



Queens
Cross
Housing
Association

HOME SAFETY

**Please read
and keep this
document at
home.**



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INTRODUCTION

When we offer you a home it will be in good condition and will be safe to live in. Over time we will need access to your home to carry out repairs but also for routine inspections and maintenance such as checking electrics or servicing gas appliances.

This booklet outlines areas of home safety that we hope you will find useful. There is information on what we will do and what you can do to keep yourself safe.

Sometimes, things can go wrong such as fires or floods that may damage your belongings. It is important to know that the Association insures your home but not your personal belongings.

We strongly recommend that you take home contents insurance.



1. FIRE SAFETY



When you move into your home you should think about escape routes for you and your household in the event of a fire in your home or building. You can find an example on Scottish Fire and Rescue's website: [firescotland.gov.uk](https://www.firescotland.gov.uk)

Scottish Fire and Rescue offer everyone in Scotland a free home fire safety visit. You can arrange a visit in a number of ways:

- call **0800 0731 999**
- text **FIRE** to **80800** from your mobile phone
- complete an online form at [firescotland.gov.uk](https://www.firescotland.gov.uk)

WHAT WE WILL DO

We will:

- Fit smoke and heat alarms in your home:
 - one smoke alarm in the room you use most for general daytime living
 - one smoke alarm in every circulation space on each storey (hallways and landings)
 - one heat alarm in the kitchen
- Maintain communal fire alarm and smoke vent systems where these are installed
- Maintain sprinkler systems where these are installed
- Do daily block checks in our multi-storey buildings
- Carry out Fire Risk Assessments for communal areas.

WHAT YOU CAN DO

To help keep your home safe from fire:

- Never disconnect the smoke alarm if one goes off when there is no fire.
- If you have hearing difficulties and would struggle to hear an alarm, let us know. We can help provide enhanced fire safety devices.
- Use the correct chargers for electric devices (e.g. mobile phones, laptops) supplied by the manufacturer of the device. Cheap replacements have an increased risk of catching fire.
- Unplug chargers when not in use and always unplug them overnight.
- Never charge an electric bike / wheelchair or scooter while you are sleeping or not at home.
- Do not overload plug sockets.
- Close living room and kitchen doors at night. If there is a fire, this will help to hold back smoke and flames giving you time to escape and call for help.
- Ensure that cigarettes are properly put out.
- Take care if using candles. Keep them away from flammable objects and never leave them unattended.
- Ensure stairs and corridors in your home or building are kept clear. Do not store anything in common closes or stairwells as this could block escape routes if there is a fire.



MULTI-STOREY FLATS

Walls, stairs, corridors and doors between flats are specially designed to resist fire and stop the spread of smoke. So:

- do not store or place items in these areas
- do not wedge open fire doors
- never use lifts in the event of a fire.

Roads and building entrances are designed so that emergency vehicles can get as close to flats as possible.



IF A FIRE BREAKS OUT IN YOUR HOME

- Don't attempt to tackle the fire yourself
- Alert any other people in your home
- Leave the room at once and close the door
- Leave the building. When everyone is out, close the front door
- Don't use balconies unless they are part of an official escape route
- Call Scottish Fire and Rescue on 999
- If fire breaks out elsewhere in your building, it may be safe for you to stay in your own flat. However, if your home is affected by heat or smoke, leave at once closing doors behind you.

2. GAS SERVICING

When you move into your home we will give you a copy of the gas service record.



LEGAL REQUIREMENT

Every year, by law, we must carry out a safety check in all homes with a gas supply (even if you do not use any gas appliances).

So it's vital that you allow us in to your property so that gas safety and maintenance checks can take place.

We will make an appointment to attend but, if you do not let us in to carry out the gas check, we will take steps to take access to your home. We would rather avoid this and ask that you help us keep you and your property safe.

A Gas Safe Registered Engineer will carry out the service. We will keep a record of the service for two years and a copy will be given to you within 28 days.

To book a gas service appointment, or to find out more about gas servicing, call us on **0808 143 2002**.



