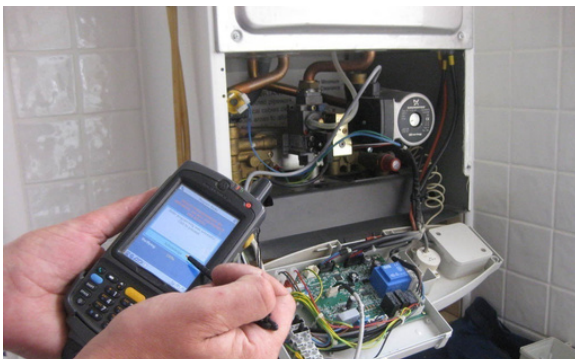




hebridean housing
partnership

Landlord Health and Safety Tenant Pack



Making Our House Your Home

Landlord Health and Safety

We have a legal responsibility to ensure the health and safety of our tenants by keeping properties and play areas safe and free from health hazards.

We have now developed a suite of policies for our Landlord Health Safety and Welfare Management Systems which will ensure that all reasonable steps are taken to ensure the health, safety and welfare of our tenants.

The policies cover the following areas:

- Fire safety
- Electrical safety
- Water systems and legionella
- Asbestos
- Gas safety
- Play Parks
- Damp, Mould and Condensation

The aim of this tenant guide is to make our tenants aware of their duties and ours in respect of each policy. If you read through each section you will have a better understanding of what we are both required to do in order to ensure our homes are safe.

If you have any queries please do not hesitate to get in touch with our Customer Services team on 0300 123 07773

John MacIver
Director of Operations
Hebridean Housing Partnership
Tel: 0300 123 0773



Smoke and Heat alarms

We will provide:

- one functioning smoke alarm in the room which is frequently used by the occupants for general daytime living purposes
- one functioning smoke alarm in every circulation space, such as hallways and landing
- one functioning heat alarm in every kitchen

All alarms will be interlinked .

We will ensure that fire and smoke alarms are in proper working order at the start of each tenancy.

We will ensure that all alarms are installed in accordance with the recommendations contained in BS5839 Part 6.

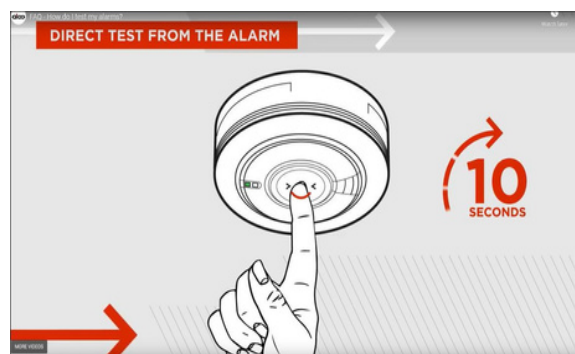
Specialised alarms will be given to tenants who have a disability, impairment or special needs (e.g. smoke alarms with a vibrating pad, flashing light etc.).

Tenants will be shown how to test alarms and then advised to test them on a weekly basis.

How to test your alarm

Check that the green power light is on. Press and hold the test button for up to 10 seconds to ensure the alarm sounds and triggers all interconnected alarms.

If no alarm is heard please repeat process before contacting us on 0300 123 0773.



Fire Safety

Fire Doors

Doors connecting shared parts of a multi-occupancy dwelling, such as the doors to individual flats or apartments will be rated fire doors. Fire doors will be inspected and tested annually. Please ensure we have access.

Emergency Lighting

For blocks of flats and maisonettes, emergency lighting will be present in all communal areas and common escape routes. The emergency lighting system will be designed to automatically illuminate upon the failure of the power supply. The emergency lighting system will be tested on a six-monthly basis with a record of the test maintained for three years.

An annual discharge test will be performed by a competent person. This will involve simulating a power failure and conducting a test of the full rated duration of the emergency lights (e.g. 3 hours).

Fire Exit Doors

We will ensure all doors which are to be used in an emergency can be opened from the inside without the use of a key.

Furniture and Furnishings

Where furniture and furnishings are provided by us, we will ensure they are fully compliant with the Furniture and Furnishings (Fire) (Safety) Regulations 1988.

Evacuation Policy

Where a building is over 2 storeys, fire evacuation procedures will be clearly contained in tenancy start-up packs which will be issued to all tenants at the start of a tenancy. It will be the tenants responsibility to familiarise themselves with the procedure and follow it out in the event of a fire. The HHP Fire Safety poster will be adhered to a suitable location in all flats on completion of the annual fire door service.

Fire Risk Assessment

We will undertake fire risk assessments (and regular reviews) by competent persons to buildings over 2 storeys and 'Workplaces' such as plant rooms.

Your Responsibilities

- test smoke alarms on a weekly basis
- ensure all communal areas (stairs and landings) are not obstructed
- ensure fire doors are not propped open or otherwise disabled
- familiarise yourself with any evacuation procedure



Electrical checks

We will ensure that all electrical installations, fixtures, fittings, and any electrical equipment that we provide, is safe, in a reasonable state of repair and in proper working order at the start of the tenancy and throughout its duration.

