



Responsibility at EHA

At EHA, lots of people work together to help make sure you are safe in your homes - from building safety, to making sure gas checks are up to date.

Our Chief Executive has overall responsibility for safety at Eden Housing Association and is supported by staff across the organisation to ensure we deliver on this.

Our Property Compliance and Facilities Manager is responsible for making sure your homes are safe and manages the Property Compliance Team to help do this.

Our Property Compliance and Facilities Officers are responsible for:

- gas servicing
- electric checks
- fire safety
- legionella safety
- asbestos safety
- lift safety
- solid fuel & oil checks

If a member of the team gets in touch to arrange an appointment with you, your co-operation is very much appreciated to make sure that we can maintain safety for all tenants.

Annual Gas Servicing

The Association has a legal responsibility to carry out a gas safety check in your home every twelve months. It is a criminal offence if we fail to carry this check out. This important check is carried out to make sure that the appliances we provide in your home are working correctly and are safe.

When your boiler needs checking, our GAS SAFE registered contractors will contact you and arrange to visit and carry out this work, which is **free**. If you are not at home, they will leave a card asking you to contact them to make a further appointment. It is very important that you telephone immediately, even if you think a gas safety check has recently been completed. The service will normally take up to an hour of your time.

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As a tenant, you are responsible for the safety and maintenance of your appliances. However, EHA is responsible for the safety of the connecting pipework and the flue.

We also carry out annual safety checks to solid fuel and oil-fired appliances.

Electrical Safety Checks (every 5 years)

Eden Housing Association is committed to ensure tenants can live safe from electrical risk and therefore will carry out a full electrical installation condition report on all homes every 5 years.

When your home is due for the inspection our registered electrical contractor will contact you to arrange a visit to carry out the checks. You must make sure that sockets are easily accessible. The inspection can take up to 4 hours to complete. Thank you for helping us keep your home safe.

Sometimes tenants do not want to let us into their homes to carry out this important work and we occasionally have to apply to the courts to help give us access. This can be a stressful and costly process for people, and is easily avoided by working with us.

Your safety is our main priority, please respond promptly to any calling cards or letters from us, our servicing contractors or our solicitors.

Note: dependent on the type of solid fuel being burnt, you may have to carry out additional flue cleaning. Eden Housing Association will not be responsible for any costs following failure to do this.

Keeping yourself safe in your home

Fire Safety

Both EHA and residents are responsible for checking and improving fire safety in residential properties. You should always let EHA know straight away if you have any concerns about fire safety.

EHA Responsibilities

EHA must:

- provide smoke alarms on each floor of your home
- check the alarms are working when your tenancy begins
- repair or replace faulty smoke alarms

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- install a carbon monoxide alarm if there is a gas appliance in habitable rooms (bedrooms/living rooms) of the property, or solid fuel burner
- make sure that front doors of flats and communal areas (like corridors and staircases) have self-closing fire doors installed

EHA has a legal duty to make sure that a fire risk assessment is carried out and remove any fire risks and hazards, or to reduce these as far as possible.

EHA and tenants must ensure that fire exits and escape routes in buildings are not blocked, and that everyone in the building knows the evacuation plan in case there is a fire.

Tenant responsibilities

Fire precautions

- Check your battery-operated smoke alarms once a week, and replace the battery if necessary
- Have a fire plan – know how to escape safely, remove any obstructions
- Don't drink alcohol and fry – never leave chip pans unattended
- Put out all cigarettes safely – don't throw them into bins
- Place keys where you can find them

In the event of fire – **GET OUT, CALL THE FIRE BRIGADE AND STAY OUT**

- **Do not use the lifts**

Make sure you're aware of the fire evacuation plan and do not place items to obstruct escape routes.

Fire Doors

- Fire Doors should be kept shut when not in use.
- Do not tamper with self-closing devices.
- Report any fault or damage immediately to EHA

Gas

As a tenant, you are responsible for the safety and maintenance of your appliances.

IMPORTANT SAFTY INFORMATION

Causes of gas cooker explosions:

- **Gas leaks:** The main cause is a gas leak from a faulty nozzle, valve, or connection, which allows dangerous levels of gas to build up.
- **Poor ventilation:** If a room is not well-ventilated, this can lead to a dangerous build-up of gas.
- **Ignition sources:** An 'ignition source' can cause the gas to explode. This could be an open flame or an electrical spark from a light switch, or other electrical equipment.
- **Improper use:** Forgetting to turn off the gas, or leaving the burner on without it igniting, can lead to a dangerous build-up of gas.
- **Faulty appliance:** A faulty gas cooker or cylinder, such as a faulty burner or nozzle, can be the cause of a leak
- **No Flame Safety Device (FSD) fitted on a gas cooker:** also known as flame failure devices (FFDs) are safety mechanisms that automatically shut off the gas supply if the flame goes out. They stop a dangerous buildup of unburnt gas in the kitchen. Most modern cookers have them, but older models may not. Having a cooker with an FSD is especially important in multi-occupancy buildings like flats and assisted living schemes