GAS SAFETY

If you smell gas and suspect a leak:

1. Open all windows and doors to allow fresh air in
2. Close off the gas supply at the gas meter control valve
3. Call the gas emergency freephone number **0800 111 999**.

GAS APPLIANCE SAFETY

If we have provided you with a gas boiler, we will ensure it is well ventilated and any flue operates correctly.

If you are using any other gas appliance in your home, make sure:

- There's an adequate air supply to help the complete combustion of gas
- The flue is kept clear and operating efficiently to remove combustion products (including carbon monoxide)
- Ventilation is never blocked
- Your appliance is checked annually by a Gas Safe Registered Engineer.

Not having these safety measurements in place could result in dangerous levels of carbon monoxide, which can have fatal consequences. To find out more, visit www.hse.gov.uk/Scotland.



3. CARBON MONOXIDE SAFETY

Every home with a gas appliance installed has been fitted with a carbon monoxide detector. This is similar to a smoke alarm and is fitted on the ceiling close to a gas appliance.

An alarm will sound in the presence of carbon monoxide. If this happens, call National Grid's emergency helpline on **0800 111 999**.

When we carry out a gas service in your home, we will also check that your carbon monoxide alarm is working.

If your carbon monoxide alarm is broken or you suspect a fault, call us on **0808 143 2002** immediately.



4. ELECTRICAL SAFETY

Before you move into your home we carry out an electrical check to ensure it is safe to occupy.



We carry out electrical inspections and tests as electrical installations can deteriorate over time due to damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences.

WHAT WE WILL DO

To keep you safe we:

- Carry out an electrical safety check on your home every 5 years
- Complete any works identified during the 5 year check promptly
- Carry out an electrical safety check in communal areas of all blocks every 5 years and complete any works required promptly
- Maintain a register of all electrical checks carried out
- Ensure electricians are suitably qualified for the works they're carrying out.

WHAT YOU CAN DO

Electricity is a cause of fires and can cause injuries such as electric shocks, burns and falls. To keep yourself safe you can:

- give us access for electrical safety checks
- do not overload power circuits by using multiple extension cables
- do not carry out any electrical works yourself
- switch off chargers and other electric devices when they're not in use and check them for overheating
- only use the manufacturer's supplied charger for devices
- do not leave batteries for electric bikes / scooters charging overnight or when you go out.

TIPS FOR POWER LOSS

Here are a few things to try before you call us to report a fault. Your power may have switched off simply because a light bulb has blown and needs replacing.

- Check with your neighbours - if they are also having a problem, it may be a power cut. If they are also without power, call your electricity supplier to advise them and ask if they are aware of the problem and how long the power may be off for.
- Check your trip switch / fuses to make sure you don't have an appliance fault.
 - If the trip switch is on, turn it 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 or a light bulb
 - Turn off all appliances (including lights) and turn the trip 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.



5. WATER SAFETY - LEGIONELLA

Legionella bacteria are widely found in the natural environment and are not generally a problem. But they can grow and contaminate water systems in our homes in certain conditions.

Legionnaire's disease is a pneumonia like illness that can be caused by inhaling small droplets of contaminated water containing legionella bacteria.

Everyone is susceptible to infection however some people are at higher risk than others such as:

- People over 45 years of age
- Smokers
- People suffering from chronic respiratory or kidney disease
- Anyone with an impaired immune system.



WHAT WE WILL DO

There is a higher risk where water is stored. To keep you safe:

- We carry out a water risk assessment on relevant properties
- Cold water storage systems are checked every 6 months by a specialist contractor and records of the tests are kept
- We complete any work highlighted at service visits promptly to eliminate any risks.

WHAT YOU CAN DO

Follow our guidelines to minimise the risk of legionnaire's disease in your home.

Most importantly, make sure that:

- Hot water is kept hot
- Cold water is kept cold
- Contact us if the boiler or hot water tank in your home isn't working properly – especially if water is not coming out of the taps at a high temperature
- Do not interfere with the settings on your boiler or hot water system. The system should be set so that water is heated to 60oC
- Tell us if your cold water is still running warm after you have run off any water which may have gathered in pipes. Cold water should not be above 20oC
- Contact us if there's debris or discolouration in the water
- Run all taps every couple of days
- If your shower is only used occasionally - flush it through by running the water for at least 2 minutes once a week. Keep out of the way whilst this is being done
- Clean the shower head at least every 3 months and disinfect
- When you come back after a holiday or stay away from home, make sure that you run all hot and cold water taps for 2 minutes when you return.

