

salix h:mes

H ME Safety Guide



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Introduction

This is your Home Safety Guide which contains useful information, as well as tips and advice, about how you can keep yourself and others safe in your home.

At Salix Homes, the health, safety and wellbeing of our customers and homes really matters to us and we work hard to ensure that all our homes are safe and great places to live.

In order to help keep you safe and ensure all our properties meet our high standards, we will carry out regular checks and safety inspections in your home. Some of these safety inspections are a legal requirement, and sometimes we may need to carry out essential repairs, so it's really important that you allow us access into your home when required.

For more information on your rights as a tenant and our responsibilities as your landlord, please refer to your Tenancy Agreement.

If you do have a safety concern about your home, or want to raise any other issue or complaint with us, you can be reassured that we will listen to you and act upon your concerns.

There's many ways you can contact us - by phone, email or via our MySalix customer portal. Just get in touch using the contact details you can find at the end of this leaflet.

Thank you for supporting us to keep you and your home safe.

Fire Safety

Fire safety is a priority for Salix Homes, and we work closely with Greater Manchester Fire and Rescue Service to help minimise the risk and impact of fire in our properties.

It's also crucial that you keep yourself safe and don't do anything which could put you or other people at risk of injury from fire.

Who is responsible for fire safety?

Everyone has a part to play in keeping our customers and our homes safe.

If your home has communal areas, such as in a flat or sheltered accommodation, Salix Homes will maintain those areas to ensure we achieve the highest levels of safety. We carry out regular safety audits on communal spaces.

As a tenant, you must live and behave in a way that does not increase the risk of fire or damage to your home or building.

Smoke alarms and heat detectors

As your landlord, we provide and fit smoke detectors in all our properties.



Every home should have at least one working smoke alarm. We recommend that all our properties have a smoke detector in the lounge and hallway, and a heat detector in the kitchen.

It's your responsibility to check regularly that your smoke and heat alarms are working, and we would advise you to test them monthly. If your alarm starts to bleep, it may have developed a fault or simply need new batteries, so please let us know if this happens.

If you do not have a working smoke alarm in your home, please contact us so we can arrange to have one installed.

Your smoke alarm could save your life in a fire, so please don't tamper with it. You should never disconnect or take the batteries out of your smoke alarm. Some smoke alarms are connected to your electricity supply and you could be injured if you try to disconnect it.

If you have any issues with your smoke or heat alarms, please contact us on **0800 218 2000**.

Salix Homes' Building Safety Team are available to help with any queries or advice regarding fire safety in your home.

Please call them on **0800 218 2000** or email: **firesafety@salixhomes.co.uk**

You can also find out more about building and fire safety on our website at: **www.salixhomes.co.uk/fire-safety**, or scan the QR code.



Greater Manchester Fire and Rescue Service offer free Home Fire Safety Assessments, where they will visit your home and provide fire safety advice and equipment, depending on risk.

To find out more, get personalised fire safety advice and check if you are eligible, visit: **www.manchesterfire.gov.uk/your-safety/hfsa**.



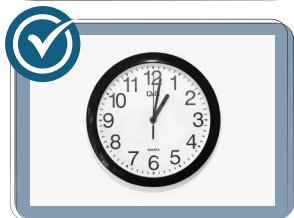
What to do if there's a fire in your home

If you live in a high rise block or communal building, some of this advice may vary, so please refer to the High Rise and Communal Living section of this guide.

If there is a fire in your home - **Get out, stay out and call 999** - don't try to tackle the fire yourself, and never go back into a burning building.



Keep calm and act quickly - alert everyone in your home and get out by your nearest exit, staying together where possible.



Seconds count so don't waste time rescuing valuables.



Before opening a door, check it first by using the back of your hand. If it's warm, don't open it.

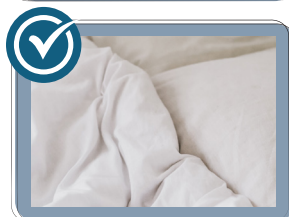


When moving through your home, remember to shut doors behind you to help contain the fire.

What to do if your escape route is blocked



If your escape route is blocked and you can't escape safely through a window, call 999 and find a room to wait in until the fire service arrive.



Open a window in the room and put cushions and bedding around the bottom of the door to block out the smoke.



If smoke starts to come into the room - keep low to the floor as this is where the air is cleaner.

Once you've escaped

Don't go back inside your home, even if there is someone left inside. Wait for the fire service, and when they arrive, give them as much information as possible.



High rise and communal living

Living in a high rise block or communal building, such as sheltered accommodation, doesn't mean you are any more at risk from fire, but it does mean you need to consider your fire safety and the impact a fire in your home could have on other residents.

It's important to understand what to do in the event of a fire, whether it's in your flat or somewhere else in the building.

We have improved safety standards across all our blocks and buildings, which includes state-of-the-art fire alarm systems that link directly to the fire service, as well as sprinklers for some blocks.

