

Tenant safety

Guide for tenants



Get in touch

✉ repairs@tollcross-ha.org.uk

☎ 0141 763 1317 (option 1)

Introduction

Here, at Tollcross Housing Association, we strive to make sure your home is safe and habitable.

As a registered social landlord in Scotland, we have responsibilities to comply with regulations and legislation set by the Scottish Government and our regulators.

This pack contains information on how we maintain your properties to ensure we are meeting our obligations and your responsibilities as a tenant to help us meet these requirements.

Our full policies can be found on our website or upon request.



www.tollcross-ha.org.uk



info@tollcross-ha.org.uk



0141 763 1317

If you have any questions about the contents of this leaflet, any general queries, or to simply report a repair, get in touch.

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Utility Information

When your tenancy begins, we will ensure that you have a working gas and electric supply. However, from the date your tenancy begins you are responsible for paying the gas and electric bills, even if you have not moved in yet.

We will provide you with the current suppliers to the property, however you are not obligated to use these and can choose your own.

Your responsibilities

- ✓ Setting up your supply when receive your property keys
- ✓ Paying your gas and electric bills.
- ✓ Reporting any supply or meter faults to the supplier
- ✓ Ensure that the supply and meters are not tampered with, or damaged.

We understand that in times of hardship paying for your utilities may be difficult and we can offer help and support during these times. Contact our [Energy Advisor](#) for an appointment.

0141 763 1317 | info@stepadvice.org.uk

Find more energy advice on our website.



Fire safety

It is important to make sure your home is fire safe.

We take the right steps to protect your home and to reduce the risk of a fire starting in your home.

If you are concerned about your home being at risk, you can arrange a free fire safety inspection with the Scottish Fire & Rescue Service by calling 0800 0731 999.

Our responsibilities

Every home in Scotland must now have interlinked fire alarms. They are alarms that talk to each other - so when one goes off, they all go off. Every home will need to have:



1

smoke alarm in the room you spend most of the day, usually your living room

1

smoke alarm in every circulation space on each storey, such as hallways and landings

1

heat alarm in the kitchen

All smoke and heat alarms should be mounted on the ceiling and interlinked. If you have a carbon-fuelled appliance, like a boiler, fire, heater or flue you must also have a carbon monoxide detector. This does not need to be linked to the fire alarms.

We have interlinked fire alarms in the properties we let. If your rented property does not have interlinked fire alarms, let us know immediately and we will arrange this. We will test this equipment at your yearly gas service visit to ensure all is in working order.

Your responsibilities

- ✓ Test your smoke alarms weekly.
- ✓ Report any faulty/missing equipment us as soon as possible.
- ✓ Do not remove or damage any fire detection equipment from the property.
- ✓ Keep detection equipment clean and free from contaminants (e.g. paint, dust).
- ✓ Give access to contractors to carry out equipment replacement when required.



Electrical Safety

Electrical problems are one of the most common causes of home fires. Every landlord in Scotland must carry out an electrical inspection of all the installations, fixtures, fittings and any appliances that the landlord has provided in a property.

We are responsible for repairing any electrical items provided as part of your tenancy; however, you are responsible for any electrical items you add to your home yourself such as cookers, washing machines and small portable appliances.

Your responsibilities

- ✓ Allow access for the 5-yearly electrical inspection. Failure to do so will result in access being forced to your home for this to be carried out and the costs will be rechargeable.
- ✓ Report any faulty electrical equipment immediately.
- ✓ Do not overload sockets, interlink extension cords or use outlets unsafely.
- ✓ Do not use unsafe appliances.
- ✓ Speak us, in advance, if you wish to replace sockets/switches/light fittings etc. We need to approve any changes in advance.



Our responsibilities

It is our responsibility to make sure the home you're renting meets the 'Repairing Standard'. This is a basic level of repair that all private rented properties must meet. For example:

- the installations for gas, electricity and heating are in a reasonable state of repair and working order
- any fixtures, fittings or appliances provided by the landlord (like light fittings and household equipment) are in a reasonable state of repair
- your home is fitted with suitable interlinked fire detection devices – at least 1 smoke alarm in the living room, 1 in every hall and landing and a heat alarm in every kitchen
- electrical safety inspections are carried out by a qualified electrician at least once every 5 years. If we are not given access, it may lead to forced access taking place and charges occurring.



Gas Safety

We aim to make your home as safe as possible. Keeping your gas appliances safe prevents fires, carbon monoxide poisoning, gas leaks and loss of heating supply.

We have obligations to carry out these checks under the Gas Safety (Installation & Use) Regulations 1998. You can contact us to rearrange a suitable date for the gas service or if you have any queries.

