

Your home Your safety



**As your landlord, we are responsible for meeting
Health and Safety standards in your home.**

This leaflet summarises:

Eastlight's responsibilities

Your responsibilities

Essential tips and information to avoid issues and hazards



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Gas Safety



What your landlord does

Eastlight's responsibilities and service standards

- ✓ We will make sure your gas appliances, carcassing and pipework are well-maintained.
- ✓ We will carry out an annual safety check of Eastlight-owned gas appliances and flue.
- ✓ We provide gas engineers who are correctly trained, qualified and registered with the Gas Safety Register.
- ✓ We will write to you at least eight weeks before the expiry of the gas safety certificate.
- ✓ We will make an appointment at your convenience to carry out a safety inspection in your home.
- ✓ We will carry out regular customer satisfaction surveys and publish the results of these surveys each year.
- ✓ We keep a record of the gas safety check for two years. We will provide you with a copy of the Landlord Gas Safety Record within 28 days
- ✓ We carry out a visual safety check of the gas appliances you own.



How **you** keep your home safe

Your responsibilities

- ✓ You keep appointments for your annual gas safety inspection.
- ✓ You allow gas contractors into your home to carry out safety checks and maintenance.
- ✓ To report gas leaks and turn off the supply at the mains.
- ✓ You must use gas safe registered contractors to install and service your own appliances and provide us with a copy of the certificate.
- ✗ Do not use any gas appliances that you think may be unsafe.
- ✗ Do not paint the casing of your gas fire or boiler.
- ✗ Do not block any ventilation needed for gas appliances.
- ✗ Do not sleep in the lounge of your property if it has an open flue gas appliance, such as a fire and back boiler.



Gas Safety

Remember!

If you smell gas or your carbon monoxide detector is sounding you must:

- 1** Get fresh air immediately. Open all doors and windows to ventilate the room.
- 2** Switch off the appliance and do not use it again until it has been checked by a Gas Safe registered engineer.
- 3** Turn off the gas supply at the mains.
- 4** Call the national gas emergency number **0800 111 999**.
Or visit www.nationalgrid.com for non emergency information
- 5** If you are feeling ill, visit your GP or the hospital immediately and tell them that your symptoms may be related to carbon monoxide poisoning.
- 6** Contact Eastlight on **0330 128 0330** to arrange for an engineer to check and fix the appliance.

Carbon monoxide detectors – our responsibilities

Eastlight installs Carbon Monoxide detectors (CO₂ Detectors) in all homes with a solid fuel, open flued or gas appliance. We check them during the Landlord Gas Safety Checks.

Frequently asked questions

Q. How will you arrange my gas safety check?

A. We will write to you offering you a timed appointment from Monday to Friday. We may be able to offer a Saturday or evening appointment if you are unavailable during these times.

Q. What if I don't allow contractors in to carry out the gas safety check?

A. By law, we must check your gas appliances every year. So we can get in your home to do this, we write to you at least eight weeks before the service is due to arrange an appointment.

Q. What if I don't keep the appointment or don't let the gas contractors in?

A. If we have visited more than twice to get in your home, we reserve the right to force entry and ask you to pay for costs associated with this.

Q. What if I am ill or vulnerable so can't let you in?

A. Gas Safety checks must take place. We will work with you to ensure they take place before the due date and help resolve any concerns you have.

Q. What if someone in our home has Covid-19?

A. Our engineers wear the required PPE to carry out the Gas Safety check even if a member of your household is currently testing positive for Covid-19.

Q. What if my home does not have any gas appliances?

A. If there is a gas meter, pipework or carcasing, but no gas appliances, we are required by law to inspect your property and provide a Landlord's Gas Safety Certificate.

Q. What is an open flued appliance?

A. An open flued appliance is one that vents into your home, normally into a chimney stack. These include:

- Open fires
- Wood burning/ multi-fuel stoves
- Gas fires
- Back boilers.

Q. Why do you block up open fires?

A. Eastlight proactively blocks up open fires and removes open flued appliances when properties become empty. We want to phase out these appliance to help us meet the zero carbon emissions targets, so if you request to have one it will be refused.

Fire Safety

Remember! In the event of a fire:

- 1 Do not stop to save valuables.
- 2 Do not investigate the fire.
- 3 Crawl on the floor if there is smoke.
- 4 As you leave – only open doors you need to and close any open doors you can to slow the spread of fire.
- 5 Stay together if you can.
- 6 If there is a lift/stair-lift do not use.
- 7 Do not go back in.
- 8 Call 999 and ask for fire, provide your name, full address and contact telephone number.

