



***TENANT
SAFETY
MATTERS***

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FIRE SAFETY

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FIRE SAFETY

If a fire breaks out in your home

1. Close the door of the room where the fire is.
2. Get everyone out of the house if possible.
3. If you need to break a window, the safest way is to break the glass in the bottom corner.
4. Call the fire brigade - don't assume that someone else has.
5. Warn your neighbours and do NOT go back into the property.
6. If you live in a flat and your front door opens into a communal stairwell the Scottish Fire and Rescue Service (SFRS) advise a stay put policy if the fire is not in your home as you may get trapped in the stairwell.

IF A FIRE BREAKS OUT IN YOUR HOME

CALL 999

**DON'T ASSUME THAT
SOMEONE ELSE HAS**

WHAT WE ARE DOING TO KEEP YOUR SAFE

Ensure that all our homes will have the required levels of smoke and heat alarms installed.

Communal fire alarm systems in amenity housing blocks will be tested weekly by a member of our team and serviced annually by a certified professional company/partner.



Let us know if you have a hearing issue which may make it difficult for you to hear an alarm - we can provide assistance to help you obtain specially enhanced equipment

Fire extinguishers and blankets in communal areas of amenity housing blocks will be visually checked weekly and serviced annually.

Flats in enclosed communal blocks will be fitted with an approved 30-minute fire door. These doors can hold in a fire for at least 30 minutes, allowing time for either escape or the Fire Service to respond.

Please do not tamper with fire doors, this includes installation of cat flaps, or screwing any item to your door

If you live in a block with a communal stairwell, we will also carry out regular Fire Risk Assessment to make sure that they are kept clear of flammables and obstruction.

Emergency lighting in blocks will be tested regularly. If you notice an issue with the lighting please let us know.





WHAT YOU CAN DO TO KEEP SAFE

The most common causes of fires in the home are; cooking, candles, smoking, heating and use of electrical gadgets. Fires can start suddenly and spread quickly, damaging your home and belongings and putting lives in danger.

Here are a few simple steps you can take to prevent a fire from starting:

- Don't leave chip/food pans unattended. Around 48% of domestic fires start in the kitchen, and are most commonly caused when cooking is left unattended.
- Be careful not to overload electrical sockets.
- Turn off sockets at the plug at night, some devices will continue to use energy in standby mode.
- Use chargers for devices supplied by the manufacturer of the device (e.g. mobile phones, laptops etc). Cheap replacements have an increased risk of catching fire.
- Always unplug chargers when not in use.



- Close living room and kitchen doors at night. In the event of a fire this will help to hold back smoke and flames giving you vital time to escape or call for help.
- Keep matches out of reach of children.
- Keep portable heaters away from curtains and furniture.



- Never dry washing in front of a fire.
- Ensure your furniture is fire retardant, and keep combustibles away from any heat source.
- Keep an eye on lit candles - they should be on a stable surface, away from flammable items e.g. curtains, and kept out of reach of children.





FIRE SAFETY IN COMMUNAL BLOCKS

If you live in a block with a shared stairwell or other communal areas, there are a few other things you need to think about.

- Keep communal electrical cupboards or other areas e.g. under stairs clear.
Report issues of fly tipping, unauthorised storage, issues with door entry systems to us so we can take the necessary action.
- Keep communal doors closed and do not wedge them open as this could affect the security of your block and/or allow fire to spread more easily.
- Keep bin stores tidy and take excess rubbish, unwanted household items to your local recycling centre or tip. You can find your nearest recycling centre on Scottish Borders Council website.

