

Your home Your safety

A guide to Health
and Safety standards
in your home

Eastlight
Community Homes



What's inside

Gas Safety	4
Fire Safety	8
Damp & mould	14
Asbestos	18
Electrical Safety	20
Useful Numbers	22

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

This guide summarises Eastlight's responsibilities, your responsibilities and essential tips and information to avoid issues and hazards.

**If you have any questions or concerns, please speak to us.
Our contact details are on the back page.**



An Eastlight home
in Halstead, Essex.



Gas Safety



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 ten weeks before 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.



Your responsibilities

- ✓ Keep appointments for your annual gas safety inspection
- ✓ Allow gas contractors into your home to carry out safety checks and maintenance
- ✓ 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
- ✓ Always remember to test your smoke alarm and carbon monoxide detector on a weekly basis
- ✗ 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.



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.

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. How will I know if I need a gas safety check?

A. By law, we must check your gas appliances every year. So we can gain access to your home to do this, we write to you at least ten 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 access your home, we reserve the right to gain entry through a court injunction and ask you to pay for costs associated with this.

Q. What if I'm ill or have mobility issues 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 my home doesn't have any gas appliances?

A. If there is a gas meter, pipework or carcasising, 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.

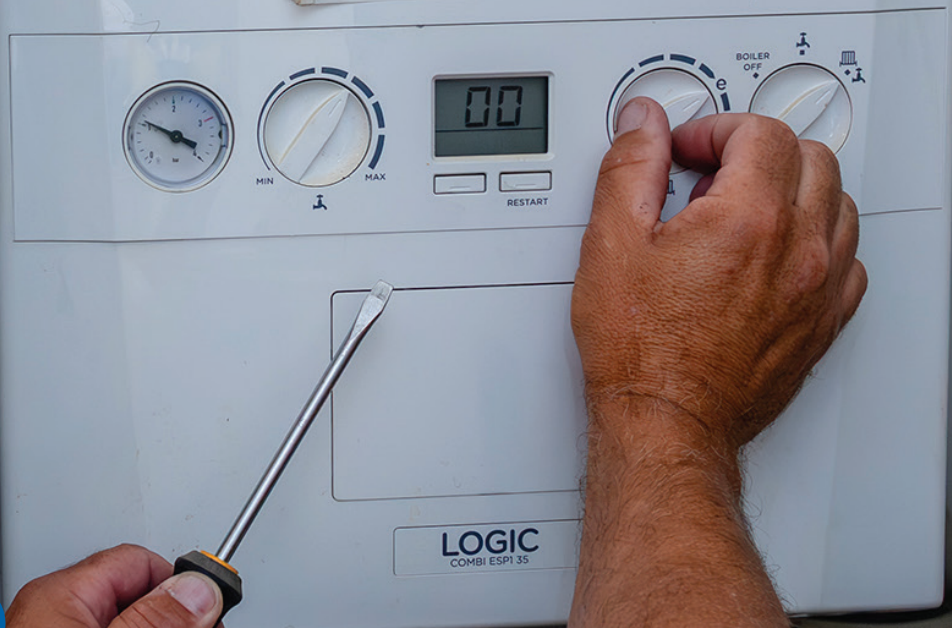
These include:

- 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 appliances to help us meet the zero carbon emission targets, so if you request to have one it will be refused.

IMPORTANT INFORMATION
THIS UNIT WAS INSTALLED BY:-
RICHARDSON & ROTHWELL PLUMBING & HEATING LTD.
GAS SAFE: 184271
COMMISSIONED ON: 11-7-2019
ANNUAL SERVICE DUE: 11-7-2020
FOR ANNUAL SERVICING ENQUIRIES PLEASE CALL:-
RICHARDSON & ROTHWELL ON: 01206 323732



If you are having
issues with your
heating system that
you can't resolve,
please contact us.





Fire Safety



Eastlight's responsibilities and service standards

- ✓ We will make sure all Fire Risk Assessments (FRA) are completed on time
- ✓ We will ensure an appropriately accredited competent person completes your FRA
- ✓ If your FRA is completed by managing agents or third parties, we will collect and retain copies of the assessment
- ✓ We will keep digital records of all FRAs and actions
- ✓ We will install and regularly test all mains or battery-powered carbon monoxide, smoke and heat alarms
- ✓ All fire doors and communal areas will be regularly inspected and maintained, and all fire routes, alarm points and firefighting equipment will be clearly marked
- ✓ We will carry out regular customer satisfaction surveys and publish the results of these surveys each year.