6. ASBESTOS



Most homes built between the 1930s and 1980s have some form of asbestos in them.

When you move into your home we will let you know if there are asbestos containing materials in your home or the common area.

Asbestos is a natural mineral made up of small fibres. It was added to building materials until 1999.

ACM (asbestos containing materials) are not a health risk if they are in good condition and not disturbed.

When ACMs are disturbed fibres can be released into the air. If the fibres are inhaled, they can cause serious health problems.

Asbestos won't harm you unless you breathe in its fibres. It is safe to live in a home with asbestos present as long as the asbestos remains undamaged and isn't giving off dust.

Where is it found?

Asbestos is most commonly found in textured coatings like Artex, but can also be commonly found in wallboards, plaster finishes, spray coating to pipework, lagging around pipework/cylinder, water tanks, backboards or boiler/distribution boards and even some vinyl tiles.

WHAT WE WILL DO

We have an Asbestos Management Plan in place. We also have an asbestos register, pinpointing where asbestos containing materials exist in our buildings.

When necessary (such as before invasive work in your home), we carry out a survey to

find out whether there are any materials with asbestos in your home and, if so, the condition.

If any asbestos is in a dangerous condition, we arrange for it to be made safe or removed as soon as possible. However, materials that are in a safe condition will not always be removed.

WHAT YOU CAN DO

Asbestos can become dangerous if it's disturbed. Before carrying out any DIY at home, or if you think you might have damaged or disturbed asbestos in your home, contact our Maintenance Team on **0808 143 2002**.

7. DAMP, CONDENSATION & MOULD

It's important to let us know if you have damp and mould in your home.

Damp and mould can have a range of causes and might be related to the fabric of the building, damage to pipes, drains / guttering, or poor ventilation. Whatever the cause, we will identify the root cause/s and work with you to resolve the issue.



WHAT WE WILL DO

We will

- visit you and inspect your home when you report damp or mould in your home
- check the building for any faults causing dampness and carry out any repairs required
- assess the severity of the problem
- where the issue appears to be condensation related, we will explain how we can help you
- check any mechanical ventilation in your home
- advise on best use of your heating system
- consider the suitability of your home to your household
- provide advice on how to reduce moisture in your home
- arrange to visit you again after 6 weeks to see how you are managing.

PLEASE REPORT ANY MOULD GROWTH OR SIGNS OF DAMP

Mould is a type of fungus which is usually black in colour.

It is caused by damp and grows in our homes due to moisture, condensation, and wet surfaces. Mould can lead to health problems, particularly if you have asthma or other underlying health issues. In addition, damp homes are harder to heat.

If you have an issue with damp, mould or condensation in your home please get in touch so

that we can investigate the extent of the problem and carry out corrective action to ensure you continue to enjoy your home in its best possible condition.

Unfortunately, issues of damp, mould and condensation can be a common problem in homes across Scotland. In addition to any necessary repairs identified, we can also work together to reduce, and in some cases prevent the build-up of moisture in the home.

TYPES OF DAMP AND MOULD

Condensation

The most common form of damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots.

Condensation occurs when moist air meets a colder surface like a wall, window or mirror. Making sure there is enough ventilation in your home can reduce this problem as can wiping down windows when condensation occurs.

Condensation also occurs in places where the air is still. Where possible check regularly for signs of condensation and try to leave space for air to circulate between walls and furniture.