www.scotborders.gov.uk



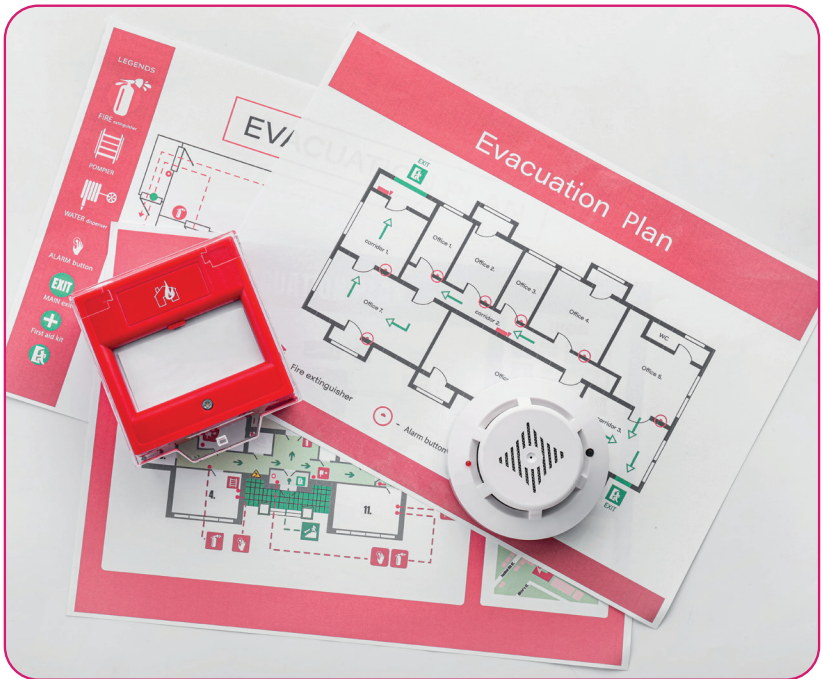
WHAT'S YOUR PLAN?

Even with care, fires can happen. They can spread quickly, so you need to have a plan of how you would get out of your home, and make sure that everyone who lives there, as well as any visitors, are aware of it.

You can find an example of a fire escape plan on the Scottish Fire and Rescue web page.

www.firescotland.gov.uk

You should check your route regularly to make sure that it's clear.



LOOKING AFTER YOUR SMOKE ALARM

- Check your smoke, heat, fire and co2 alarms weekly to make sure they are working.
If any of the alarms do not work, contact us immediately on 0800104105
- If your alarm beeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention (contact us if you need help with this). A continuous beeping is an activation that requires immediate action to stay safe.
- Never disconnect the alarm if it goes off by mistake.
- Vacuum the grill area of all alarms every 12 months.
- Never cover alarms.
- Report any issues to us straight away.





GAS SAFETY

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WHAT WE ARE DOING TO KEEP YOU SAFE

By law Landlords must make sure that all gas appliances, flues and pipework are safely maintained and checked once a year. This is to ensure your home is safe to live in. Unless gas appliances are serviced regularly, they can become dangerous and can kill. Waverley Housing must carry out a service before the anniversary date expires on the previous certificate.

- Our gas contractor will arrange to carry out your gas safety check each year. We will take all reasonable steps to get in touch with you to arrange this so please ensure you keep us updated if your contact number changes or your email.
- If additional works are identified during the safety check the contractor will call you to arrange an appointment to have the repair carried out.
- A copy of the safety certificate will be sent to you within 28 days. Please keep this safe next to your appliance if possible, to assist with any inspections.
- We will carry out gas safety checks on all empty homes, and cap the gas.

These checks are essential for your safety and required by law. If we are unable to arrange a suitable time with your consent we will commence our controlled entry process.

- All Waverley Housing operatives or contractors carrying out works in Waverley Housing homes are properly gas qualified for the works they are undertaking.
- All gas cookers must be fitted with a stability bracket. At each annual service a gas engineer will check that they have been fitted correctly.

- The gas inspection will look at all gas appliances in your home to check they are working correctly. We shall repair any appliance that we own such as boilers or fires. If there is a problem with an appliance that belongs to you, we will not carry out any repairs. Our contractor engineer will disconnect and cap an appliance if it is unsafe. They will also fix a label to the appliance to warn you that its not safe to use. It is illegal to remove this label and use the appliance until it has been made safe to use. You are responsible for arranging any repairs that are necessary.

IF YOU THINK YOU HAVE A GAS LEAK

- 1. Open all doors & windows.**
- 2. Do not put off or on any electrical items or switches.**
- 3. If any gas appliances have been left on, turn them off.**
- 4. If the pilot light is still on and your gas appliances are all off, there may be a leak.**
- 5. Turn off the gas at the mains.**

Phone the National Gas Emergency Number immediately on 0800 111 999.

(This is a free phone number unless you are calling from a mobile phone).



WHAT YOU CAN DO TO HELP KEEP YOURSELF GAS SAFE

Your gas safety check

- Keep the appointment given for the annual safety check and service given by our gas contractor. If you can't, call the contractor to re-arrange for a time that is suitable and before the anniversary date (i.e. within a year of the last service).
- If you have a prepayment meter please make sure you have at least emergency credit available on your electric and gas meter for our gas engineers to complete a gas safety check.
- Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

Staying gas safe - your appliances

- If you live in a flat, the law requires that any new gas cooker has a flame supervision device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished. Make sure you check with us before you buy a new cooker.
- Any new gas cooker you have fitted must be fitted by a qualified gas engineer and a certificate forwarded to us.
- No gas fires can be installed in the property by tenants. Any works to gas systems must be approved in writing by Waverley Housing before they are carried out.
- If you suspect any problems with your gas appliance, please call the repairs line on 0800 104 105.

