








# Information

**Making sure your  
home is safe**

In this guide you will find information about how we keep you safe in your home and about the types of safety checks we carry out.

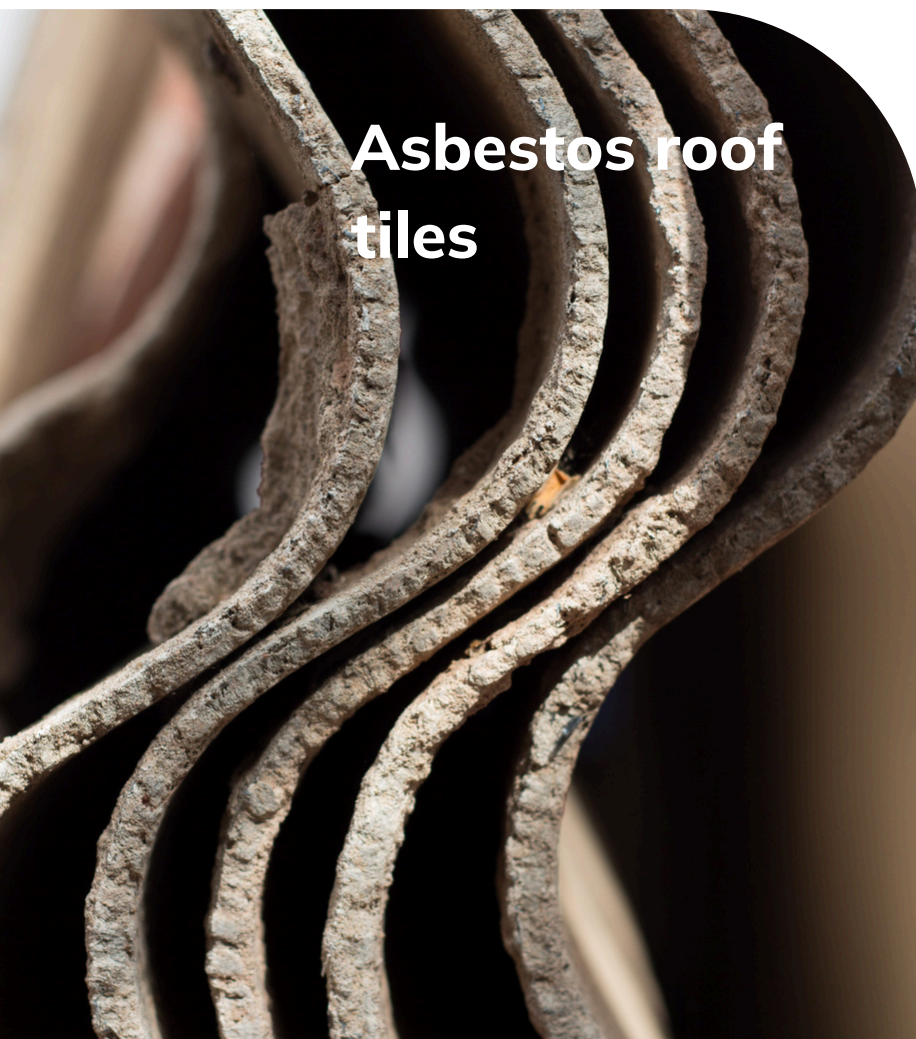
asbestos	
electrical	
fire	
gas	
specialist equipment	
water	
damp, mould and condensation	

You will also find lots of advice and information about things you can do to help keep you safe.





# Asbestos



Asbestos roof tiles

## What is asbestos?

Asbestos is a natural substance made up of many tiny fibres. It is like a fluffy rock!

It was used for many years in buildings because it was good at keeping in heat, good for sound proofing and was fire retardant.

Asbestos can break up into tiny fibres and if it is damaged or is disturbed these fibres can be harmful to a person's health if breathed in.

**Golden Lane Housing carry out checks every year on all properties at risk of asbestos**

## What is asbestos?

If your home was built after 1999, it will be asbestos free.

If your home was built before then, asbestos may be found in places like:

- corrugated roofing (typically found on garages)
- insulation under the roof, tiles, soffits, gutters, downpipes, walls and panels
- boards and panels, and any insulation between them
- insulation around pipes, flues, around heaters or a boiler
- decorative coatings on walls or ceilings, like artex
- insulation around windows
- old water cisterns
- plastic floor tiles.

