

Your safety is paramount and it is crucial that you feel your home is safe. Nothing is more important to us, and we want to ensure the safety of those who live with you or visit you. We are also committed to ensuring that indoor and outdoor areas are safe, and any risks are carefully managed.

We are committed to protecting the safety, security and wellbeing of our residents, colleagues, contractors, and visitors. Not just because we must, but because it is the right thing to do as a responsible landlord.

We have a duty to comply with the law, in addition to several standards set out by the Government that are enforced by the Regulator of Social Housing. Wherever we can, Rooftop will always aim to go above and beyond the minimum standards required.

Whilst we continue to provide homes that are decent, warm, and safe places to live, we also have additional responsibilities that must be met in relation to gas, asbestos, fire, electrical, water hygiene and lift safety.

What happens in your neighbourhood is also important to us. Whether it is maintaining open spaces and gardens, ensuring that footpaths are well lit or working with our partners to provide employment and training opportunities, our services must always comply with relevant legislation.

The aim of this information document is to help you understand our responsibilities and what we are doing to ensure you remain safe in your home and the area in which you live. We have included some useful tips to explain how you can help us carry out work required and comply fully with the law.

The Homes Act

As your landlord we must make sure that your home is 'fit for human habitation'

which means that it is safe, healthy and free from things that could cause you or anyone else in your home serious harm. This responsibility has been set out in law through the Homes Act and we work hard to make sure that the houses and flats that we rent are safe, secure, warm, and dry.

There are 29 specific problems (i.e. damp, excess cold, lighting, noise, electrical hazards etc) set out by the Government that can be raised with landlords if not addressed and tenants can make a complaint if not resolved. Further guidance is available via www.gov.uk/government/publications.

In managing and maintaining your home, Rooftop works hard to ensure that your home:

- Is well maintained and in a good condition.
- Is structurally stable.
- Is free from damp and has sufficient ventilation.
- Has a layout that is safe and has sufficient natural light.
- Does not have a problem with the supply of hot and cold water.
- Does not have any problem with drainage or toilets.
- Has sufficient facilities to prepare and cook food, including washing up.

If you do experience any difficulties, we would encourage you to contact us immediately, ideally in writing if possible and provide us with a reasonable amount of time to fix the problem.

If you have told us and are still worried about the problem, you can contact your local council and/or the Housing Ombudsman.

Gas Safety

We have a legal responsibility to make sure any gas equipment we supply is safely installed and maintained in good condition.

This includes using a Gas Safe registered engineer to carry out an annual gas safety check on each appliance in your home. Rooftop provides carbon monoxide detectors when carrying out the gas safety check, which can be carried out up to 2 months before expiry of the current Landlord Gas Safety Record (LGSR).

You will be given a copy of the LGSR once completed by the engineer, or directly by Rooftop a few days after.

As part of your gas service, we will always check to ensure that you have a carbon monoxide alarm and if not, we will provide you with one.

If you think you have a gas leak or can smell gas, open the windows and doors, leave your home, and phone the National Gas Emergencies number immediately on 0800 111 999. If you are at home, and can do so safely, turn off your gas supply. The gas mains tap should be next to your meter.

Rooftop has no obligation to service appliances installed by tenants, but we do include flues and supply pipework within safety checks. Your own cookers and appliances will be visually checked, with any found to be faulty isolated by the engineer at the time of inspection.

Most of our properties are served by mains gas, however, there are a number which do not have direct access to the national gas network and/or have alternative fuel systems.

We aim to service all heating appliances that we provide within one year of the previous inspection to ensure your home has a valid safety inspection certificate. This principal is applied across all solid fuel, heating oil and LPG heating appliances in accordance with the relevant regulations.

What Can You Do to Help?

- *Allow our contractors to enter your home to carry out an annual gas safety check. This is a condition of your*

tenancy and could result in action being taken if you do not work with us to arrange.

