

INFORMATION FOR RESIDENTS

10. Health and safety

This booklet tells you what we will do and what we expect you to do in terms of health and safety. It also gives information about fire safety.

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Health and safety

We have a duty of care to our customers. This means you have a right to expect certain standards while living in your home (see below for details). We will follow the relevant laws including those relating to health and safety at work and fire safety.

As far as is reasonable, we will:

- inspect all shared gas appliances every year;
- make sure the structure of the building remains in good condition;
- regularly inspect and service mechanical and electrical services in shared areas; and
- treat any asbestos we find in a safe and appropriate way.

On very rare occasions we may need to come into your home to inspect or carry out work, we will let you know in writing beforehand. If, for any reason, you do not let us in, we will take every necessary step to get into your home so that we meet with our legal responsibilities. If we have to pay costs to get into your home, we will charge you for them.

Liquid petroleum gas (LPG) and paraffin heaters

You must not use or store LPG or a paraffin heater in your home (including in any garage, outbuilding or garden shed). If you store LPG, our buildings insurance policy may not be valid.

Gas barbeques

If you use a gas barbeque, you must not take any gas cylinders or bottles into your home, including on a balcony. Please consider your neighbours when you are using your barbeque and avoid causing any nuisance with smoke or smells. You must make sure that you have home contents insurance and that it covers your property in case of accidents in these circumstances.

Fire safety

If your home is in a building with shared parts, we will make sure that a current fire-risk assessment has been carried out. If you live in a housing

scheme where there are staff on site, please read the fire policy and make sure you understand what to do if there is a fire.

If there is a fire, leave the building immediately, closing doors and windows behind you as you leave if it is safe to do so. Then dial 999. For everyone's safety, you must not leave anything in the shared areas at any time as this could block the fire exits and prevent people getting out if there is a fire.

Fire prevention

Smoke detectors could save your life. If you haven't got them already, we strongly recommend that you install smoke detectors inside your home. You should regularly test them and change the batteries as necessary to make sure that the detectors are working all the time.

If a fire starts in your home, you should follow this advice.

- Do not try to put out the fire unless you are absolutely sure you can do it safely.
- Set off the fire alarm, if there is one, to alert everyone in the building.
- Tell everyone else in your home or block that there is a fire.
- Get out of the building as quickly as possible.
- Use the stairs, not the lift, to leave the building.
- Do not go onto a private balcony unless there is an escape route.
- Dial 999 and ask for the fire brigade. Give them your address and any other details they ask for.

Your local fire prevention officer can give you more advice.

Gas safety

You must make sure that you have a valid gas safety certificate for your property at all times, and that you have all your gas appliances serviced once a year by a Corgi-registered engineer. If you do not do this, you are putting yourself and anyone living with you at risk of carbon monoxide poisoning and possible explosions caused by gas leaks. If you smell gas at any time, you should call National Grid (used to be called Transco) on Freephone **0800 111 999**.

Translations

This document gives information about safety and security. If you need any part of this information in large print, Braille on audio-tape or explained in your own language please contact us on the number below.

English

Dokumentigan wuxuu ku saabsan yahay badbaadada iyo ilaaliska. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre higiene e segurança. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

تمدك هذه الوثيقة بالمعلومات اللازمة عن السلامة والأمن. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة منمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি নিরাপত্তা ও প্রতিরক্ষা সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur la protection des données. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ સુરક્ષા અને સલામતી વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ઊંઈલ, સીડી ઉપર, આડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona información sobre seguridad. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone: 020 8451 8000