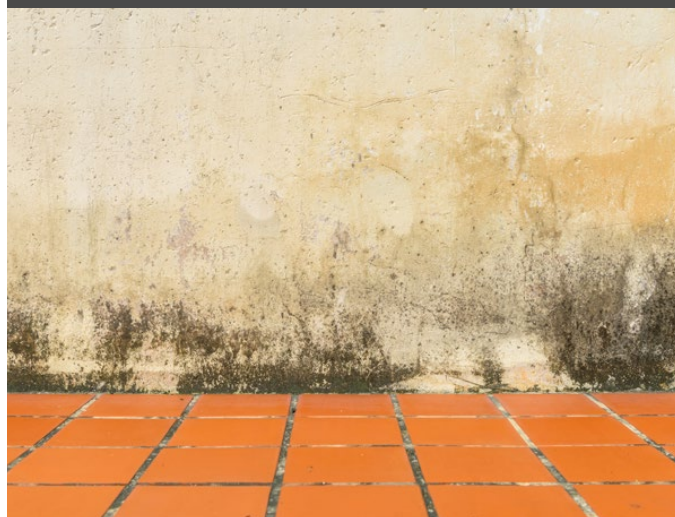
Penetrating damp

Damp can also occur when water penetrates the walls of a property through an external defect like a loose tile on the roof or defective plumbing. This type of damp is usually much more noticeable after it has rained, and you'll normally see a damp patch on the wall or ceiling that looks and feels damp to the touch.



Rising damp

Some damp is caused by water rising from the ground into the walls of ground floor rooms, or basements. Rising damp usually leaves a tide mark on the wall no higher than around 1 metre. You may also notice salt crystals on affected areas and it may cause paint to flake.



WHAT TO DO IF YOU HAVE MOULD?

If you see the early stages of mould, it's important to clean it off of the surface with a damp cloth.

Be careful not to upset mould by brushing, dusting or vacuuming. This can cause the mould to spread to other areas of the house.

If soft furnishings or carpets have been affected by mould, it's important to clean them thoroughly to remove the mould spores. If you do have mould growing, it's good to clean it off straight away to minimise any health risk, but you also need to fix the underlying problem to stop it coming back.

This is where we can work together.

8. STAY SAFE AT HOME

BOGUS CALLERS

Don't let people into your home until you are sure who they are.

Always ask to see identification for any callers to your home. Official callers will carry photographic identification provided by their organisation which will also have a phone number you can call to check their identity and the reason for their visit.

If anyone tries to gain entry to your home, or if you're suspicious about someone at your door, call us or Police Scotland (emergency calls 999; non-emergency calls 101).

All Queens Cross Housing Association staff and contractors carry photographic identification badges. Each badge has the Association logo or our contractor's logo on it along with the staff member's name and telephone number.

You can call us on 0808 143 2002 and check anyone who says they're from Queens Cross Housing Association or working on our behalf.

Let your Housing Officer know of any bogus caller attempts. This helps us to keep others safe.



HOME CONTENTS INSURANCE

There is a risk that your belongings could be damaged if your home is flooded as a result of a burst pipe, a fire or a break in.

The cause of the damage may not be anyone's fault and your personal belongings will not be insured by the Association.



KEEPING THINGS CLEAN AND CLEAR

All of the feedback we receive from tenants is that a clean, clear and safe environment around their home is very important to them.

Here's some guidance on how you can keep your home and local neighbourhood clean and tidy.



Household Rubbish: Make sure your household rubbish is bagged, tied and placed in the bins provided. Don't leave unwanted items, rubbish or bin bags in shared or common areas at any time.

Clean up the bin area if you drop or spill anything. Household rubbish that is not bagged and binned can attract rats and other vermin.



Bulk Uplift: Make arrangements for bulk household items such as unwanted furniture, fridges or cookers to be collected by Glasgow City Council through the MyGlasgow app or by calling us on **0808 143 2002**.

If you put a fridge/freezer outside, remove the door seals to prevent anyone getting trapped inside.



Dog Fouling: Clean up after your dog by bagging all dog mess. You can report dog fouling to Glasgow City Council's Environmental Task Force on **0141 287 1058**.

Dogs are not permitted in backcourt areas and are to be on a lead in common closes, landings, stairs and lifts.



Keep closes clear: For fire safety reasons, personal property such as bikes, motorcycles, prams, wheelchairs or mobility scooters should be stored in your home or in a lock up facility.



Smoking: Smoking is not allowed in closes or other common areas.

