

Gas Safety

Gas Safety Checks:

We arrange a gas safety check every year to protect you and your family in your home.

By law, we must arrange an annual gas safety check for all of our tenants if there are gas appliances within your home. Gas appliances include boilers, gas cookers and gas fires.

We will give you an appointment in writing to let you know when the gas engineer will be attending. It's very important that you keep this appointment and, if you know that you will not be at home, contact us before the appointment to arrange another time for your gas check to be carried out.

It is a requirement of your tenancy agreement that you provide access for these checks.

If you do not let us into your home we may force entry into the property and isolate the gas supply to prevent the use of potentially unsafe gas appliances. You will be responsible for any costs that are incurred as a result of the Association forcing entry into your home. Help us to help you by giving us access to your home when we require it to ensure that your gas appliances are safe.

Gas Leaks:

- If you smell gas you should immediately phone the National Gas Emergency Service on **0800 111 999**.
- Switch off all gas appliances.
- Open doors and windows to let fresh air circulate.
- Do not use anything that has a naked flame or could cause a spark.



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

 Maryhill Housing

 @maryhillhousing



KEEPING YOU SAFE – IT'S OUR PRIORITY

TENANT SAFETY INFORMATION LEAFLET

Introduction:

This leaflet contains some basic information on four key topics to help you stay safe in your home.

They are:

- **Smoke Alarms**
- **Gas Safety**
- **Your Safety & Security**
- **Controlling Legionella**

Please read this leaflet carefully and keep it somewhere safe so that, if need be, you can refer to it in the future.

If you have any questions about the topics covered in this leaflet, please get in touch with us.

Smoke Alarms

Smoke alarms save lives by giving you extra time to escape a fire. All of our properties are fitted with smoke alarms.

Checking Your Smoke Alarms:

As the tenant, you should be testing the smoke alarms in your home to ensure that they are in good working order.

On a weekly basis, you should be pressing the test button on all of the alarms in your home. This test will cause the alarm to make a sound - if there is no sound change the batteries immediately and carry out the check again.

If there is still no sound from the alarm please contact us for further advice.

If you are unable to test your smoke alarms or replace the batteries yourself please contact us for assistance.

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 to help tackle ASB.

If you are aware of a crime you can report it via telephone to Police Scotland by calling 101 or Crimestoppers on 0800 555 111. You can also report a crime online using the non-traceable Anonymous Online Form at www.crimestoppers-uk.org

If you are aware of instances of ASB taking place, or if you are the victim of ASB, you can report this to Maryhill Housing and we will undertake to investigate fully. Your information will be treated confidentially and we will talk through with you the options that are available to us to resolve the issue and confirm who will be dealing with your complaint. We will need to know what happened, where it happened and how often it happened.

In some cases of ASB we may involve the Police to support us with our investigations and to assist in building a case against those responsible for ASB.

We will let you know when we have completed our investigation and what action has been taken.

Security:

Bogus callers try to get into your home or obtain personal details by pretending to be someone they're not.

Every time a Maryhill Housing representative (whether they are a staff member or a contractor) calls at your home, he or she should have photographic identification on them.

Always ask to see the identification badges of anyone you answer the door to. If you are still unsure you can contact us to verify their identity.

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Only let callers in if they have an appointment and you have confirmed that they are genuine.

There is no reason why anyone should ever enter your home against your wishes - if anyone attempts to do so using force you should dial 999 right away.

If you are concerned that a bogus caller may be operating in your area please contact us as soon as possible.

Legionella

What is Legionella?

Hot and cold water systems can provide an environment where legionella bacteria may grow. This causes Legionnaires' disease which has similar symptoms to pneumonia. Ensuring that you follow a few simple rules in your home will minimise any risk to you and your family.

- If your house has a hot water tank make sure that the water temperature is set at a minimum of 60°C on the tank thermostat. If you need help or advice on this please contact us.
- Regularly run all cold taps for 2 minutes to flush them out.
- Run hot taps and showers at full temperature for 2 minutes before you use them.
- For taps used less often, flush the system through by running the taps for 2 minutes weekly - if you are away from home on holiday do this on your return.
- Regularly clean and disinfect your shower head (at least every 3 months).
- Tell us if there is debris or discolouration in the water in your home.

Legionnaires' disease **cannot** be contracted through drinking contaminated water and **cannot** be passed from person to person.