**Some homes may contain asbestos but it is not something to worry about but you do need to be aware of the risks it could present if it is not safely managed.**

**If you are planning any DIY or decorating in your home please contact Golden Lane Housing who will be happy to advise.**



Asbestos fibres



Asbestos roof tiles



A garage roof made from asbestos

## What will Golden Lane Housing do?

We survey all properties which were built before 2000 for asbestos. If we find it, we may remove it, encase it and monitor it on an annual basis.

Asbestos information is provided to all the contractors who will work in your home to make sure they do not disturb any asbestos that may be there.





# Electrical safety

## Electrical testing



## How you can keep safe

We want everyone to keep safe in their homes. Electricity can become a serious danger and can result in serious injuries and even death when not used properly.

**We send an electrician to survey your home every 5 years to make sure the electrical wiring is safe for you to use. If we see anything that may cause concern, we replace it while we are there.**

**Here some things to help you identify what you should and should not do with electrical items:**

## always...

Follow the manufacturer's guidance for use and, where applicable, any charging safety guidance.

Use the correct rating of fuse.

Check electrical items and cables to make sure they stay in good condition and are not frayed or worn, before you use them.

Be aware of fake electrical goods bought cheaply – if you have paid a low price for a designer electrical item it may be a poor copy which could harm you. Check the item has a CE marking and buy your item from a high street shop or their website.

Stop using any electrical item that seems faulty, keeps cutting out or overheats.

Check the Electrical Safety Council website for more information, go to [www.esc.org.uk/public](http://www.esc.org.uk/public).

Check your sockets regularly and if you see scorch/burn marks or they feel hot, do not use it and call Golden Lane Housing to fix it.

Check the electrical current rating of an electrical adaptor before you plug appliances in. Make sure that the total current used does not exceed the adaptor's rating.

Switch off appliances at the socket when not in use and switch off appliances when you go to bed or when you go out unless they are meant to be left on, for example, your fridge.

## never...

Overload sockets, and always make sure the equipment is not covered.

Leave electrical items in the standby mode and always unplug them when not in use.

Turn on washing machines, tumble dryers etc. when you are leaving the house.

Carry out any repairs or alterations to the wiring in your home.

Use electrical equipment in wet areas, and never attempt to change lightbulbs or plug-in or unplug electrical appliances with wet hands.

Change light bulbs without unplugging the lamp, or for fixed lights, make sure the electrical supply is turned off at the consumer unit first.

Overload plug sockets, adaptors or an extension lead. Try to keep to one plug to one socket.

Use water on an electric fire.

Put electric heaters near curtains or furniture and don't dry clothes on them or cover the air vents.

Trail cables under carpets or rugs, especially where you walk.





# Gas safety

A gas hob



## What can I do to help?

You must allow Golden Lane Housing access to your home to complete your annual gas safety check. If you do not allow us access you will be in breach of your tenancy agreement and we can take legal action.

If you employ anyone to carry out gas work in your home, you must make sure they are a Gas Safe Registered engineer. Check both sides of your engineer's Gas Safe Register ID card. Make sure they are qualified for the work you need doing. You can find this information on the back of the ID card.

**You must never attempt to do any gas related work or repairs yourself. Not only could you be breaking the law, but any work you carry out could be life threatening for you and your neighbours.**

## If you suspect a gas leak or can smell gas:

**Phone the Gas Emergency Service on 0800 111 999 and then Golden Lane Housing. The gas supply must remain isolated until the leak has been rectified.**

## do...

- Extinguish all forms of naked flames.
- Turn off the gas supply to the property, immediately, which will be found by your meter.
- Open all windows and doors.
- Use gas appliances only for their intended purpose.

## do not...

- Switch on any electrical appliances, including light switches.
- Use a mobile phone in the area.
- Use matches for light.
- Don't be tempted to use them for something they weren't meant for (e.g using a gas cooker to heat a room).

## What if an appliance fails the safety check?

The Gas Safety Record will contain details of any problems found at the time of the inspection, and any action that has been taken.

If an appliance fails the safety check, it may be necessary to disconnect it. Our engineer will make the appliance safe whilst on site in this circumstance. Golden Lane Housing will then contact you to discuss and agree any further actions and when we will do them.