9. CONTACT US

-  Telephone **0808 143 2002**
-  Email **contactus@qcha.org.uk**
-  Website **qcha.org.uk**
-  Visit **Queens Cross Housing Association**
45 Firhill Road
Glasgow
G20 7BE



10. EMERGENCY PHONE NUMBERS

Carbon monoxide	 SGN	0800 111 999
Crime	 POLICE SCOTLAND Keeping people safe POILEAS ALBA	999 (emergency) 101 (non-emergency)
Fire	 SCOTTISH FIRE AND RESCUE SERVICE Working together for a safer Scotland	999
Gas	 SGN	0800 111 999

WANT ANOTHER VERSION OF THIS DOCUMENT?

If you would like this information in another language, in large print, Braille, Easy Read, on tape or disk or in British Sign Language (BSL), please ask us. You can call us on 0808 143 2002 or email contactus@qcha.org.uk

如果您希望将该信息翻译为其他语言、或用大号字体印刷、或盲文、或易读格式、或刻录在磁带或光盘中、或者翻译为英国手语，请联系我们。您可以致电 0808 143 2002，或发邮件到 contactus@qcha.org.uk

若欲將該資訊翻譯至其他語言、或用大號字體印刷、或盲文、或易讀格式、或刻錄到磁帶或光碟、或者翻譯為英國手語，請聯繫我們。您可致電 0808 143 2002，或電郵至 contactus@qcha.org.uk

إذا كنت تريد الحصول على هذه المعلومات بلغة أخرى، أو مطبوعة بحروف كبيرة، بلغة برايل، القراءة السهلة (إيزي ريد)، على شريط أو قرص، أو بلغة الإشارة البريطانية (BSL) فالرجاء أن تطلب منا هذا. يمكنك الاتصال على 0808 143 2002 أو مراسلتنا عبر البريد الإلكتروني: contactus@qcha.org.uk

Jeśli chcą Państwo uzyskać informacje w innym języku, wielką czcionką, alfabetem Braille'a, w formacie Easy Read, na taśmie lub dysku bądź w Brytyjskim Języku Migowym proszę skontaktować się z nami telefonicznie na numer 0808 143 2002 lub wysłać wiadomość na contactus@qcha.org.uk

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਮੋਟੀ ਲਿਖਾਈ, ਬ੍ਰੇਲ, ਸੌਖ ਦੇ ਨਾਲ ਪੜ੍ਹਨ ਵਾਲੇ ਨਮੂਨੇ, ਟੇਪ, ਡਿਸਕ ਜਾਂ ਬ੍ਰਿਟਿਸ਼ ਸਾਇਨ ਲੈਂਗੂਏਜ (ਬੀ ਏਸ ਐਲ) ਦੇ ਵਿਚ ਚਾਹੀ ਦੀ ਹੈ ਤੇ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ। ਤੁਸਾਂ ਸਾਡੇ ਨਾਲ ਫੋਨ ਨੰਬਰ 0808 143 2002 ਤੇ ਗੱਲ ਕਰੋ ਜਾਂ ਫਿਰ ਸਾਨੂੰ contactus@qcha.org.uk ਤੇ ਈ ਮੇਲ ਖੱਲੋ।

اگر آپ کو یہ معلومات کسی دیگر زبان، بڑے پرنٹ، بریل، آسانی سے پڑھے جانے والے نمونے، ٹیپ، ڈسک یا برٹش سائن لینگویج (بی ایس ایل) میں چاہیے تو براہ مہربانی ہم سے بات کریں۔ آپ ہم سے فون نمبر 0808 143 2002 پر بات کریں یا ہمیں contactus@qcha.org.uk پر ای میل بھیجیں۔

GET IN TOUCH

For all opportunities to get involved with us, please:

- Call** 0808 143 2002
- Visit** www.qcha.org.uk
- Email** contactus@qcha.org.uk
- Follow** www.twitter.com/QueensCrossHA
- Like** www.facebook.com/QueensCrossHousing
- Write** Queens Cross Housing Association, 45 Firhill Road, Glasgow G20 7BE



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