



## Our safety offer and standards

We want you to live in a home that is warm, safe and secure. Our safety offer and standards show how we'll meet our legal obligations, working with you to keep our rental homes and communal spaces safe, and help you to understand the level of service to expect from us.

### We will....



carry out regular safety checks within your home (*rented properties*):

- yearly [gas safety checks](#) (where there is a gas supply).
- yearly servicing of any non-gas and non-electric heating systems (e.g. air source heat pumps, solid fuel etc).
- electrical safety test and inspections every 10 years

*Whilst in your home we will also be checking your smoke alarms and any carbon monoxide detectors. Please also take the time to regularly test your smoke detectors.*



carry out fire risk assessments of our communal areas, producing appropriate fire procedures and fitting detection/protection equipment as required.



ensure any installed fire detection/protection equipment in our communal areas are in good condition by carrying out:

- monthly fire alarm sound tests (as a minimum)
- 6 monthly fire alarm system services (as a minimum)
- yearly test and recharge of fire extinguishers
- 6 monthly tests of automatic opening smoke vents
- 6 monthly inspections of [dry risers](#)
- monthly emergency lighting function tests and yearly full duration tests.
- 5 yearly electrical safety test and inspection

More information on fire safety [can be found here](#).



hold and keep up to date an Asbestos register, recording the type and location of any asbestos containing materials in your home or communal areas. More information on our management of asbestos [can be found here](#).



carry out water hygiene risk assessments of our communal water systems, undertaking regular water sampling (at least yearly), temperature testing and system flushing (at least monthly) to manage any risks identified.



carry out 6 monthly inspections of our lifting and mechanical equipment (e.g. passenger lifts, stairlifts, hoists, automatic/electronic gates and doors). Servicing our passenger lifts monthly.

### **We know we've been successful in delivering our offer and standards when....**



you consistently rate us 8 and above out of 10 for providing a home that is safe and secure.



we are 100% compliant with our health and safety obligations (gas safety, electrical safety, fire safety, asbestos, water safety and lift safety).