electrical safety checks on your electrical systems (in most cases every five years)
- Have all installation, maintenance and safety checks completed by a registered electrical contractor.



ELECTRICAL SAFETY

Your Responsibilities

saha do not have responsibility to maintain or carry out safety checks for any appliances owned or installed by our residents. However the contractor will have to carry out fixed wiring checks in various areas in your home.

Take action to reduce the risk of electrical accidents and fires

- Don't overload sockets, limit the use of extension leads and do not use Plug-in adaptors.
- Don't attempt to use electrical appliances from overseas in the UK. Products manufactured for use in other countries may operate at a different voltage and frequency.
- Don't attempt any repairs to the electrical wiring or appliances yourself.
- Don't take mains-powered electrical products into the bathroom.
- Don't touch electrical appliances or switches with wet hands.
- Don't plug adaptors into adaptors, or extensions into adaptors/extensions.
- Do call saha immediately on 0800 970 6363 if you think there is a problem with your electrics.

Electrical Safety Check

What: An electrical safety check is a report confirming that the electrical installation in your home has been assessed and is safe to use (called an Electrical Installation Condition Report or EICR, previously referred to as a Periodic Inspection Report or PIR).

Why: The safety check not only confirms that any recent electrical work meets the UK national standards, but also that your home is safe. saha will also modernise/upgrade parts of the system if required to further ensure safety with devices such as Residual Current Devices (RCD's) and non-combustible boards

When: saha colleagues carry out a periodic inspection and test of the electrical installation at our properties at least every five years, or on change of tenancy. On completion of the necessary inspection and testing, an EICR will be issued detailing any observed damage, deterioration, defects, dangerous conditions and any non-compliance with the present-day safety standard which might cause danger.

How: The electrical testing will involve a full visual inspection of your electrical system and accessories, as well as working at various points throughout your home. The engineers will advise which rooms they need to access to test and check various accessories such as socket outlets, light switches, light fittings and electric storage heater points. Where issues are identified such as faults or the need to replace an accessory, we aim to complete the works during the appointment to ensure your home is in an electrically safe condition. Once the testing and any associated works have been completed, the engineers will advise you of any changes such as the installation of RCD protection or new smoke detectors, and how to operate these.

Power cuts or meter issues (Including hot/leaking meters)

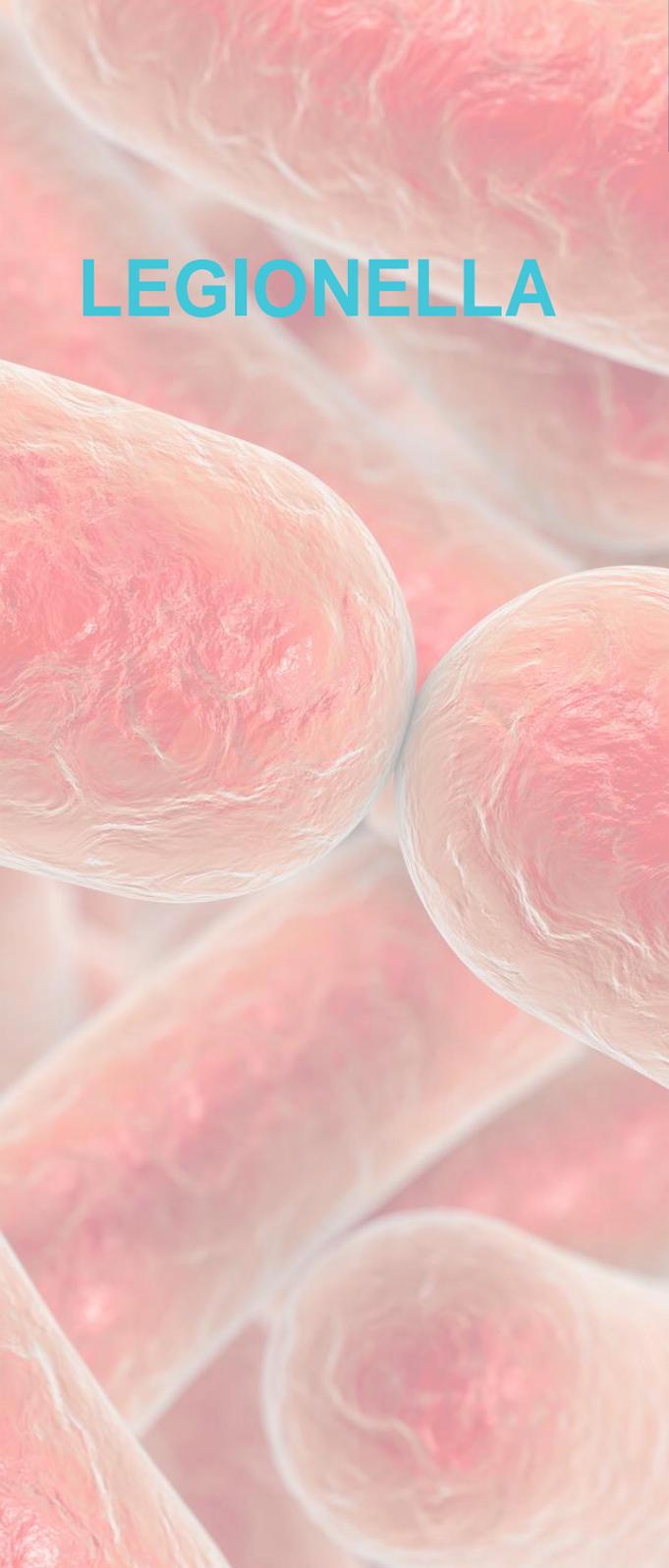
If you experience a meter leak or a power cut, you should immediately do the following:

- Call the local electricity network operator free on 105.
- Ring saha on 0800 970 6363

Protecting yourself from electrical danger

Check that sockets, switches and light fittings are in good condition with no signs of damage such as cracking or burn marks.

- Check that leads (flexible cables) on appliances aren't damaged or frayed.
- Check that any electrical appliances provided by have up-to-date PAT (Portable Appliance Test) stickers on them.
- Check that the fuse box has RCD protection. An RCD is a life-saving device that protects against electric shock and reduces the risk of electrical fires.
- Check that the wattage of light bulbs is not too high for the fitting.
- Check that fuses in plugs are of the correct rating.

A central vertical image showing a microscopic view of Legionella bacteria. The bacteria are rod-shaped with a textured, slightly wrinkled surface, appearing in various orientations and colors ranging from light pink to deep red. The word "LEGIONELLA" is overlaid in large, bold, blue capital letters across the middle of this image.

LEGIONELLA

What is Legionnaires' disease?

Most water systems contain bacteria and other organisms. If these are allowed to multiply they can cause people to become ill. The most common and high risk bacteria is legionella

Legionellosis is a collective term for diseases caused by Legionella bacteria including the most serious, Legionnaires' disease, as well as the similar but less serious conditions of Pontiac fever and Lochgoilhead fever.

Legionnaires' disease is a potentially fatal form of pneumonia and everyone is susceptible to infection.

The risk increases with age, but some people are at higher risk, including:

- People over 45
- Smokers and heavy drinkers;
- Those suffering from chronic respiratory or kidney disease, diabetes, lung and heart disease;
- Or anyone with an impaired immune system

Saha has a legal duty to ensure that the risk of exposure of tenant to legionella is properly assessed and controlled.

How do I get Legionnaires' disease?

Legionnaires' disease is contracted by inhaling a small water droplet which can be suspended in the air known as aerosols.

Aerosols containing the bacteria will pose a risk to susceptible individuals. Infection however, is clearly linked to susceptibility

Your responsibilities

Do not switch off your hot water
Raise a repair if you have thermostatic mixer taps which are not regulating the water temperature satisfactorily

Certain conditions increase the risk from Legionella if:

- The water temperature in all or some parts of the system may be between 20-45 °C, which is suitable for growth;
- It is possible for water droplets to be produced and if so, they can be dispersed;
- Water is stored and/or re-circulated;
- There are deposits that can support bacterial growth, such as rust, sludge, scale, organic matter and biofilms.

We usually only inspect communal water assets but sometimes our contractor may ask to see items in your home such as your water tank, shower and hot water cylinder

Help keep yourself and your family safe. Use the following guidance:

- Store hot water at between 50°C and 60°C. The thermostat on your hot water cylinder (where applicable) will have been set to this temperature when you moved in. Combination boilers provide hot water directly to the taps without the need for a storage cylinder.
- If your property is empty for over a week, you should turn on your boiler/water heater and run the hot water for 10 minutes. This does not apply to homes with combination boilers. Hot water should be stored at least at 60°C and distributed so that it reaches a temperature of 50°C within one minute at the outlets.
- Cold water systems should be maintained, where possible, at a temperature of below 20°C.
- Regular movement of water is essential to the control of Legionella bacteria within a water system. It is therefore important to ensure all known outlets that are not used or those that are not used regularly are flushed on a weekly basis. Outlets should be flushed for several minutes to ensure the entire length of pipework has been cleared of any standing water. When performing flushing, please take care to minimise the amount of aerosols being produced, especially when performing this on a shower.
- When returning to your property from a prolonged period of absence (such as a holiday), please follow the above instructions and flush all outlets.
- Clean and descale your shower head at least every three months.

