

Health & Safety



Nothing is more important to us than the safety of those who live in our homes. Wherever we can, Rooftop will always aim to go beyond the minimum standards required.

Keeping you safe

As your landlord we must make sure that your home is 'fit for human habitation'. This includes ensuring that your home:

- Is well maintained, safe and in a good condition.
- Is free from damp and has sufficient ventilation.
- Does not have a problem with the supply of hot and cold water.
- Does not have any problem with drainage or toilets.

If you do experience any difficulties, we would encourage you to contact us with details and provide us with a reasonable amount of time to fix the problem.

Our right of access

In many cases we will need access to your home so that we can meet our health and safety obligations. We will usually contact you well in advance to arrange an appointment. If you unreasonably refuse to give us access to your property, we have the right to force entry to complete these works and, in extreme cases, to evict you.

Asbestos

Asbestos is the name given to a group of fibrous minerals found naturally in many parts of the world. In the past, asbestos was added to a variety of products to strengthen them and to provide fire-proofing and noise reduction. Properties built since 2000 will not have asbestos in the fabric of the building.

When it is in good condition there is nothing wrong with asbestos, but when asbestos materials age or become damaged they may release fibres into the air. The fibres, breathed in, could lead to asbestos-related diseases in later years.

Asbestos Dos and Don'ts

Don't make any changes or adaptations to your home without getting permission to do so from us first.

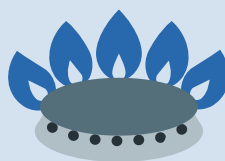
Do allow us access to your home to carry out specialist asbestos surveys to identify and maintain asbestos within your home

Carbon Monoxide

Carbon monoxide is a poisonous gas and is difficult to recognise because it has no colour, smell, or taste. Symptoms of carbon monoxide poisoning are headaches, nausea, and vomiting. If appliances in your home cannot draw enough oxygen, or the air supply or flue is blocked, the gas cannot burn properly, and the flame will become yellow and weak instead of bright blue and strong. If you suspect you have a carbon monoxide problem, you should follow the same steps as outlined below for gas leaks.



Gas



If you think you have a gas leak or can smell gas, leave the house,

and phone the National Gas Emergencies number immediately on 0800 111 999.

Under the Gas Safety (Installation and Use) Regulations 1998 we are responsible for the annual safety check of gas appliances owned and installed by us in your home.

We must make sure that:

- a gas safety check is carried out once every 12 months on each appliance or flue at each property to ensure that the installations are maintained in a safe condition
- all gas safety checks are carried out by a Gas Safe registered installer
- a copy of the current safety check
 - the Landlord's Gas Safety Record
 - is given to each tenant within 28 days, and to any new tenant before they move in.
- If you need an extra copy of your Landlord Gas Safety Record, you can request this via email to gas@rooftopgroup.org

You must have your own gas appliances fitted and then checked annually by a Gas Safe registered installer. Never block an air vent in your property or tamper with any appliance.

Fire

Everyone should make themselves aware of the correct procedures to follow if a fire should break out in their home or the building in which they live. If you live in flat or apartment within a block or a scheme, our Safety & Compliance Team will write to you to inform you of your buildings fire safety protocols, including whether your block has a **Stay Put** or **Evacuation Policy** and what this means.

If you are in the room or home where the fire is, leave straight away and close the door (if is safe to do so). You must not try to put the fire out yourself. Fire spreads extremely quickly and the more time you spend trying to put a fire out, the less time you have to take other steps to protect yourself and your family.

If the alarm is raised and your building has a **Stay Put policy** in place (usually in sheltered or specialist schemes) please keep your fire door closed, stay put and await the Fire Service.



Never use a lift during a fire.

If you have a balcony, do not use this to exit the building unless it is part of the escape route.

If you have any concerns about fire safety within your home, or your block, scheme you can contact your local neighbourhood officer or email us at fire.safety@rooftopgroup.org



Electric

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 the safety check has been completed, an Electrical Installation Condition Report (EICR) is produced. The report will include recommendations as to what remedial action (if any) is required and confirm if the installation is safe for continued use.

In addition to your home, we are also responsible for the communal areas of a block of flats or scheme that is shared with other residents (i.e. corridors, entrance halls, stairwells etc).

A safety inspection will be carried for the communal areas and an EICR provided to the Safety & Compliance Team, covering all electrical installations and wiring. Copies of your homes EICR or a communal areas EICR can be requested by emailing:

electrical.safety@rooftopgroup.org



Damp and Mould

Some homes suffer from damp, often because of problems such as a leaking roof or pipe, a broken gutter or damp rising in the floor or coming through the walls. If your house is damp and you think its for one of these reasons, or something similar, please give us a call so that we can investigate the issue.

Another common issue in the home is condensation – this is the build-up of humidity in a room that becomes water droplets on colder surfaces, like windows and external walls. Like damp, condensation can happen for several reasons, including damp, lack of ventilation, the build-up of steam from washing, cooking, drying clothes, and other everyday activities in the home.

Condensation can also happen in new homes that are built to better standards and therefore do not have the air exchange (draughts) that older homes do, which allow the build of moisture to escape.

Both damp and condensation can also lead to mould. Mould is usually found in places where there is poor air flow and cold spots, such as in the corners of rooms next to the roof and behind furniture that is against a wall (which blocks any airflow).

There are things that you can do to help reduce condensation and mould in your home. More advice is available on our website.

If you believe that your home is damp, please give us a call and we will work with you to address it.



How to contact us



You can email us at:
enquiries@rooftopgroup.org



Or call us on: **01386 420 800**



Or write to us at:
Rooftop Housing Association
70 High Street
Evesham
Worcestershire
WR11 4YD

Service requests, complaints, and the Housing Ombudsman

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

Our approach is based on the
Housing Ombudsman's dispute
resolution principles

- Be fair
- Put things right
- Learn from outcomes

Any staff member can raise a complaint for you. Alternatively, you can email us at **enquiries@rooftopgroup.org**.

If you aren't happy with the outcome of a complaint, you can ask the Housing Ombudsman to intervene on your behalf.



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