## Chimneys and Vents

Solid fuel systems with either a chimney or flue will be swept annually. Any chimney that has been decommissioned must not be brought back into use.

Keep vents and chimneys clear. Make sure you don't block any vents, as they are vital to ensure gas appliances burn properly, and chimneys need to be cleaned and checked regularly.



# Gas safety

## Gas safety tips

Make sure you know where your gas meter is located and how to turn off the gas supply in the event of an emergency.

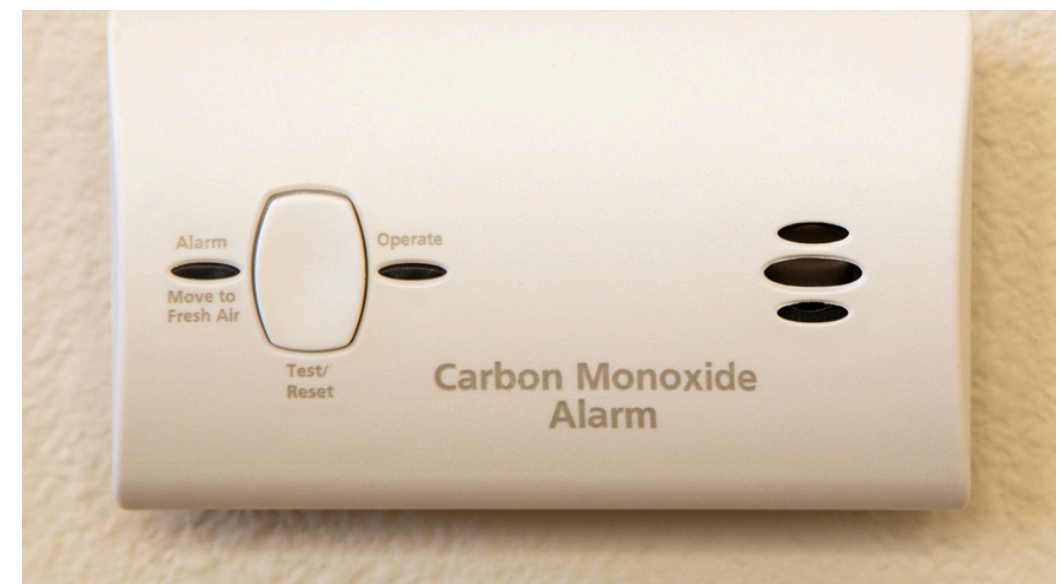
### NEVER...

- cover an appliance such as a boiler or gas fire or block the air vents
- block or obstruct any fixed ventilation grilles or airbricks
- block or cover outside flues
- fit draught exclusion strips to doors of a room that contains a gas appliance
- use a gas appliance if you think it's not working properly

## Carbon monoxide gas

Know the 6 signs of Carbon Monoxide (CO) poisoning:

- Headaches
- Dizziness
- Breathlessness
- Nausea
- Collapsing
- Loss of consciousness



**Golden Lane Housing is required by law to ensure gas appliances have an annual safety inspection. To help us meet this legal requirement, and for your safety, you must allow our engineers into your property to carry out our checks.**

**The engineer will test all gas appliances, pipe work, flues and smoke alarms in your home.**

**We will notify you, at least one month before your gas safety check needs to be done and arrange an appointment with you.**





# Specialist equipment



specialist equipment -  
a hoist

## How you can keep safe

Golden Lane Housing will make sure all the equipment that we have provided in your home is inspected and maintained in line with the manufacturer's recommendations and health and safety law.

To help us meet this requirement, and for your safety, you must allow our engineers into your property to assess your equipment.