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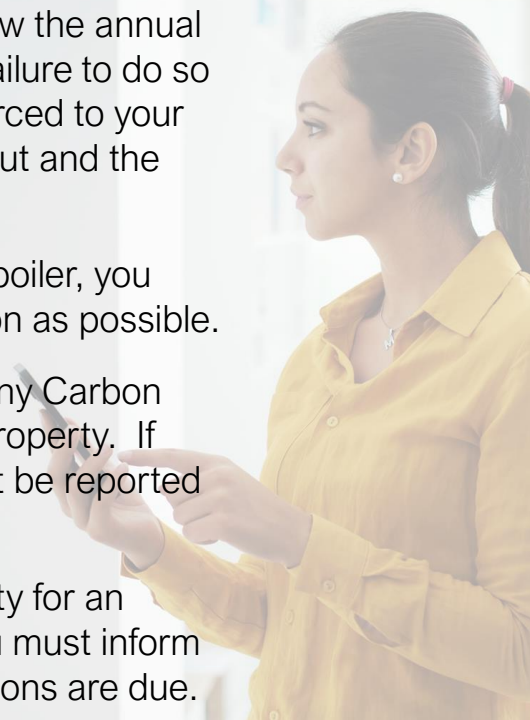
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Our responsibilities

- To maintain and carry out repairs to the gas fittings, pipe work and gas appliances within your home.
- To use Gas Safe registered engineers to carry out the maintenance and repairs
- Carry out 5 yearly audits to the completed gas services for 10% of our properties.

Your responsibilities

- ✓ You must give access to allow the annual service to be carried out. Failure to do so will result in access being forced to your home for this to be carried out and the costs will be rechargeable.
- ✓ If you have a fault with your boiler, you must report this to us as soon as possible.
- ✓ Do not remove or damage any Carbon Monoxide alarms from the property. If they become faulty this must be reported immediately.
- ✓ If you are leaving the property for an extended period of time, you must inform us to ensure that no inspections are due.



Smell gas? Worried about carbon monoxide?

Contact SGN immediately 0800 111 999.

Open all doors and windows. Move into the fresh air.

Don't use any electrical appliances.

If possible, switch off your emergency control valve (usual next to the gas meter).

Wait for the SGN engineer to arrive (SGN have authority to take access if they believe a gas leak is coming from your property).

Once issue has been resolved, contact us to arrange any necessary repairs.

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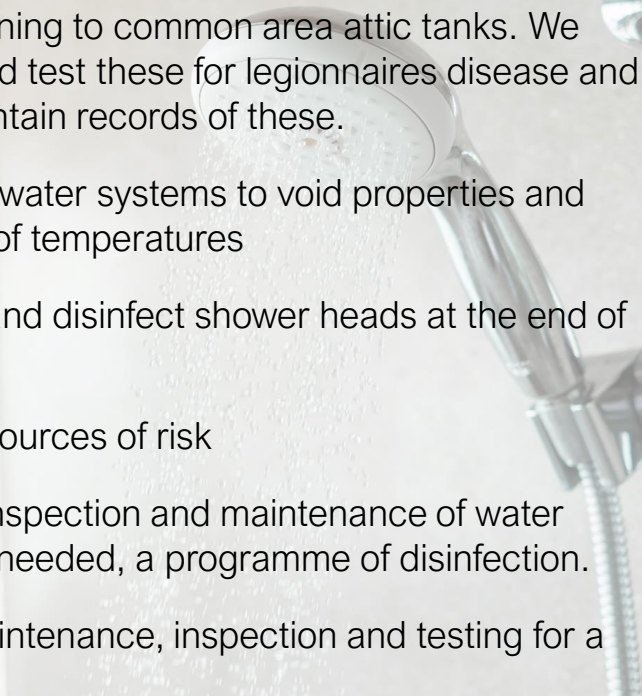
Water Safety

We have a responsibility to ensure your property is safe and free from health hazards in terms of water management.

Legionella bacteria is common in natural water (such as rivers and ponds). However, legionella can grow in other water systems such as cooling towers, evaporative condensers, showers, spray apparatus and hot and cold-water systems.

Legionella survive low temperatures and thrive at temperatures between 20-45 degrees Celsius.

Our responsibilities

- Carry out yearly cleaning to common area attic tanks. We regularly maintain and test these for legionnaires disease and bacteria and we maintain records of these.
 - Carry out flushing of water systems to void properties and maintaining records of temperatures
 - Replace or descale and disinfect shower heads at the end of tenancies
 - Identify and assess sources of risk
 - Arrange for routine inspection and maintenance of water systems, and where needed, a programme of disinfection.
 - Retain records of maintenance, inspection and testing for a minimum of 5 years
- 

Your Responsibilities

- ✓ Regularly cleaning and disinfecting water outlets (taps, showerheads etc.)
- ✓ Inform us if your hot water is not heating properly
- ✓ Advise us if you will be leaving the property for prolonged periods of time, ensure that water outlets are flushed when back home for ten minutes.
- ✓ If water becomes discoloured, low pressure is experienced or cut off at all contact Scottish Water on 0800 0778 778 and advise the maintenance department.