- *Never use a gas appliance if you think it is not working properly.*
- *Do not attempt to repair or tamper with your boiler or any part of the system. Contact us immediately if you have any issues with your heating and/or hot water.*
- *Do not cover an appliance or block air vents or obstruct any fixed grilles or airbricks.*
- *Never block or cover outside flues.*

Asbestos

Asbestos was commonly used raw (e.g. textiles and insulation) or combined with other materials (e.g. boards, cement). It was banned in the UK in 1999, however, most of our housing was built or refurbished before this time and some can contain asbestos materials.

Our approach, in line with legislation and guidance from the Health and Safety Executive (HSE) is to leave asbestos containing materials that are in good condition in place. But, where found in a poor condition, we will remove it if there is a risk of it being disturbed or damaged or if a repair, improvement, or alteration is carried out.

It is important to remember that if asbestos-containing materials are in good condition they do not pose a risk.

We have a duty to manage materials containing asbestos in our properties. To ensure your safety and those of others entering your home (or one of our buildings) we:

- Use an Asbestos Management Plan that sets out how we manage asbestos in our properties.
- Carry out surveys of individual properties, locations, and communal areas.

- Record all asbestos information on our asbestos register.
- Provide information about the condition and location of materials containing asbestos to anyone who could be exposed to it.
- Make sure that appropriate action is taken by anyone who is likely to disturb materials containing asbestos, including colleagues and contractors.
- Employ accredited asbestos survey consultants and licensed asbestos removal contractors for work involving asbestos-containing materials.

If you are a leaseholder and remove or seal asbestos, please tell us so we can keep a record and pass any relevant information to new residents, contractors, and other organisations. We recommend you contact an asbestos-removal contractor licensed by the Health and Safety Executive (HSE) to carry out work.

What Can You Do to Help?

- *Contact us if you have any concerns about asbestos containing materials in your home, especially if you think (or have been told) material that may contain asbestos has become damaged or disturbed.*
- *Seek our advice before you carry out any DIY. You may need permission under the conditions of your tenancy.*
- *Do not work on, damage, or remove materials containing asbestos, including drilling, cutting, scraping, or sanding.*
- *Do not jet-wash or clean down asbestos cement roofing materials (i.e. corrugated garage or shed roofs) or remove old floor tiles which could contain asbestos.*

Fire Safety

As a landlord and building owner, we are required by law to carry out and keep up-to-date fire risk assessments related to

communal areas (i.e. common or shared parts of blocks of flats and houses in multiple occupation are covered by the order).

A suitably qualified person carries out the fire risk assessment to ensure that there is a minimum standard of fire safety in buildings and that measures in place are maintained. Fire Risk Assessments (FRAs) are completed every 4 years and reviewed annually.

From the risk assessment, detailed plans are developed and used by Rooftop to prioritise remedial measures (i.e. repairs, improvements or changes to how we manage the building) to ensure that fire risk is maintained at, or reduced to, an acceptable level.

Copies of risk assessments can be made available upon request.

To safeguard our residents from the risk of fire, we provide suitable fire detection and fire alarm systems within our buildings. Mains installed fire alarms are also provided in individual homes and checked when we carry out an electrical inspection. The type of fire alarm system fitted within your home will depend on the type of property you live in and the level of risk.

Rooftop regularly checks and tests all fire alarm systems installed in communal areas to ensure that they are working properly. We carry out weekly tests where one or more detectors or call points are tested. All results are recorded.

Emergency lighting is provided to help residents to find their way out of the building to a place of safety. Typically lighting covering escape route(s) are found in large buildings, those with a complex layout and/or where vulnerable people at greater risk.

What Can You Do to Help?

- *Plan and practice an escape route with your family, wherever possible plan a second route in case the main way out is blocked.*

- *Always keep balconies, doors, corridors, and stairs free from clutter.*
- *If you find rubbish or anything blocking communal areas or fire escapes, please contact us.*
- *Test your smoke alarm regularly to make sure it works. We recommend checking it once a week. Make sure the battery does not run low and never cover the detector to silence the beeping.*
- *If you come across any door in your building that is damaged raise it with us as soon as possible. If doors are left open, please close them immediately.*

Electrical Safety

Every year around 70 deaths and 350,000 injuries in UK homes are caused by faulty electrics and electrical equipment. Almost half of all domestic fires are caused by electricity (*Source: Electrical Safety First*).