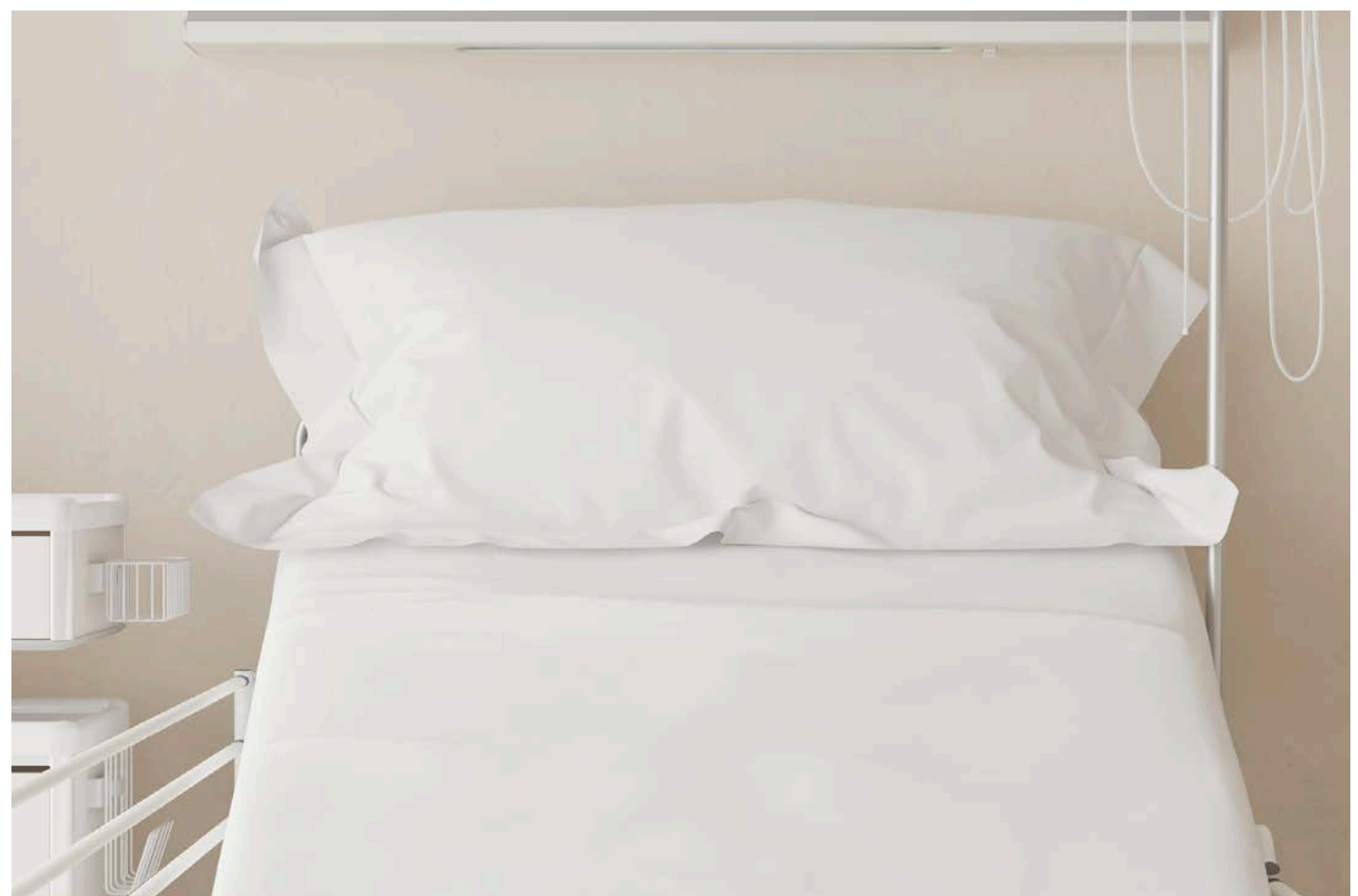
**We will notify you, at least one month before your check needs to be done and arrange an appointment with you.**

**Golden Lane Housing sometimes supply equipment of a specialist nature these may be things like specialist beds, hoists and lifts within a building.**

**To make sure this equipment remains safe to use, Golden Lane Housing will regularly inspect and maintain it.**



specialist equipment - a stairlift



specialist equipment - a specialist bed



# Water safety



## What is Legionnaire's disease?

Legionnaires' disease is a severe form of pneumonia, a lung inflammation, usually caused by infection. It's caused by a bacterium known as Legionella. Most people get legionnaires' disease by inhaling the bacteria from water or soil. It is quite rare and not contagious.

## Where do Legionella bacteria live?

Legionella bacteria are common in natural water courses such as rivers and ponds. Since the bacteria are widespread in the environment, they may contaminate and grow in other water systems such as hot and cold water services. They are killed by high temperatures.