Your responsibilities

- ✓ Test your fire alarms weekly and make sure they're working as they should
- ✓ Keep fire doors shut when not in use
- ✓ Know your fire escape routes
- ✓ Turn things off when no one is home
- ✓ Always let us or our contractors into your home so we can complete an assessment without delay
- ✗ Do not tamper with or change your flat front door without our consent first
- ✗ Do not use radiant heaters, especially those with flame or radiant elements
- ✗ Do not leave flammables like candles or cigarettes unattended.



An Eastlight team member fixing a residents' fire alarm.





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 inside.
- 8** Call 999 and ask for fire, providing 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's a fire in another part of the building?

- A.** The majority of our properties have 'Stay Put' fire evacuation policies, this means 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 Eastlight 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. Why are there no fire extinguishers in my building?

- A.** We don't install fire extinguisher units in common areas of our buildings as they should only be used by those who are suitably trained to do so.

Q. How do I arrange a home fire safety visit with the fire service?

- A.** You can contact your local fire and rescue service for more information.

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.



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).



Fire doors

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



Appliances

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



Smoke alarms

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



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.



Candles

Never leave them unattended. Always put them out fully.



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.



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.



Smoking

Please smoke outside where possible and ensure cigarettes are fully put out before discarding. Please never leave an e-cigarette unattended when charging and always buy them from a reputable source.



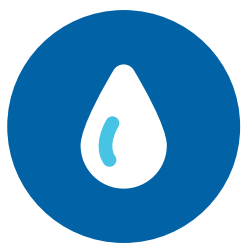
Balcony

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



Every night

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



Damp & Mould

Damp and mould is usually caused by a build up of condensation in your home – when warm air comes into contact with a cold surface.

We will work with you to look after your home by preventing damp or mould from building up.

Condensation can come from cooking, washing, boiling kettles and drying clothes indoors because these activities produce warm, moist air. Problems can be worse in cooler rooms.

Heating your home at a consistent lower temperature reduces the chance of it from building up.

Sometimes, we will need to carry out repairs or other work in your home to tackle damp and mould.

However, in many cases, there are quick and simple steps you can take to prevent it, which you can find on the following page.

If these steps fail to remove the damp and mould, then please get in touch. Our Healthy Homes Team will investigate all reports of damp and mould in your home within 14 calendar days.

Our teams will clean away mould, take damp meter readings of the walls and floor, check humidity levels in rooms, and check there is suitable ventilation in both bathrooms and kitchens.

If you're experiencing damp and mould, please get in touch. We're here to support.



Awaab's Law places strict timescales on landlords to fix damp and mould issues quickly and to a high-standard.





You can report
damp and mould
on our website.





Damp & Mould tips

Ventilation

1



Open windows every day even if only for a short period.

2



Open windows, close doors and use **extractor fans** when cooking or showering.

3



Open curtains to allow sunlight to warm your home.

4



Dry clothes outside if you can. If you can't, use a clothes horse in your bathroom. Shut the door and either turn the extractor fan on or keep your window open.

Heating

5



Heating your home at a **consistent lower temperature** reduces the chance of condensation and mould from building up.

6



Make sure you know **how to use your heating system**, and ask for help if you're not sure.

Cleaning

7



Wipe condensation off windows and other surfaces.

8



Use mould and mildew spray to wipe down walls affected by mould. Please read the label before using.

Contact us

9



If damp and mould persists, contact us and we will **arrange an appointment** to visit your home again.

10



If you are **struggling to afford heating**, we may be able to offer further support. Please contact us.

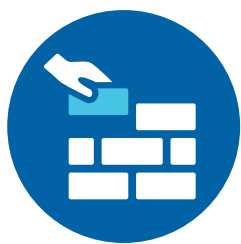
DID YOU KNOW?



Having a bath can create **two pints** of moisture which could become condensation if the bathroom isn't ventilated.



Drying clothes indoors can create **nine pints** of moisture.



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.



Eastlight's responsibilities and service standards



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



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. Please contact Eastlight for further information



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



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



Eastlight's responsibilities and service standards

- ✓ 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.



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.

National Grid 0800 111999

Essex County Fire and Rescue 01376 576000

Suffolk Fire and Rescue 01473 260588

Norfolk Fire and Rescue 0300 123 1669

If you have any further questions about any of the issues in this guide, you can contact us.



Eastlight Community Homes

Eastlight House, Charter Way
Braintree
Essex
CM77 8FG

Text 07860 024511
0330 128 0330 (local rate)
www.eastlighthomes.co.uk
customer.services@eastlighthomes.co.uk



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 eastlighthomes
 @eastlighthomes
 eastlight-community-homes-

Our Customer Service Team are available between 8.30am and 5pm from Monday to Friday.
If it's an emergency, call this number for our out-of-hours service at other times.

If you need this booklet in a different format or language, please let us know.