By law, we are required to make sure that all electrical installations and wiring are maintained in a safe condition. Our policy is to carry out five-yearly safety inspections, using a qualified electrician to ensure your home is safe. If you are a new tenant, the safety check is completed before you move in.

After a periodic inspection has been completed, you will be given an Electrical Installation Condition Report (EICR). The report will include recommendations as to what remedial action (if any) is required and confirm if the installation is safe for continued use.

Where the overall result of the periodic inspection is given in the EICR as unsatisfactory, remedial work will be carried out to resolve issue(s) identified. Once completed an Electrical Installation Certificate (EIC) will be provided and along with the EICR detailing the issues found, kept together safely by Rooftop. An EIC must be issued for all new electrical installations. It may also be required for an alteration or addition to the installation.

Make sure you maintain any electrical items you bring into your home and register any new appliances you buy with the manufacturer.

In addition to your home, we are also responsible for the communal areas of a house, block of flats or estate that is shared with other residents (i.e. corridors, entrance halls, stairwells etc). A periodic inspection will be carried for the communal areas and an EICR produced, covering all electrical installations and wiring.

What Can You Do to Help?

- *You should never try to carry out your own electrical repairs. Always contact us if you have electrical problems as soon as they appear.*
- *Regularly check your electrical appliances for damage to cables, signs of overheating or burning, loose or missing parts.*
- *Fit an RCD (Residual Current Device) to any socket supplying electrical equipment used outdoors.*

Water

We have a duty of care to ensure that hot and cold water supplied to your home, which are a potential source for legionella bacteria growth, are safe to use.

Conditions ripe for bacteria to feed upon and multiply are where water between 20°C and 45°C stagnates and where there is sludge, rust, and scale.

We use a preventative maintenance schedule to:

- Check all hot and cold-water supply pipes for dead legs and remove during void works.
- Drain down tanks, distribution systems, de-sludge and flush through with water and a weak chlorine mix if required.
- Deliver a water sampling programme, including disinfecting shower heads.
- Undertake a risk assessment programme and maintain a register

with accurate property, sampling, and testing information.

A specialist independent contractor carries out risk assessments on our behalf to ensure controls and preventative measures are in place.

What Can You Do to help?

- *If you have a shower that is not used regularly, run it once a week to prevent water stagnating in the pipes.*
- *Keep all shower heads and taps clean and free from limescale, mould or algae.*
- *Flush toilets with the lid down following a period of non-use.*
- *Drain hosepipes after use and keep out of direct sunlight. Flush through for a couple of minutes before filling paddling pools etc.*

Communal Areas

We are responsible for managing the safety of communal areas to reduce risks to residents and others (including visitors and the emergency services) and take this responsibility very seriously.

Indoor and outdoor areas need to be especially well managed and we regularly inspect them to ensure that fly-tipped items and dumped rubbish is removed, litter or broken glass disposed of and footpaths, hedges and open spaces are maintained.

Items stored on balconies and in escape routes such as stairwells, corridors, access paths and entrances can create a fire risk and cause other injuries such as slips, trips, falls and objects falling from height.

In line with our Recharge Policy, where the owner can be identified, we will recharge them for any item removed from a communal area.

To ensure that communal areas can be used safely by anyone accessing them,

we ensure that regular repairs and maintenance are carried out as required. This includes carrying out regular servicing and 6 monthly inspections of passenger lifts, providing a scheduled cleaning service and ongoing maintenance of playgrounds.

What Can You Do to Help?

- *Show consideration for your neighbours and keep noise disturbance to a minimum, particularly during unsocial hours.*
- *Do not leave any items in internal communal areas, other than a mat in front of the door.*
- *Report issues or problems you identify in communal areas.*
- *If you own a mobility scooter, please do not leave it in a communal area. Contact us so we can identify a suitable location to store it.*
- *Do not smoke or vape in communal areas or near doors or windows.*