Tips for boiler faults

If you have a problem with your boiler, please take the following steps before calling to report a fault:

1. If you have a pre-pay meter, check it is in credit.
2. Check there has not been a power cut and there is power to appliance.
3. Check to see if the pilot light has gone out.
4. Please try and reset the boiler - if you do not have an instruction manual, contact us and we will send you a copy.
5. Check the pressure gauge on the boiler when system is cold; it should be between 1 and 1.5 bar. Generally, this is indicated by a green zone on the gauge. Do not overfill past the green zone or 2-bar level. Check that the boiler has not been turned on to hot water only settings or on to a timer.
6. If you have a thermostat, check that this is set to the correct temperature or select 30 degree to test the boiler. You can then adjust to a comfortable temperature once the boiler is running.
7. In cold weather your condensate pipe that comes from your boiler to the outside of your property can become frozen. This can cause your boiler to shut down. This can be fixed by pouring warm water over the pipe.





SOLID FUEL SAFETY

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OIL AND SOLID FUEL SAFETY

If your CO2 alarm is activated or your appliance begins to burn slowly, goes out frequently, you smell or suspect fumes you should:

1. Open doors and windows.
2. Carefully put out the fire, or allow it to burn out itself.
3. Do not stay in the room any longer than necessary.
4. Contact us immediately to have the appliance checked and do not attempt to relight the appliance.

Oil and solid fuel appliances such as open fires, multi stoves and Charnwood heating stoves produce poisonous gases that will require a clear and unobstructed flue to carry them away from the property. The property also needs to have adequate ventilation such as air vents, that are the right size for the appliance. Solid fuel appliances need to be serviced annually, including a chimney/flue clean to ensure they are operating correctly and safely.

WHAT WE ARE DOING TO KEEP YOU SAFE

- We will ensure any home with gas, oil or solid fuel heating are fitted with a carbon monoxide detector and has the required ventilation.
- We will service your appliance annually and check your carbon monoxide detector to ensure it is working correctly.
- If your carbon monoxide alarm activates we will treat this as an emergency and if your alarm is faulty we will replace it. In some instances we may have to ask our Gas contractor to carry out a more thorough inspection if we cannot establish the cause of activation.



What you can do to assist and to keep yourself safe:

- Make sure the ventilation is not obstructed.
- For solid fuel appliances, empty and check the ash can every day.



- Always use the correct fuel.
- Never leave an open fire unattended without a secured fire-guard.
- Never let children near a fire and use a secured fire-guard for their safety.
- Allow us access to carry out your annual service.





CARBON MONOXIDE

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CARBON MONOXIDE

Carbon monoxide is produced when fuels such as gas, oil, coal and wood do not burn fully. The most common causes of accidental exposure to carbon monoxide are incorrectly installed, poorly maintained or poorly ventilated household appliances, for example cookers, heaters and central heating boilers. Carbon monoxide is a poisonous gas that has no smell or taste. Breathing it in can make you unwell, and it can kill if you are exposed to high levels.

WHAT WE ARE DOING TO KEEP YOU SAFE

- We will ensure any home with gas, oil or solid fuel heating are fitted with a carbon monoxide detector and have the required ventilation.
- We will check your carbon monoxide detector during your annual gas, solid fuel or oil service to ensure it is working correctly.
- If your carbon monoxide alarm activates we will treat this as an emergency and if your alarm is faulty we will replace it. In some instances we may have to ask our Gas contractor to carry out a more thorough inspection if we cannot establish the cause of activation.

What you can do to assist and to keep yourself safe:

- Do NOT remove carbon monoxide detection alarms from your property – they are there for your safety and can save you and your family's lives.
- Report issues or activations promptly.
- Do not cover vents, they are there to ensure effective ventilation to prevent build-up of fumes.

If your alarm bleeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention. Please call Waverley Housing to have this rectified. Waverley Housing fit 10 year sealed for life battery backup or battery alarms for your safety. Do not install alarms that have replaceable batteries in your home. Call Waverley Housing if you have any alarm issue you are not sure about.