If you smell gas

- Open doors and windows
- Turn the gas off at the meter
- Don't smoke or use naked flames
- Don't use electrical switches
- **Call National Grid on 0800 111999**
- Call us as soon as you can afterwards
- **DO NOT BLOCK UP OR CLOSE VENTS**

CO alarms

- Check your CO alarms once a week.
- Inform Eden Housing Association if the alarm is displaying a fault.
- If the alarm is identifying a low battery (replace battery).
- If you alarm is activated and it is identifying CO monoxide follow the same guidance as above (If you smell gas).

Electrical Safety

- Unplug appliances when you are not using them

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- Always use appliances in line with manufacturers' instructions,
- Do not overload sockets – only use one appliance at a time in each socket
- Make sure you use the correct size fuse in plugs
- If electrics are affected by water leakage DO NOT TOUCH and turn electricity supply at the consumer unit main switch and contact us immediately

Who's at the door?

All EHA staff and contractors carry photo-identity cards. For your own safety and security, **ALWAYS** ask to see ID cards before allowing anyone into your home, and check them carefully. EHA staff and contractors should always show their ID without being asked.

NO ID – NO ENTRY

Building Safety Act

[The Building Safety Act](#) (2022) outlines the legal steps we need to take as your landlord to make sure your home is safe. It was introduced following the Grenfell Tragedy of 2017 to make sure no tenants are at risk due to the construction and management of their home.

The new law focusses on:

- The safety and standards of all buildings.
- Assuring the safety of higher-risk buildings, both in construction and occupation.
- Improving the competence of the people responsible for overseeing, managing, and delivering works to higher-risk buildings.
- Ensuring clearer standards and guidance.
- Putting residents at the heart of a new system of building safety

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For all tenants and residents living in flats

FIRE SAFETY

Because your new home is a flat, next to other similar properties, it is covered by a fire risk assessment. This assessment is carried out every year by a specialist contractor who helps us to make sure that your home is as safe as possible.

We also check all fire doors on a regular basis – the doors in communal areas are checked every six months, and the front door to your home is checked annually. We check to make sure that the doors fit properly, that the closing mechanisms work properly and that the doors aren't damaged. Once a year you will therefore need to let us in to your flat to check your door.

Eden Housing Association have a duty to provide you with fire safety information, please follow the guidance below relating to fire doors:

- Fire Doors should be kept shut when not in use.
- Do not tamper with self-closing devices.
- Report any fault or damage immediately to EHA

Depending on what type of heating you have, the engineer who does your annual service will also check your smoke detector. If you have electric storage heaters, a contractor will make a special visit to check this for you.

If your block has a fire alarm system fitted, it is checked every week by a specialist contractor.

To help keep you and your neighbours safe, we also need your help

- If you notice any problems with the fire doors or alarm system, please report them promptly to our repairs team on 01768 861400 or repairs@edenha.org.uk
- Please check your smoke detectors are working by pressing the test button twice a year – it is easiest to remember on two set days – perhaps the days the clocks change.
- Please let us in to your home to carry out the checks we need to every year

Viewpoint – our regular digital newsletter always carries updates on the latest health and safety news for our tenants – keep an eye out for reminders and updates.

If you have any queries on the above, please contact us on 01768 861400.

Fire Evacuation

Please ensure you are aware of the fire evacuation procedure in your building and know how to raise an alarm and the assembly point.

Residents' action upon hearing the Fire Alarm (Fire in Flat)

The following actions will be taken upon the fire alarm being sounded/raised. (NB. The below are NOT necessarily listed in the order for which they should be performed, nor may they be appropriate for every alarm situation)

- If a fire is discovered before the general fire alarm is triggered, residents should activate the nearest manual call point and call the Fire Service.
- All residents should follow evacuation procedures and leave the building via the nearest available exit and make their way to the assembly point and await further instruction.
- Anyone within the common areas must to leave the building via the nearest available exit and make their way to the assembly point and await further instruction.
- While at the assembly point residents should keep clear of the building and do not block access for the Fire service.
- Do not re-enter until advised to do so by the fire service.