ASBESTOS

Asbestos is a naturally occurring material. Asbestos fibers are extremely strong and resistant to heat and chemicals; this has led to its use in a wide range of building materials and products.

Why is asbestos dangerous?

Asbestos fibers have been added to a range of building products and materials used in the construction industry since the early 1900's.

Asbestos-containing materials, if maintained in a good condition, are not dangerous.

However, when it is damaged, sanded, scrubbed, drilled or sawn it can become dangerous.

It could release fibers into the air if damaged, and if breathed in these can be harmful.

If there is asbestos in your home, or in the common area that leads to your home we may inspect it from time to time to check that it is still in a satisfactory condition.

What to do if you think you have asbestos in your home

- Don't panic! It is only a problem if it gets disturbed or damaged
- Don't disturb any damaged area or material that might contain asbestos
- Don't carry out any DIY. Don't sand, drill, saw or strip any area that might contain asbestos
- Don't clean, sweep or vacuum dirt or debris that might contain asbestos
- Don't remove any material that you think contains asbestos



Contact us before you embark on major home improvements

It is vitally important for the safety of everyone in your home that, before you carry out any alterations or improvements to your home, you seek permission from saha. We have an asbestos register, so we can check our records first to see if there is any likelihood of asbestos-containing materials in your home.

How is saha making homes asbestos safe?

saha is continually surveying many of our properties to identify any potential asbestos risks that may be present. We have an Asbestos Management Plan in place, which details how asbestos-containing materials will be managed to prevent exposure to airborne fibers.

By law, all non-domestic properties must have a survey carried out. saha has carried out asbestos surveys to all its communal areas. We have recorded the location of asbestos materials and, where needed, these have been removed or protected. Any asbestos materials left in place are re-inspected on an annual basis.

Keeping within set Health and Safety Executive (HSE) guidelines and government policy, saha will leave any asbestos that is in good condition and is unlikely to be damaged, as it is safer to leave it where it is. Where there is a high risk, and asbestos has to be removed, we will use a specialist asbestos removal contractor.

Don't take risks!

If you think you may have damaged asbestos in your home, let saha know immediately. If you don't know whether something contains asbestos, call us on **0800 970 6363** and we will check our register. If we haven't got a record, we can arrange to have the material professionally inspected and analysed and/or carry out a risk assessment.

FIRE SAFETY



In the event of a fire what should you do?

If you live in a block that operates a policy of “stay put” and you discover a fire in a flat or common area you should:

- Alert all occupants of the flat
- Do not use the lift
- Leave the building by the nearest exit
- Call 999 and ask for the Fire Brigade

Other occupants not directly affected by the fire should:

- Stay Put in their flat unless directed to leave by the Fire Brigade
- Do not return to the building until instructed to do so by the Fire Brigade

If your home is a single dwelling or a flat in a block that operates an evacuation policy you should take the following action:

- Sound the alarm
- Call 999 and ask for the fire brigade
- Leave the building by the nearest exit

On hearing the alarm:

- Leave the building by the nearest exit
- Do not return to the building until instructed to do so by the fire brigade.

The Head of Health Safety & Compliance will be able to tell you which evacuation procedure should be used at your home. Alternatively, if you live in a flat please refer to the red Fire Action notices which are displayed in all communal areas.

Evacuation advice

You should familiarise yourself with your building and have an escape route planned that everyone at your address is familiar with. Some blocks where residents live may have slightly different advice so it is very important that you know the advice for your building. Make sure that everyone in your home knows where the exits are should they be required in the event of an emergency.

As you escape, remember:

- Don't delay to save valuables or look for pets
- Don't investigate the fire
- Crawl on the floor if there's smoke – the air is cleaner near the floor, so put your nose as low as possible.
remember, smoke is poisonous and can kill you
- As you go out, only open the doors you need to and close any open doors you can to slow the spread of the fire
- Before you open doors, feel them with the back of your hand; if they're warm, don't open them – the fire is on the other side
- If you're escaping with others, stay together if you can

General Advice

- Remember to check your smoke alarm at least once a month
- Close all internal doors when you go to bed.
- Take care in the kitchen, never leave your cooking unattended and take extra care with hot oil.
- Never leave lit candles unattended.
- Make sure cigarettes are stubbed out and disposed of carefully and never smoke in bed.
- Don't overload electrical sockets.
- Keep matches away from children.
- Do not store flammable liquids such as petrol in your home, bin store or chutes.
- If you require oxygen to assist a medical condition, please ensure you have informed your local fire and rescue

Smoke alarms

The easiest way to protect your home and family from the early onset of fire is with a smoke alarm. You may need more than one and should test them at least monthly to make sure they are working. It could save your life.