Damp & Mould

Mould and damp can cause serious problems to your health if left untreated. We are committed to ensuring your home is safe and habitable by actioning any reports of damp and mould.

We do this by inspecting the property and attempting to identify the causes. We will issue work orders to contractors to carry out repairs if required and will follow up after a period of time to see if the problem persists.

Condensation

Condensation occurs when there is too much moisture in the air and can often worsen in cold weather. This is common with daily activities such as cooking, cleaning and showering.



Penetrating Damp

Penetrating damp can be caused by leaks from pipes outside of the property, structural issues or blocked guttering which if identified, we as the landlord will repair. If your property is factored by another company, they would be responsible to repairing issues with the building, however if the issue is reported directly to us, we will report this to them on your behalf.



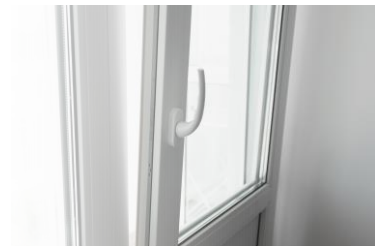
For more information about damp and mould and how to identify it, visit Scotland.Shelter.org.uk and search for damp or mould.

Our Responsibilities

- Carry out essential maintenance that may be causing increases of mould and damp in your property
- Carry out inspections to the property to establish potential causes of mould and damp, and follow up visits to check if the issue is reoccurring
- Report any concerns to the buildings factor if not ourselves to arrange repairs.

Your Responsibilities

- ✓ Inform us as soon as you detect any mould/damp issues.
- ✓ Allow access to allow us to carry out inspections.
- ✓ Allow access to contractors to carry out essential works.
- ✓ Keep your rooms ventilated.
- ✓ Heat your home during the cold weather.
- ✓ Leave room between walls and furniture to allow air circulation.
- ✓ Use extractor fans if available.
- ✓ Use clothes airers instead of putting clothes directly onto radiators.
- ✓ Wipe down windows when condensation is present to prevent mould from forming.
- ✓ Wipe down bath and shower areas after use to prevent mould from forming.



Asbestos Safety

Asbestos containing materials can be found in properties built before the year 2000. They can be found in roof tiles, wall panels, Artex, floor tiles, cement surrounds and other places.

These materials can be disturbed by drilling, decorating or sanding, and these fibres can lodge in the body and increase cancer risks and asbestosis.

The only two long-term treatments for asbestos are sealing the substance, and/or removing it and disposing of it safely.

The presence of asbestos does not constitute a danger, however there is a potential risk to health if such material is disturbed or damaged.



Our responsibilities

- Ensure asbestos works are properly scoped, serviced and managed in accordance with legal requirements and best practice
- Ensure the prevention of exposure to risks associated with asbestos containing materials
- Ensure that any asbestos containing materials that may be present in any of our buildings are maintained in a condition to prevent the possibility of any harm to health occurring
- Have an effective asbestos management strategy in order that appropriate measures such as encapsulation, labelling, inspection, working with, or removal of, the material can be undertaken
- Ensure that all contractors engaged to carry out work are provided with adequate information on asbestos which may be disturbed by their works.

Your responsibilities

- ☑ Advise us of any work you wish to carry out in your property to check there is no asbestos containing materials in your property that may be disturbed.
- ☑ Do not disturb any identified asbestos containing material.
- ☑ Report any disturbances/damages to us.
- ☑ Do not drill into any walls without seeking advice from us in the first instance.

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Courtesy & respect for all

We believe that our customers have a right to be heard, understood and respected. We work hard to be open and accessible to everyone and to provide a good service to all. We also believe that our staff deserve to be treated fairly and with respect, free from intimidation, harassment or threats of violence. Aggressive, violent or abusive behaviour will not be tolerated and may result in your services being restricted. In extreme cases, we may contact Police Scotland. Visit our website for more information.

Association Main Office | 868 Tollcross Road | G32 8PF | 0141 763 1317

Advice & Learning Centre | 84 Braidfauld Street | G32 8PJ | 0141 764 1234

facebook.com/tollcrosshousing | tollcross-ha.org.uk



Happy to translate
Możemy przetłumaczyć
Раді перекладати
Ni Fahari kutafsiri

حن سداء لتقديم الترجمة
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ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ
乐意翻译

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