## How do people get it?

People can get Legionnaires' disease by inhaling small droplets of water that are in the air, which contain the bacteria.

## What can you do to reduce the risk of Legionella?

We recommend you run all your taps and your shower for a couple of minutes each week to prevent the build-up of any harmful bacteria. In most homes that are lived in, the risk is already low because the hot and cold water tend to be used regularly, keeping the water moving.

We recommend you run all your taps and your shower for a couple of minutes each week to prevent the build-up of any harmful bacteria. We also recommend you clean your shower head every month to prevent the build-up of limescale.

**If your home has a cold water storage tank, Golden Lane Housing will make sure all water outlets in your home pass an assessment, at least every two years.**

**To help us meet this requirement, and for your safety, you must allow our engineers into your property to assess your water pipes and tank, if you have one.**

**The engineer will test all water pipework in your home and will tell Golden Lane Housing if any plumbing work is needed.**

**We will notify you, at least one month before your water hygiene safety check needs to be done and arrange an appointment with you.**



# Information for tenants and support providers



## Damp, mould and condensation guide



# Damp, mould and condensation



## What does damp mean?

Damp means when something is slightly wet.

Damp can cause mould on windows, walls and furniture.

## How does mould start?

Mould is caused by damp.

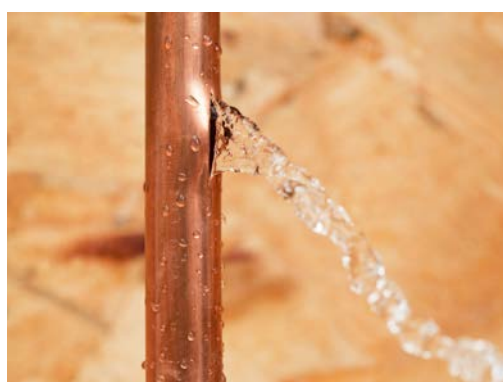


Damp and cold homes can cause mould which can increase the risk of **respiratory** problems.

**respiratory** means to do with breathing

## What causes damp?

In our homes, damp can be caused by:



Leaking pipes, wastes or overflows



Rain which gets into our homes through the roof where a tile or slate is missing



Blocked guttering and cracked or loose rainwater pipes



Rising damp - this is a problem with the damp course. It causes a yellow tide mark on walls inside your home.

**You can report these repairs to us by phoning  
0300 003 7007 and choose option 1**



# Damp, mould and condensation



Damp can also be caused by condensation.

## What is condensation?

Condensation is tiny droplets of water. It happens when hot and cold air come together.



Condensation can look like water, steam or mist. You may notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath or shower.

There is always some moisture in the air, even if you can't see it, but if the air gets colder, this causes tiny drops of water to appear on cold surfaces.



You can usually find it behind or in cupboards or wardrobes or around windows.

## Condensation can turn into mould



Too much condensation is the main cause of black mould. Mould is harmful to your health.



It is important to wipe down any surfaces and make sure extractor fans are on when cooking or showering.



**0300 003 7007 select option 1 for repairs and option 2 for everything else**

# Keeping a healthy home

**There are a number of things that you can do to help prevent damp and mould in your home.**



Open windows or trickle vents to let moisture out of your home (ideally in the morning and throughout the day when cooking or bathing).



Wipe windows and window sills to remove condensation.



Dry clothes outside, or in the bathroom with an extractor fan on, or open the bathroom window.



Keep your home warm.  
(ideally at a temperature of around 18C)



Cover pans when cooking.

If you would like more help to find out how you can keep a healthy home, contact our safety team:  **0300 003 7007 and select option 1**  [\*\*complianceinbox@glh.org.uk\*\*](mailto:complianceinbox@glh.org.uk)



# What should I do if I find damp and mould in my home?

If you have damp and mould in your home, please get in touch as soon as possible.



We can arrange for one of our damp surveyors to inspect your home.