ELECTRICAL SAFETY

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ELECTRICAL SAFETY

Lost power? Here are a few things to try before you call to report a fault:

1. Check your trip-switch or fuses to make sure you do not have a fault with an appliance:
 - If the trip switch is on, turn the switch off and back on again.
 - If the supply is not restored, push the “test” button.

If the switch trips, there is a fault with one of your appliances. You should then turn off all appliances and turn the switch back on. Now switch your appliances on one by one and if the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb needs replaced.

2. Check with your neighbours, if they are having a problem it may be a power cut. You should call Scottish Power on 0845 272 7999 to advise them, and to ask if they are aware of the problem and how long the power may be off for.

We need to carry out regular electrical inspections and tests because electrical installations deteriorate due to issues such as damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences.

Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

WHAT WE ARE DOING TO KEEP YOU SAFE

- Carry out an electrical safety check within 5 years of the previous test in your home and complete any works identified during the check.
- Carry out an electrical safety check within 5 years of the previous test in communal area of all blocks and complete any works identified during the check.
- Carry out an electrical check after major works on your home, this includes a kitchen, bathroom, or heating replacement.
- When a property becomes empty we will ensure every property has a safety check and any works required are completed prior to the property being re-let.
- Ensure any Waverley Housing operative or contractor undertaking works in our homes are properly electrically qualified for the works they are undertaking.





WHAT YOU CAN DO TO ASSIST AND TO KEEP YOURSELF SAFE

- Ensure you give access for all electrical safety checks.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to carry out any electrical works yourself, except plug changes.
- Switch off chargers etc. when not in use and check for overheating.

If your fire detection alarms bleep intermittently this indicates a battery low fault or an alarm memory fault, which needs attention. Please call Waverley Housing to have this rectified. Waverley Housing fit 10 year sealed for life battery backup or battery alarms for your safety. Do not install alarms that have replaceable batteries in your home. Call Waverley Housing if you have any alarm issue you are not sure about.





***WATER
SAFETY***

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There are several water-borne bacteria/diseases, but the most well-known is Legionnaires' disease (legionella) which is a potentially fatal form of pneumonia, caused by infected water droplets/mist. This disease can affect anybody, but mainly affects those who are more vulnerable because of age, illness, immunosuppression, smoking etc. It is caused by the bacteria Legionella Pneumophila and related bacteria. It can be present in stagnant water taps or unused pipework with water enclosed, pipes, water tanks and shower heads. Breathing in small droplets of contaminated water is how the legionella bacteria infect your lungs.

The most common sources of Legionella are:

- Shower heads and sink faucets
- Cooling tower
- Hot tubs
- Decorative fountains/water features
- Hot or cold water tanks and heaters
- Large complex plumbing systems



WHAT WE ARE DOING TO KEEP YOU SAFE

- Carry out monthly checks of communal water outlets in communal areas of amenity housing blocks and houses in multiple occupation.
- Carry out cyclical water checks to communal water tanks where required. This may require access to your property to access the communal tank. Any resulting works found during these checks will be carried out.
- During the empty homes process we will carry out a water pipework system flush and replace a shower hose and head prior to a property being allocated.
- Ensure any Waverley Housing operative or contractor undertaking works in our homes are properly trained.
- We will ensure that your boiler is set at the correct temperature to prevent any risk of legionella. You should not alter this.
- Any new baths that we fit will have a thermostatic mixing valve present to reduce the risk of scalding and distribute safe temperature water (under 44 degrees) at the tap directly.





What you can do to assist and to keep yourself safe:

- Provide access where requested to a communal water tank so an inspection and any works can be carried out. Where there is a communal tank this may feed 4 or more properties so access is necessary to keep all households safe.
- Ensure you run water through all your taps and shower heads regularly.
- Do not allow water to stagnate e.g. when water outlets are not in regular use.
- Unscrew your shower head regularly and immerse in disinfectant for a couple of minutes.
- If you are away from your home for more than 48hrs, upon your return run all taps and water outlets for 5 minutes.
- When you get back from longer holiday/breaks, you should run water through all your taps and shower heads for a longer period, say 10 minutes and immerse any shower heads in disinfectant for several hours.
- Before using garden hose pipes, turn the water on without a spray nozzle attached and run for 5 minutes.



ASBESTOS SAFETY

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ASBESTOS SAFETY

Asbestos is a strong, durable, non-flammable fibre widely used for reinforcing many materials in buildings prior to 1999. It was also a good insulator, so it was used extensively to protect building structures from fire and excessive heat. Because of its many uses, materials containing asbestos may be found in buildings, especially those built between 1950 and 1999 and was widely used in the construction and refurbishment of homes. Where asbestos remains mixed, bound or sealed with other materials and not disturbed it does not pose a safety risk. If asbestos is disturbed and fibres released, serious health risks can arise in the long term from breathing in air containing asbestos fibres.