Frequently asked questions

- Q. How do I know what to do if I live in a block of flats?**
- A. Your building will have a Fire Action Notice in the communal area near to the main entrance. It details what to do in an emergency. Please familiarise yourself with this and contact Eastlight if you have any questions.
- Q. What if I live in a block of flats and there is a fire in another part of the building?**
- A. The majority of our properties have 'Stay Put' fire evacuation policies, this means that if you live in a flat with communal areas, the flats are designed to contain the fire within the area in which is started. Therefore if you hear an alarm sound and the fire is not in your flat, the safest option is to stay put, unless instructed otherwise by the Fire Service. If you hear the alarm when you are in a communal area then the safest option is to exit the building.
- Q. Can I have a fire safety check at my home?**
- A. Some fire and rescue services offer a free home fire safety visit. They will inspect your home to help you spot any potential fire hazards and show you what to do to reduce or prevent the risk of fire.
- Q. Do all your buildings have a 'stay put' policy?**
- A. A small number of our properties with communal areas have a 'full evacuation' policy. When the alarm sounds, you must leave the building by the nearest exit.
- Q. How do I get a fire safety visit?**
- A. Contact your local fire and rescue service for more information (see useful numbers on the last page of this leaflet).
- Q. Can I have my own information?**
- A. [If you would like a copy of the Fire Risk Assessment or the Fire Action Notice for your building.... please contact us.](#)

Fire Safety Tips



Escape route

You need to think about your escape route in the event of a fire within your home – and make sure everyone in your house is familiar with it. Make sure exits are clear.



Fire doors

Must be kept shut. Do not disconnect a closing device. Please report damage immediately.



Smoke alarms

Make sure the smoke alarms in your home are working by testing them weekly.



Heating system

Use the fixed heating system fitted in your home, do not use any form of radiant heater, especially one with either a flame (gas or paraffin) or a radiant element (electric bar fire.)



Appliances

Make sure electrical appliances and heaters are switched off when no one is home.



Flammable items

Petrol, gas canisters etc must not be stored in communal areas/cupboards or your home.



Matches and lighters

Keep in a safe place, away from children.



Electrical sockets

Do not overload and switch them off when not in use.



Cooking

Never leave cooking unattended. Take extra care when cooking with hot oil – don't leave children alone in the kitchen when the hob or oven is on.



Balcony

If you have a balcony, do not have a barbeque, smoke or leave flammable items on it.



Candles

Never leave them unattended. Always put them out fully.



Smoking

Never smoke in bed. Always put out cigarettes fully.



Keep your home clutter-free

High levels of clutter make it much easier for a fire to start and spread. Clutter can make it difficult to escape and increases the risk of injury and death.



Every night

Make a bedtime check. Close inside doors at night to stop fire spreading.

Condensation, mould and damp

What is condensation?

Condensation is caused through a lack of heat and ventilation within your home.

Condensation occurs when warm moist air meets a cold surface, such as windows or walls. As the air cools, water is deposited. This can cause mould to form.

Problems mainly occur during the winter, when the difference between the internal and external temperature is at its greatest.

The condensation often appears where there is little movement of air. You may notice it on or near windows, in or behind wardrobes and cupboards and on north facing walls.

New buildings can suffer from condensation until the water that was used during building, for instance in the plaster, has completely dried out.

What causes damp?

- Leaking pipes, wastes or overflows
- Rain seeping through the roof
- Rising damp

Remember!

How to deal with mould.

- 1 First, treat any mould you may already have in your home. You can do this by wiping it down with a fungicidal wash, which can be purchased from most supermarkets or DIY stores.
- 2 Dry clean clothes and shampoo carpets which have mould on them. Using a vacuum cleaner can spread spores.
- 3 After treatment, redecorate using a good quality anti-fungicidal paint to help prevent mould recurring. Use fungicidal paste if you are wallpapering.
- 4 Remember, mould is likely to return unless the cause of the condensation is dealt with.



Condensation, mould and damp



Preventing condensation

Your responsibilities

- ✓ Keep your property heated at a low level to increase the temperature of internal surfaces.
- ✓ Produce less moisture. Cover pans and do not leave kettles boiling.
- ✗ Do not use paraffin and portable Calor gas heaters, as these put a lot of moisture in the air.
- ✓ Dry washing outdoors or put it in the bathroom with the door closed and the window open or extractor fan on.
- ✓ Vent any tumble dryer outside unless it is the self-condensing type.
- ✓ Ventilate to remove moisture. Keep a small window ajar whenever possible or the trickle vent open when someone is in the room.
- ✓ Ventilate kitchens and bathrooms when in use by opening the windows wider or using the extractor fan.
- ✓ Close the kitchen and bathroom doors during and after use.
- ✓ Ventilate cupboards and wardrobes. Avoid putting too many things in them as this stops the air circulating.
- ✓ If possible position furniture against internal walls. Leave a gap of around 10 cm where possible if you have to place furniture against external walls. This allows airflow and prevents cold spots occurring.
- ✓ Please ensure your extractor fan is cleaned regularly and report any repairs required to us straight away.