We will ensure that a Domestic Electrical Installation Condition Report (DEICR) is carried out every five years or 5 years after an Electrical Installation Certificate (EIC) is issued.

We will retain a copy of the DEICR for six years. A copy of the most recent report will be issued to the tenant before a tenancy starts. If a DEICR is carried out during a tenancy, a copy relating to that inspection will also be given to the tenant.

Portable appliances provided by HHP

We will take reasonable steps to ensure that all portable appliances (e.g. electric kettles, fridges, washing machines etc.) provided as part of the tenancy agreement are safe. All appliances we issue will have the CE Mark, the British Standard Kitemark or the 'BEAB Approved' mark.

Annual portable appliance testing (PAT) will be carried out for any appliances provided.

We will issue tenants with a copy of the manufacturer's instructions.

Your responsibilities

Tenants will report any electrical faults immediately.



Water systems and Legionella

What we will do

We will identify all water plant and systems which present a potential risk of exposure to Legionella Bacteria.

We will eliminate or reduce risks whenever possible by the procurement of plant, equipment and systems which have been designed to eliminate or control the risks of exposure to Legionella Bacteria.

We will maintain records for each property as assessments are undertaken.

We will carry out inspections at change of tenancy, and where appropriate, to determine controls required to keep tenants safe by checking:

- cold water storage tanks and make sure the lids fit tightly
- identify and remove redundant pipework
- check heating controls so that water can be stored at 60°C unless there is a legionella function

We will provide advice on how to reduce the risk of legionella by explaining to tenants:

- how to clean showers and shower heads
- flush out cold water systems regularly
- keep hot water safely stored at 60°C where system allows
- flush out water from bath taps

We will reduce the risk of legionella through our Investment work by:

- removing cold water storage systems when heating works are planned
- removing redundant pipework when heating, kitchen and bathroom works are planned
- installing hot water heating systems that store heat at 60 deg C or have a legionella function
- servicing a proportion of thermostatic mixing valves annually in accordance with manufacturers instructions.

Your responsibilities

Clean shower spray heads weekly.

Run taps weekly

Do not tamper with immersion controls or settings

If you have a coal fire, ensure that the stored water is allowed to reach maximum temperature before transferring heat to radiators. This is automatically controlled via pump switch and any required repairs should be reported immediately.



What we will do

We will ensure that tenants and the general public, are not knowingly exposed to any risks that would affect their safety.

Products containing asbestos have been used for many years in a whole range of applications and locations. In many cases the presence of asbestos is not known until it is exposed through wear, through structural damage or during building works. Whilst the use of all forms of asbestos has now been banned in the UK, a great deal of asbestos is still in situ from previous installations.

Persons now considered to be most at risk from asbestos are trades persons involved in building renovation and maintenance work, particularly amongst plumbers, gas fitters, carpenters and electricians.

In many cases, asbestos in situ is of little risk and should only be treated or removed if its condition deteriorates or remedial / renovation works are required.

Asbestos Register

We keep a well-maintained asbestos register which is a written record of the location and condition of the asbestos in all our properties. All asbestos material in our properties are safe and cause no concern for tenants.

We will monitor the condition of all asbestos and take the appropriate remedial action as and when required.

Managing Asbestos

We have plans in place to manage asbestos in our properties.

Your responsibilities

If you have asbestos inside your home, we will notify you and give information which you should follow.

Internal asbestos is very rare but will include artex ceiling paper, heat panels in cupboards and boards under flooring

Houses with these items receive written information each year so if you have not received a letter then there is no asbestos inside your home.

Asbestos was no longer used after 1999



Gas Safety

What we will do

We recognise the potential health risks associated with gas used for fuel in our housing. Potential risks associated with gas as a fuel are significant, given the risk of fire/explosion, or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance of appliances and systems.

We will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees and members of the public are not put at risk from the effects of gas or carbon monoxide.

We ensure that all Installations, appliances and their flues shall be installed in such a way that they will be safe to use, and installations, appliances and their flues shall be maintained in a safe condition so as to prevent risk of injury to any person (in lawful occupation).

We will ensure that all appliances and flues relevant to those appliances in premises which are let, shall be checked for safety at intervals of no more than 12 months. A certificate (referred to as the Landlord's Gas Safety Record), confirming the findings will be given to the tenant or responsible occupier.

We will ensure that all work undertaken is done by a member or employee of the Health and Safety Executive's (HSE) "Approved Class of Persons". For the time being the approved class of person is one currently registered with the Gas Safe Register (GSR).

Tenant appliances

We will undertake a gas safety check on all appliances connected to HHP property flues and report defects to tenants.

Void and Mutual Exchange procedure

When a property becomes vacant HHP will ensure that gas fittings/appliances are capped before the property is re-let or worked in by other trades.

Once the incoming tenant has set up an account with a gas supplier, HHP will undertake a full service/safety check and inspection of the installation and a landlord's Gas Safety Record produced and issued to HHP. A copy will be given to the tenant. The tenant will also be given instruction on the safe use of appliances and controls.