## Report damp and mould to Golden Lane Housing

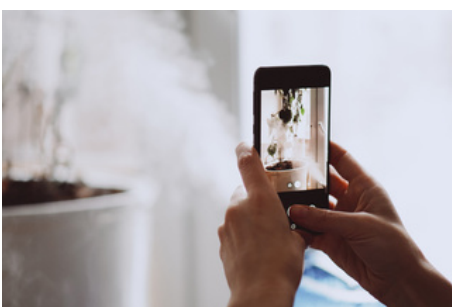


You can report damp and mould

online [www.glh.org.uk](http://www.glh.org.uk)

by phone **0300 003 7007 and select option 1**

or by email [propertyservices@glh.org.uk](mailto:propertyservices@glh.org.uk)



## Take photos of the damp and mould

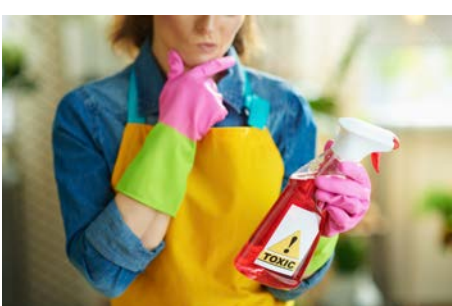
Take photos straightaway of the damp and mould in your home and show these to us when we visit to inspect your home.

Or email your photos to [propertyservices@glh.org.uk](mailto:propertyservices@glh.org.uk)



## Clean the damp and mould

Wash away damp and mould using a mould and mildew spray as soon as possible – you don't need to wait until our surveyor visits. This will lower the risk to your health and can help protect against damage to your belongings.



Make sure to read the instructions on how to use the spray safely.

## Visiting your home after you have reported damp and mould to us



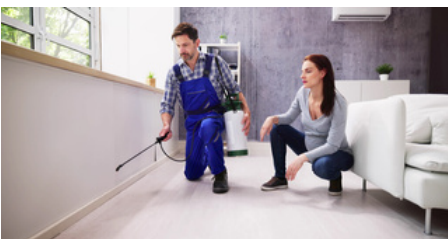
We will come out to inspect your home to find out what the cause of the damp and mould is and what work might be required. We will look at your photos of the damp and mould to help with our assessment.



**If needed,** we will complete repair work to fix any structural or plumbing issues.



**If needed,** make improvements to the ventilation in your home (for example, installing extractor fans in your kitchen and bathroom).



**If needed,** use a mould treatment

If we carry out work to your home, we will contact you after these have been completed to check that the damp or mould has not returned.



## Awaab's Law requirements on social landlords

<b>Statutory requirement</b>	<b>Timescales</b>	<b>Next steps</b>
Investigate any potential Emergency Hazards (Category 1)	24 hours - one working day.	Carry out relevant safety work as soon as reasonably practicable.
Investigate any potential Significant Hazards (Category 2)	Within 10 working days from becoming aware of the issue.	Relevant safety work carried out within five working days if the investigation identifies Significant Hazards.
Produce a written summary of investigation findings.	Within 3 working days.	Report to be provided to the tenant within the timescale.

For alternative versions of this guide, please  
contact the Communications Team:  
0300 003 7007 select option 2  
[communications@glh.org.uk](mailto:communications@glh.org.uk)

Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR



0300 003 7007  
[enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)  
[www.glh.org.uk](http://www.glh.org.uk)

Golden Lane Housing Limited is a charitable Community Benefit Society registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014, registered number 8734, and a Registered Provider of Social Housing, registered number 4803





# Fire safety

**Help and information  
for tenants and their  
support**



# Fire safety



## Furniture

**Make sure your furniture is fire-resistant and away from a heat source.**



## Portable heaters

**Secure portable heaters against a wall to stop them falling over and keep them clear from curtains and furniture. Never place clothing or other items over them to dry. Only use the portable heaters that have a safety cut out switch should they fall over.**



## Smoking

**If you smoke, make sure you use an ashtray and position it so that it cannot fall over. Using a little water in the ashtray will help extinguish the cigarette. Never leave a lit cigarette unattended and never place a lit cigarette end into a waste bin.**

