

## Introduction:

This leaflet is designed to inform you of how we aim to keep you safe in your home.

It focuses on a few key areas which we want to remind you about.

Please read this leaflet carefully and keep it to hand. Doing your bit will help to ensure that you and your neighbours remain safe in your homes.

## Checking Your Smoke Alarms

We are currently upgrading the fire alarms in our homes to comply with the new Fire Safety regulations. The new standard requires us to install one smoke alarm in the room most frequently used (usually the living room), one smoke alarm in every circulation space (such as a hallway or landing) and a heat alarm in the kitchen. All of these alarms must be interlinked. We recommend that you test your alarms once a week by pressing the button until the alarm sounds on all of the units. If there is no sound from any of your alarms, please contact us as soon as possible.

If your smoke alarms have not yet been upgraded, you should test them once a week to keep them in good working order. You should press the button until the alarm sounds and change the batteries once a year. If there is no sound from any of your alarms, please contact us as soon as possible.

## Gas Safety

If you smell gas you should immediately phone the Gas Emergency Service on 0800 111 999.

## Annual Safety Checks

We have a legal requirement to carry out annual checks on appliances such as boilers, cookers and gas fires in your property. By law, only engineers registered with Gas Safe are qualified to carry out these checks. All of

## Electrical Safety:

Every 5 years, we have a legal responsibility to carry out an electrical inspection in your home to make sure your wiring is safe. A qualified electrician will carry this out. We will write to you in advance to let you know the date of the safety check. If this is unsuitable for you, you can arrange a more convenient time.

Help us to help you by giving us access when we need it to ensure that your wiring is safe.

Failure to allow us access to your home to carry out this check is a breach of your Tenancy Agreement and may result in legal action being taken against you.

## Lifts

There are lifts within all of our multi-storey blocks of flats. The lifts in these blocks are monitored by CCTV.

To ensure that our lifts are kept in good working order, they are serviced twice a year and our Neighbourhood Team carry out regular checks to ensure that they are safe for you to use.

Help us to help you by using the lifts responsibly and reporting any lifts that aren't working.

If the lift breaks down when you are in it, press the alarm button and you will be connected to a member of our Neighbourhood Team who will assist you.

### Office opening times and contact details:

Monday: 9.00am – 5.00pm

Tuesday: 9.00am – 5.00pm

Wednesday: 9.00am – 1.00pm

Thursday: 9.00am – 5.00pm

Friday: 9.00am – 5.00pm

45 Garrioch Road, Glasgow, G20 8RG

Telephone: **0141 946 2466**

Email: [enquiries@maryhill.org.uk](mailto:enquiries@maryhill.org.uk)

 Maryhill Housing

 @maryhillhousing



# KEEPING YOU SAFE - IT'S OUR PRIORITY



### Continues...

the engineers who do this work for us carry a Gas Safe Register card as well as their ID card.

### **It is a requirement of your Tenancy Agreement that you provide access for these inspections.**

We will write to you in advance to advise of the date of your annual safety check. If this date is unsuitable for you, you can arrange a more convenient time. If you do not provide us with access to your property, we will instruct our contractor to isolate the gas supply to prevent the use of potentially unsafe and unserviced appliances. This may involve forcing entry to your property and you will be responsible for any costs that are incurred.

Please help us to help you by giving us access when we require it to ensure that your appliances are totally safe.

## Your Safety and Security

### Safety

We all have a responsibility to guard against crime and Anti-Social Behaviour (ASB). We work hard to ensure that our communities are as crime free as possible and take a very strong position on ASB.

Maryhill Housing works closely with Police Scotland and Community Safety Glasgow to help tackle ASB.

If you are aware of a crime, you can report it via telephone to the police or Crimestoppers (0800 555 111). You can also report a crime online through the non-traceable Anonymous Online Form at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

If you are aware of instances of ASB taking place, or if you are the victim of ASB, you can also contact Maryhill Housing and we will undertake to investigate fully. Please note we can only act where there is evidence and we may involve the police if we think the circumstances merit their involvement.

### Security

When a member of staff, such as a Housing Officer, from Maryhill Housing calls at your home, they will carry photographic ID. This also applies to our contractors

### Continues...

(such as a central heating engineer or someone coming to carry out a repair). You should always be satisfied that the person is who they say they are before letting them enter your home. If you have any concerns, do not let them in. You can contact us and, if they are a genuine caller, we will be able to verify their identity.

## Legionella

### What is Legionella?

Legionella is a bacteria that can live in domestic hot and cold water pipes and tanks. The bacteria can survive and grow rapidly at temperatures between 20 and 45 degrees celsius. Higher temperatures kill the bacteria.

Legionnaires Disease is a pneumonia-like illness caused by this bacteria. Although the risk of legionella being present in frequently-used domestic hot and cold water systems is not as high as in larger-scale water systems, it should not be ignored.

### How can Legionnaires Disease be caught?

Legionnaires Disease is caused by breathing in water droplets or spray-mists which have been contaminated by the legionella bacteria. Those most at risk include elderly people, smokers and those suffering from long-term illnesses.

It cannot be contracted through drinking contaminated water and cannot be passed from person to person.

### What can YOU do to reduce the risk from Legionella?

If your house has a hot water tank, make sure that the water temperature is set at a minimum of 60 degrees celsius on the tank thermostat. If you need help or advice on this please contact us.

Regularly run all cold water taps for at least 2 minutes to flush them out. For hot water taps and showers, make sure they run at full temperature for at least 2 minutes. For taps used less often, this should be done weekly.

### Continues...

Regularly clean your shower head and hose (if you have one) with a mild disinfectant solution. If your house is going to be unoccupied for more than two weeks at any time (particularly in the summer) drain down your water system and refill it on your return. If you need help or advice on doing this please contact us in advance of your holiday.

By following these basic rules you will minimise any risk to you and those in your household from Legionella.

## Asbestos:

### What is asbestos?

Asbestos is a term for a group of minerals made up of microscopic fibres which were previously used in a range of building materials. Breathing in asbestos fibres and dust is dangerous and could potentially cause damage to your lungs.

### Where is asbestos found?

If your home was built before the year 2000, asbestos might be in various places like floor tiles, insulation, walls and pipes. Don't panic though; just because there might be asbestos, it doesn't mean that it is dangerous. Asbestos does not present a danger to you or your family as long as it is not disturbed. Therefore you MUST tell us if you intend to carry out any alterations or DIY work in your home. General decoration works such as hanging wallpaper or painting are perfectly safe.

### How does Maryhill Housing manage asbestos in its homes?

We keep a record of where asbestos is located in all of our homes and buildings and carry out checks to ensure that the asbestos continues to be safe.

If you are in any doubt, or need any further advice, please contact us.