Asbestos

What is asbestos?

Asbestos is a mineral fibre found in building materials and products used from 1950 to 2000.

Asbestos is safe if undamaged. However, if the fibres become damaged through age or DIY activity, it can be dangerous if breathed in.

Types of asbestos

The types of asbestos materials that may be found in your home are described below:

Sprayed coating – found as fire protection material on columns or beams which may be found in steel framed houses or communal areas of flats.

Pipe insulation – asbestos thermal pipe lagging used to insulate pipes and boilers.

Asbestos insulating board – found on ceilings and in door panels used for fire protection and heat insulation.

Floor tiles – vinyl (PVC) or thermo-plastic tiles may contain a small amount of asbestos material.

Asbestos cement roof sheeting – found on industrial roofs, walls and sometimes garage roofs.

Textured decorative coating (Artex) – found on ceilings or walls.



How **you** keep your home safe

Your responsibilities



Obtain written permission from us before you start work on your property.



Before you carry out any DIY on your home, check that you are not working on any products containing asbestos.



It is vital that an asbestos survey is carried out before any type of major refurbishment work takes place.



What your landlord does

Eastlight's responsibilities



We hold an asbestos register, so we know where asbestos is present.

Remember!



Asbestos building products have now been banned.



If you live in a property built after 2000, it is highly unlikely that you will find asbestos in your home.



Electrical Safety



What your landlord does

Eastlight's responsibilities

- ✓ We ensure your home has a valid Electrical Installation Condition Report (EICR).
- ✓ The check is carried out by a qualified electrician every five years.
- ✓ We also check electrical supplies in the communal areas and arrange regular inspections of any electrical equipment installed in them.



How **you** keep your home safe

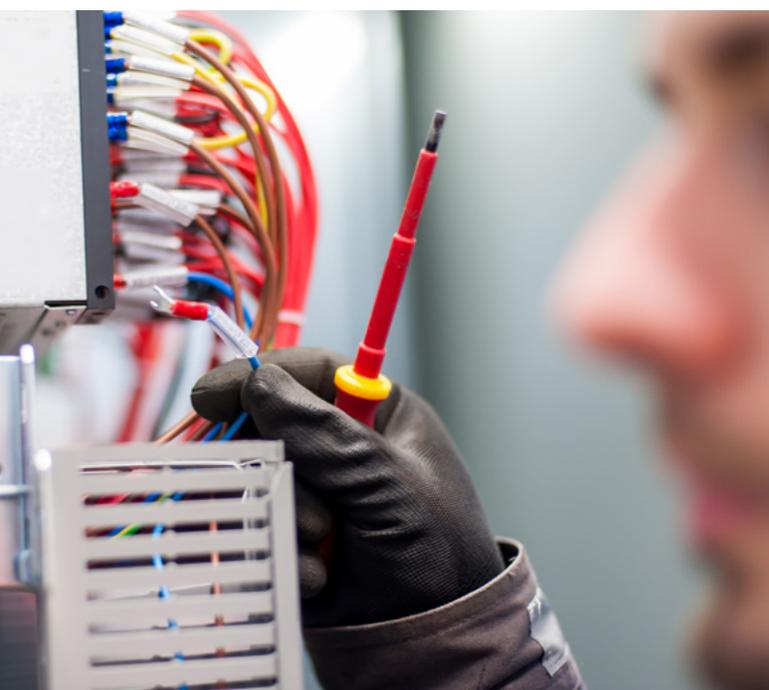
Your responsibilities

- ✓ Always allow our contractors in to carry out this check when an appointment is booked.

Remember!

Top electrical safety tips.

- 1 Make sure appliances are switched off when no one is home.
- 2 Do not use faulty or damaged appliances.
- 3 Do not use inferior chargers and leads for charging mobile devices. Do not leave mobile devices charging on or against soft furnishings or on your bed at night as they could overheat and cause a fire.
- 4 Do not overload sockets or extension leads and switch them off when not in use.
- 5 Always use the correct length extension lead and leave it uncoiled when in use.
- 6 Do not use multiple extension leads 'daisy-chained' together.
- 7 Do not use communal sockets for personal use.
- 8 Do not use electrical appliances in communal areas or their cupboards.
- 9 Do not charge mobility scooter batteries in communal areas.
- 10 Do not use damaged sockets.



Useful numbers

- **Emergency Services**
999
- **emergencySMS**
Emergency Services Text for deaf, hard of hearing and speech-impaired people.
[Please visit www.emergencysms.net to register your mobile phone to use this service.](http://www.emergencysms.net)
- **National Grid**
0800 111999
- **Essex County Fire and Rescue**
01376 576000
- **Suffolk Fire and Rescue**
01473 260588

[If you have any further questions about any of the issues in this guide, you can contact us.](#)

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We really value your comments, compliments and complaints. Your feedback helps shape the services we provide to you.

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