**Take extra care if you smoke when you're tired, taking prescription drugs, or if you have been drinking alcohol.**

**You must never smoke in bed.**



## Candles

**It is best to avoid using candles around your home.**

**Put candles out when you leave the room, and make sure they're put out completely at night.**





# Fire safety



## Combustible materials and household items

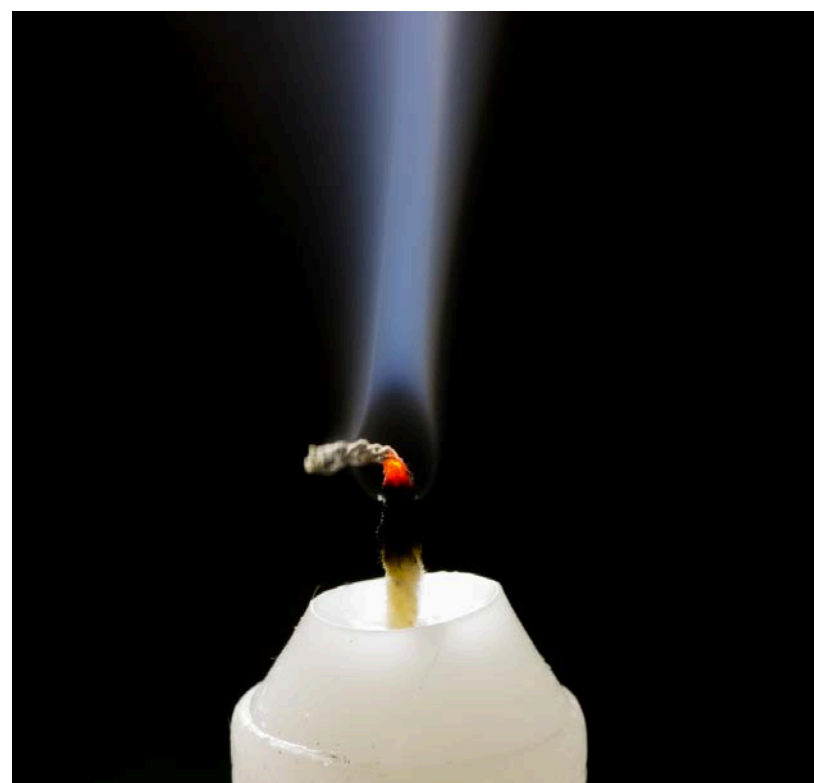
**Avoid a build-up of waste, clear it out on a regular basis and remove it from the building.**

**Avoid storing flammable substances in the building and near naked flames, sparks or heat.**

**Store combustible items away from any source of heat and/or ignition. Better still, remove them completely.**

**Do not store flammable substances if there is no requirement to do so.**

**If you do have flammable substances, store them in an external building in the correctly labelled container and keep them away from sources of heat and/or ignition and keep the quantities to a minimum.**





**We will check your  
fire equipment  
regularly to make  
sure it's in good  
working order**



# **Fire safety**

## **What to do if there is a fire in your home**



# What to do if there is a fire in your home



**Keep calm and act quickly, get everyone out as soon as possible.**

**Do not waste any time investigating what has happened or rescuing valuables.**

**If there is smoke, try to keep low on the floor where the air is clearer.**

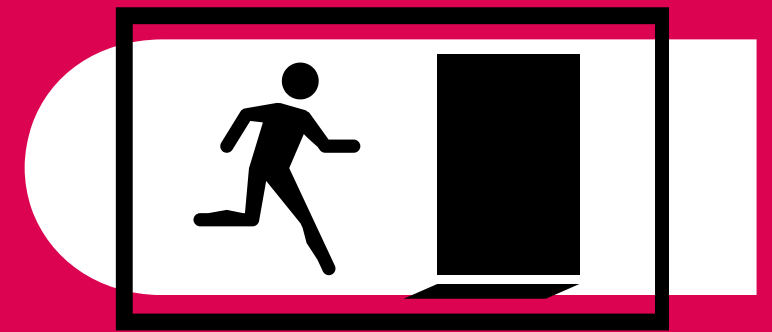
**Before you open a door check if it's warm. If it is, do not open it - fire is on the other side.**

**Once you are outside the building, call the Fire and Rescue service by dialling 999.**





# Plan your escape



**Know your escape route and make sure everyone knows how to escape.**

**Make sure your escape route is kept clear.**

**The best route is the normal way in and out of your home.**

**Think of a second route, in case the first one is blocked.**

**Practice your escape plan.**

**Review your escape plan if the layout of your home changes.**

**Keep doors and window keys where everyone can find them.**

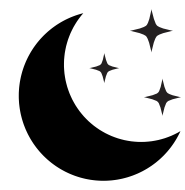
**If you cannot get out, get everyone into one room ideally one with a window and a phone. Put bedding around the bottom of the door to block out the smoke, then open the window and shout “HELP, FIRE”.**