WHAT WE ARE DOING TO KEEP YOU SAFE

- We carry out surveys of communal areas in blocks to identify, monitor and maintain asbestos in these areas
- Where major works are required we assess the asbestos information we have for the property and where required carry out a further asbestos survey to ensure as far as possible asbestos is identified and taken into account when planning.
- Where day to day repairs are required we provide our operatives and contractors with the associated asbestos information for that property.
- We ensure our operatives and contractors undertake regular asbestos awareness training to identify issues on site.
- We carry out an asbestos check each time one of our properties becomes empty.
- We maintain a register of all asbestos identified and assumed and where removals have taken place to ensure the effective management and monitoring of the asbestos safety process.
- If your home is known to have asbestos, we will let you know,

What you can do to assist and to keep yourself safe:

Contact us before undertaking DIY work which would disturb the fabric of the building. Standard decorative work, such as scraping wallpaper or painting, is perfectly safe. You must however call us in advance of carrying out any work if you plan to:

- Remove, sand, drill or scrape any artex coatings to surfaces.
- Drill (other than minor work, for example to put up a picture frame or a hook).
- Plan work which would disturb any material in the loft area.
- Plan work in the heating cupboard, on or around pipes which are lagged.
- If you have a query with regard to asbestos, please contact our Repairs Team on 0800 104 105,





***SAFETY IN
COMMUNAL
AREAS***

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Communal safety is important to reduce unwanted access to the block and to keep communal areas (internal and external) free from hazards which could cause injury, catch fire or obstruct escape in an emergency. Our Officers carry out regular health and safety inspections of the common parts of our properties. If you have any health and safety concerns, please report them to us as soon as possible. Tenants are encouraged and welcome to accompany officers on estate and common area inspections.

WHAT YOU CAN DO TO KEEP SAFE

- Only 'buzz in' people you know or are expecting where a door entry system is fitted.
- Keep communal passageways clear from obstruction to avoid trips and fire hazards.
- Keep communal electrical cupboards or other areas.
- Report issues of fly tipping, unauthorised storage, issues with door entry systems and any other communal issues as they arise.
- Keep communal doors closed at all times and do not wedge them open as this could compromise the security of the block and/or allow fire to spread more easily.
- Keep bin stores tidy and take excess rubbish, unwanted household items to the recycling centre or tip do not leave them within the communal areas of your block.

PESTS AND VERMIN

Pest control is the Tenant's responsibility and can be difficult to resolve, for infestations of rats, mice, wasps, cockroaches and other insects you can contact Scottish Borders Council who offer a pest control service and they can be contacted on 0300 100 1800 or by logging on to [Pest control | Scottish Borders Council \(scotborders.gov.uk\)](https://www.scotborders.gov.uk/pest-control).

Alternatively you can try to resolve this through the use of products available to purchase in most hardware stores including traps for rats and mice, sprays to deal with some insects and wasps.

BATS

All bats are protected by the Wildlife and Countryside act 1981. It is an offence to disturb or try to move them. If you are encountering some issues associated with your bat roost you can get advice and help by contacting the Bat Conservation Trust, Home - [Bat Conservation Trust \(bats.org.uk\)](https://www.bats.org.uk).

Bats are mostly harmless and classed at worse as a nuisance. Most people live happily beside bats, not noticing they are there most of the time. There is only one known disease associated with bat in the UK, which is Lyssavirus, a rabies type virus. It has only ever been found in a very small number of bats. There is no risk to you if you do not handle bats.

GENERAL SAFETY TIPS

Loft spaces are not designed for storage purposes. Any articles you store in your loft are there at your own risk. If we need to get access to your loft for maintenance work, you may be asked to remove any items you have stored there. If you vacate the property, ensure the loft is clear of items or you may be recharged by Waverley Housing for disposing of items. Be aware there is potential fire risk in attics if you cover electric cables with combustibles.

ADDITIONAL MEASURES

In some exceptional circumstances, such as flooding or outbreaks of infection, it may be necessary for us to introduce additional measures to keep you safe; for example, extra hygiene practices or restrictions on people visiting your home. If this is the case, we will always keep you informed, explaining clearly what these measures are and why they need to be introduced.

In cases where such extra measures have had to be introduced, it may take longer than usual to carry out some services. Your safety will always be our top priority.



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