Fire safety features in your home and making modifications

Did you know that your front door is your main weapon against fire? If you live in a flat your front door helps to prevent fire from spreading into communal areas and escape routes - all front doors in blocks of flats should be fire resistant because they help to prevent fire from spreading.

In flats, current fire safety guidance says that front doors should have a self-closing device so this should never be removed. You must also be aware that altering your letterbox or adding a cat flap to your door will affect the fire safety of your home and the entire building - even minor alterations can compromise the design of the building's fire safety systems.

If you have a fire-resistant door in your home you must first seek written permission if you wish to make alterations to it so that Saha can properly assess the fire safety implications. If your door or letterbox has been damaged, please report it to Customer Services for inspection and repair.

Your home has been designed with fire safety in mind so there are various things such as signage, smoke alarms, heat detectors, door closers, fire resistant glazing, fire resistant panels, sprinklers, automatic opening vents on some stairways and other fire safety features that help to keep you safe. Everyone's safety depends on these safety features, so please do not remove or damage them, for example by drilling holes through walls, e.g. to install cables.

If you spot any damage that could impact fire safety, such as broken smoke alarms, heat detectors and door closers within your property or communal areas in your block please call Customer Services.

Keep your escape route free from hazards and obstructions

Ensure the route to your means of escape is kept free from obstructions, such as items of furniture, bicycles and refuse, or any other item that could have the potential to be a slip or trip hazard. If your home is located in a block or scheme this guidance should be applied to communal areas and corridors.

Fire Doors

Fire doors should be kept closed and never propped or wedged open. Other internal doors should be closed when sleeping as a closed door not only helps to contain a fire to a single room but also prevents the smoke which contains hot, harmful, toxic gases from spreading through the rest of the home. This will give you more of a chance of getting out safely.

Call the fire brigade on 999

Once you're out and safe, call the emergency services free on 999. When you speak to the operator:

- Give your whole address, including the town
- Tell them what is on fire, e.g. 'a two-storey house'

- Explain if anyone is trapped and what room they're in – the more information you can give, the more quickly and effectively they can help you

Don't go back in

You should find somewhere safe to wait near the building. If there's someone still inside, wait for the Fire and Rescue Service to arrive and tell them – they're much more likely to be able to find them quicker than you. If you go back into the building, you will slow down the fire fighters' efforts to rescue anyone else missing, as well as putting your own life in great danger.

Dealing with a fire in your kitchen

- Don't move the item on fire because it will be very hot
- Turn off the heat if it's safe to do so – don't lean over the pan to reach the controls
- Don't use a fire extinguisher on a pan of oil because the force of the extinguisher can spread the fire
- Never use water on chip pan fires as this will cause a fireball
- Get out and call 999 as soon as possible.

Balconies

- You must not use any barbeque equipment on your balcony
- You must not store combustible material on your balcony
- You should be aware of the dangers of smoking on your balcony and ensure your cigarette stubs are fully extinguished

If an electrical appliance catches fire, don't throw water on it. If it is safe to do so, you may be able to put out the fire immediately by:

- Pulling the appliance's plug out
- Switching off the power at the fuse box
- If the fire doesn't go out, get out of the house and call 999.

Safety tips if you smoke

Follow these safety tips to avoid causing a fire:

- Never smoke in bed – it's very easy to fall asleep and allow your cigarette to set light to your bedclothes or furnishings;
- Don't smoke if you're drowsy – especially if you're sitting in a comfortable chair or if you've been drinking or taking prescription drugs; again, it's easy to fall asleep;
- Don't leave a lit cigarette (or cigar or pipe) – they can easily overbalance and land on the carpet or other flammable material; and make sure your ashtray is heavy and can't tip easily;
- Make totally sure that your butts (and any remains in your pipe bowl) aren't still smoldering when you've finished with them; wet them and empty your ashtray into a metal bin outside the house;

- Keep lighters, matches and smoking materials out of the reach of children – you can also buy child-resistant lighters and containers for matches.

Visit from the fire service

If you would like Home Fire Safety Assessment please get in touch with your local fire service, who will be happy to give you free advice and fit smoke alarms if necessary.

If you have concerns

If you become concerned about the serviceability of any of the fire safety equipment located at your premises or feel that the risk of fire has increased for whatever reason, please contact your Housing Officer immediately.