**If you are on the ground floor or first floor, you may be able to escape through a window.**

**If you cannot open the window, break the glass in the bottom corner.**



# Nighttime checklist



**Close inside doors at night to stop fire spreading.**

**Turn off and unplug electrical appliances unless they are meant to be on, like your fridge.**

**Check your cooker is turned off.**

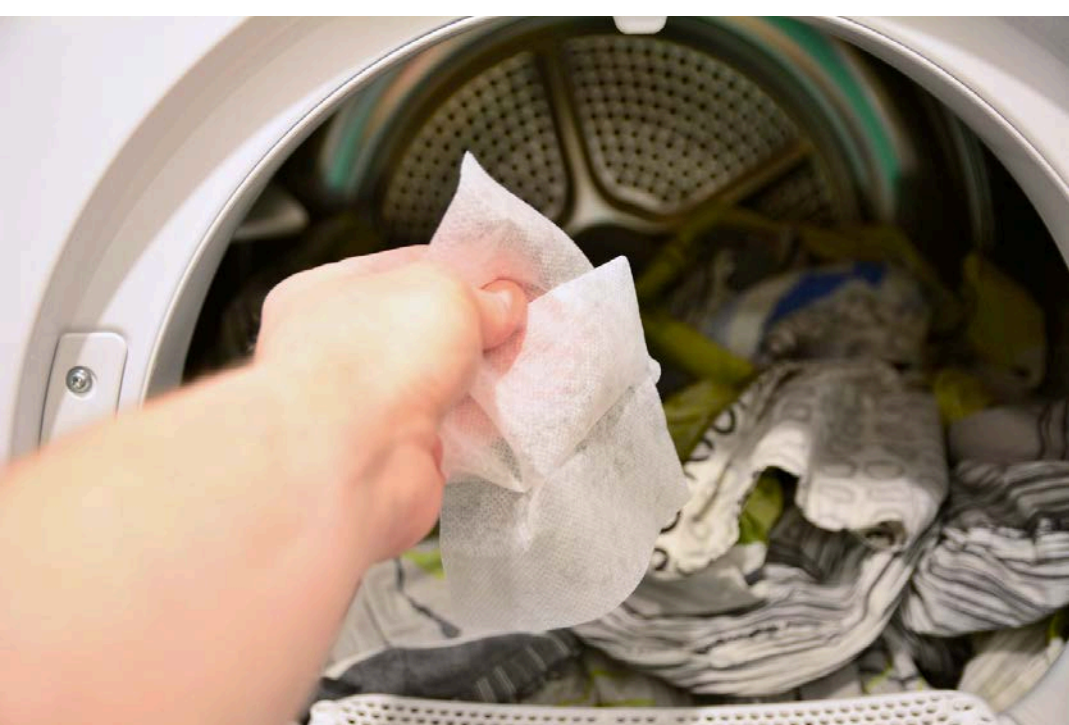
**Do not leave the washing machine/tumble dryer on.**

**Turn heaters off and put up fire guards in front of open fires.**

**Put candles and cigarettes out properly. DO NOT smoke in bed!**

**Make sure exits are clear.**

**Keep doors and window keys where everyone can find them.**



**We will check your  
fire equipment  
regularly to make  
sure it's in good  
working order**



# **Fire safety**

**How we help to  
keep you safe in  
your home**



# Home safety checks



**To reduce your chances of being injured in a fire at home, Golden Lane Housing will provide appropriate fire equipment protection in your home. For example, all homes will have smoke alarms.**

**In some cases, we may install fire doors, a full fire alarm system, emergency lighting or a sprinkler system.**

**We will come to your house and check the equipment to make sure it is working properly every year or 6 months depending what needs to be checked**

**It is your responsibility to tell us when fire equipment doesn't work, for example a smoke detector is beeping or a fire door doesn't shut properly.**

**You can report this in the same way you would a repair.**

For alternative versions please contact the  
Communications Team:  
0300 003 7007  
[communications@glh.org.uk](mailto:communications@glh.org.uk)

Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR

0300 003 7007  
[complianceinbox@glh.org.uk](mailto:complianceinbox@glh.org.uk)  
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