Residents' action upon hearing the Fire Alarm (Fire in Common Parts)

The following actions will be taken upon the fire alarm being sounded/raised. (NB. The below are NOT necessarily listed in the order for which they should be performed, nor may they be appropriate for every alarm situation)

- If a fire is discovered before the general fire alarm is triggered, residents should activate the nearest manual call point and call the Fire Service.
- All residents should follow evacuation procedures and leave the building via the nearest available exit and make their way to the assembly point and await further instruction.
- Anyone within the common areas must to leave the building via the nearest available exit and make their way to the assembly point and await further instruction.
- While at the assembly point residents should keep clear of the building and do not block access for the Fire service.
- Do not re-enter until advised to do so by the fire service.

Escape Routes

The escape routes from the building are clearly signed within the building and signage also states to make your way to a safe location away from the building.

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Oxygen tanks/ cylinders advice

Please keep the oxygen device at least 3 metres away from any appliances that use an open flame.

Please keep the device at least 1.5 metres away from other electrical appliances, such as television, hair dryer or electric heater.

Do not to smoke or let anyone else smoke near to the tank when using the device.

Do not use flammable liquids, such as cleaning fluids, paint thinner or aerosols when using the device and do not use oil-based emollients, such as Vaseline, when using the device.

If you are using an oxygen tank please contact: propertycompliance@edenha.org.uk and we can refer you to the fire service for a 'Home Safety Visit and update our records.

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For tenants and residents living in assisted living or extra care schemes

FIRE SAFETY

Because your new home is a flat in an assisted living or extra care scheme it is covered by a fire risk assessment. This assessment is carried out every year by a specialist contractor who helps us to make sure that your home is as safe as possible.

We also check all fire doors on a regular basis – the doors in communal areas are fully checked every three months, and the front door to your home is checked annually. We check to make sure that the doors fit properly, that the closing mechanisms work properly and that the doors aren't damaged – we will need to come into your home to check the door fully.

Eden Housing Association have a duty to provide you with fire safety information, please follow the guidance below relating to fire doors:

- Fire Doors should be kept shut when not in use.
- Do not tamper with self-closing devices.
- Report any fault or damage immediately to EHA

Depending on what type of heating you have, the engineer who does your annual service will also check your smoke detector. If you have electric storage heaters, a contractor will make a special visit to check this for you.

There is a fire alarm system fitted in the building, and it is tested every week by staff based on site. They also check doors and other things related to the fire system.

To help keep you and your neighbours safe, we also need your help

- If you notice any problems with the fire doors or alarm system, please report them promptly to our repairs team on 01768 861400, repairs@edenha.org.uk or by talking to staff on site
- Please check your smoke detectors are working by pressing the test button twice a year – it is easiest to remember on two set days – perhaps the days the clocks change.
- Please let us in to your home to carry out the checks we need to every year

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If you have any queries on the above, please contact us on 01768 861400 or talk to staff on site.

FIRE SAFETY

Because your new home is a flat in an assisted living or extra care scheme it is covered by a fire risk assessment. This assessment is carried out every year by a specialist contractor who helps us to make sure that your home is as safe as possible.

We also check all fire doors on a regular basis – the doors in communal areas are fully checked every three months, and the front door to your home is checked annually. We check to make sure that the doors fit properly, that the closing mechanisms work properly and that the doors aren't damaged – we will need to come into your home to check the door fully.

Eden Housing Association have a duty to provide you with fire safety information, please follow the guidance below relating to fire doors:

- Fire Doors should be kept shut when not in use.
- Do not tamper with self-closing devices.
- Report any fault or damage immediately to EHA

Depending on what type of heating you have, the engineer who does your annual service will also check your smoke detector. If you have electric storage heaters, a contractor will make a special visit to check this for you.

There is a fire alarm system fitted in the building and it is tested every week by staff based on site. They also check doors and other things related to the fire system.

Please ensure you are aware of the Fire Evacuation Procedure for your building.

To help keep you and your neighbours safe, we also need your help

- If you notice any problems with the fire doors or alarm system, please report them promptly to our repairs team on 01768 861400, repairs@edenha.org.uk or by talking to staff on site
- Please check your smoke detectors are working by pressing the test button twice a year – it is easiest to remember on two set days – perhaps the days the clocks change.
- Please let us in to your home to carry out the checks we need to every year

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If you have any queries on the above, please contact us on 01768 861400 or talk to staff on site.

Oxygen tanks/ cylinders advice

Please keep the oxygen device at least 3 metres away from any appliances that use an open flame.

Please keep the device at least 1.5 metres away from other electrical appliances, such as television, hair dryer or electric heater.

Do not to smoke or let anyone else smoke near to the tank when using the device.

Do not use flammable liquids, such as cleaning fluids, paint thinner or aerosols when using the device and do not use oil-based emollients, such as Vaseline, when using the device.

If you are using an oxygen tank please inform the scheme coordinators.