Where there are issues with the gas supply to the property a full service/safety check and inspection of the installation will be undertaken on the day the gas supply is restored. Until this point the gas supply will remain unavailable to the tenant.

Carbon Monoxide

As part of the annual gas service we will inspect the carbon monoxide detector and replace if faulty or if expiry date falls within 12 months of next service.



Gaining access for annual gas service

We have a duty to maintain all appliances we own, as well as to undertake a safety check and produce a safety record. This is to be undertaken at intervals of no more than 12 months.

We work to an MOT style gas service so the annual service date will remain the same where possible. This should help tenants prepare for the service and ensure access.

We will demonstrate that all reasonably practicable steps to gain access to tenanted properties has been undertaken in line with the legal duties of the current Gas Safety (Installation and Use) Regulations.

We send letters to tenants to arrange access for the service as follows:

- Gas service appointment letter
- Gas service 1st warning letter
- Gas service 2nd warning letter
- Forced access letter

We will attempt to contact tenants up to the date of the forced access to arrange an appointment but will force access on the agreed date if none is agreed. The tenant may be recharged for the forced access works which will include new lock and set of keys.

What you should do

Make arrangements to allow access for the annual gas service. These arrangements should include having someone present for the duration of the service.

Report any defects with your gas boiler or carbon monoxide detector.
Report any smell of gas immediately.

Should you smell gas please:

- turn off gas at meter if possible
- extinguish sources of ignition
- Do not smoke
- Do not operate any light or power switches
- Do not use mobile phone
- Open windows and doors
- Get outside



Gas Safety

Tenants' own gas installations

Throughout our properties there may be propane gas cylinders which provide LPG gas to tenants' cookers. We have no responsibility to service or maintain appliances, cylinders or pipework where the installation and pipework was not installed or provided by us.

Tenants who wish to use appliances that require the use of propane/butane cylinders must obtain permission from us before they are installed.

The installations must be carried out by a member or an employee of the Health and Safety Executive's (HSE) "Approved Class of Persons". For the time being the approved class of person is one currently registered with the Gas Safe Register (GSR). Appropriate certification must also be provided to us.

Tenants will be required to service and check the safety of all appliances that they own where the installation and pipework to a propane gas cylinder was not installed or provided by us. They will also install carbon monoxide detectors.

As a minimum the tenant will arrange for a safety check that will include, but will not be limited to, those checks detailed in the Gas Safety (Installation and Use) Regulations, Regulation 26 (9).

The tenant(s) shall undertake such servicing at an interval of no more than 12 months and shall submit the gas service details to us to allow them to continue using propane gas.

We will maintain a record of propane cylinder installations alongside our gas register.

We will write to tenants two months before the 12 month servicing period to inform that a service is due.

If a service is not undertaken within the 12 month period we will withdraw permission and commence enforcement action to achieve the removal of the installation.

Butane cylinders serving portable gas heaters will not form part of the register. Tenants will not require permission to use these heaters in their home. They will be advised to have them checked but not serviced. They will also be advised to install a carbon monoxide detector.

Cookers

The gas service will include a visual check on the gas cooker. Whilst we can identify faults with the cooker, we cannot recommend that the cooker is in good working condition. This responsibility lies with tenants.



Play Parks

Our Play Parks

We have a small number of play parks in the following locations:

- Gibson Gardens
- Manor Drive
- Mackenzie Park

All other play parks are owned by Comhairle nan Eilean Siar and any issues with these should be raised with them.

What we will do

We will be visually inspect all play areas weekly

We will carry out an annual Safety Inspection for all play areas to ensure the long-term safety of the site, equipment and ancillary items.

If serious defects that put safety at risk are found during any inspection, these will be corrected without delay. If this is not possible, the equipment will be immobilised, isolated or removed.

What we expect from you

Report any issues to us as soon as possible

Mould, Damp and Condensation

What we will do

We will respond to all reported issues of damp, mould or condensation in line with our Policy and procedures.

What we expect from you

Tenants should ventilate and heat homes adequately but sometimes damp and mould will persist despite this. If so, tenants should report the problem immediately.

If we are not aware of the issue, we cannot work with you to fix it. Please do not let any of these issues persist for a long time as they will affect your health and become a bigger problem to deal with.

Early treatment of mould is the best solution. Treat the area immediately with an anti-fungal spray. These can be bought at local hardware shops. Please make sure it is a 2-part spray, one that treats the mould and the other to prevent it returning.





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partnership

Hebridean Housing Partnership Ltd
Creed Court
Gleann Seileach Business Park
Willowglen Road
Stornoway
Isle of Lewis
HS1 2QP

Registered Office: Creed Court, Gleann
Seileach Business Park Willowglen Road,
Stornoway Isle of Lewis, HS1 2QP Email:
Info@hebrideanhousing.co.uk Web:
www.hebrideanhousing.co.uk

Chief Executive: Dena Macleod Registered Charity
No: SC035767 A Registered Society under the Co-
operative & Community Benefit Societies Act 2014,
Reg No 2644R(S) Registered Social Landlord
Registration No:359 Registered Property Factor:
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