We also have a specialist Building Safety Team, a High Rise Team and Property Safety Officers who will be familiar faces around your building. They also carry out annual Home Safety Checks in your home.

Fire Doors

All our tower blocks and communal buildings have fire doors, this includes the front door to your home, and they are designed to help stop the spread of fire.



It's really important that you don't prop fire doors open, or make any alterations to them that could affect the protection they offer in the event of a fire. This includes things like drilling or knocking nails into your door to attach any signs or decoration.

All our fire doors are self-closing, so in the event of a fire they will automatically close behind you and help stop the fire from spreading. Please don't remove or tamper with the self-closing devices on your door.

Door Safety Checks

It's a legal requirement that all flat entrance doors are inspected every year. Our Property Safety Officers carry out these inspections as part of their home safety checks, however residents can also complete their own door checks.



If you do complete your own door check, we will ask you to complete a short survey about your front door - these checks will take no longer than 10 minutes and require no technical knowledge or tools.

We'll let you know when your annual door safety inspection is due.

Home Safety Checks

Our Property Safety Officers carry out safety checks with individual customers who live in our high rise buildings. This is to make sure all the possible safety precautions are in place in your home and that they work for you.

The visit only takes around half an hour and allows us to check all the safety aspects of your home such as your smoke alarms, electrical sockets, windows and doors. We'll also talk to you about the evacuation procedure for your building and any safety information specific to your home and building.

Evacuation

We operate a 'Stay Safe' strategy in our high rise buildings, which has been developed in agreement with the fire service.

Unless you see smoke or fire, or hear the communal alarm sounding, or you are told by the fire service to leave the building, then you are safer in your home.

The fire alarm system will only sound in the parts of the building that need to be evacuated.

If the whole building has to be evacuated, the communal alarm will sound. Of course, you are free to leave at any time if you are worried.

Once you have left the building, you may not be able to go back into your home until the fire service say it is safe to do so.

If you live in a high rise block or sheltered accommodation, and you hear a fire alarm - **you must evacuate the building.**

1. When the fire alarm activates, it will send an urgent alert directly to the fire service, who will immediately send fire crews to the building.
2. If you hear the alarm, or you see smoke or flames, alert everyone in your flat and leave together.



Leave your flat



Use the stairs



Never use the lifts



3. Go to the assembly point. You'll find details about where your assembly point is in the lobby area, so it's a good idea to familiarise yourself with this.
4. If you are unable to leave your flat, use the stairs or your exit route is blocked or unsafe due to fire or smoke, return to your flat, close the door and put a wet towel or bedding at the base of the door to help prevent the smoke spreading. Go to a room with an open window and call 999.

If you live in a low-rise building, there is no communal fire alarm, so if you hear your smoke alarm or you see fire or smoke, you must evacuate the building.

The evacuation strategy for our high rise buildings is 'Stay Safe'

You may also hear this called a 'Stay Put' policy. This means that if there is a fire in your flat you should leave the flat and the building. If there is a fire somewhere else in the building, you can remain in your flat and do not need to leave the building.

This is because the fire safety measures at your building are designed to ensure the fire does not spread from a different part of the building.

When firefighters tackle a fire anywhere in the building, it is likely that some smoke will spread into the corridors and sometimes into the staircase - if you choose to leave the building you may expose yourself to smoke in these areas before it is cleared.

If at any stage your flat is affected by heat or smoke, or you feel unsafe, then you should get out if you can and call 999 and ask for 'fire'.

And remember, you should always evacuate if asked to do so by firefighters.

Stay Fire Safe – Top Ten Tips

We want all our customers to live safely in their homes. Fire safety is everyone's responsibility and there are plenty of precautions you can take to help keep you, your family and your neighbours safe from the risk of fire.

Read our Top Ten Tips for staying fire safe in your home:



1
Test your smoke alarms regularly - at least once a month.



2
Don't block your escape route or store anything in communal areas that could cause an obstruction in an emergency.



3
Never leave cooking unattended and make sure you turn your oven and cooker off when you've finished.



7
Keep lighters and matches out of sight and reach of children.



8
If you smoke, make sure cigarettes are stubbed out properly and disposed of safely, and never smoke in bed.



High rise living - Report it

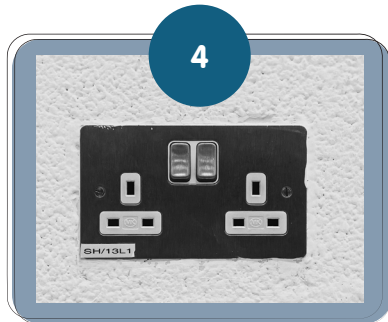
If you live in a high rise building and have a concern about fire or building safety, report it to us. Perhaps you've seen something that's not working as it should, or you've noticed someone acting irresponsibly. Whatever your concern, let us know.

You'll find Building Safety letter boxes in the foyer where you can post your safety concern.

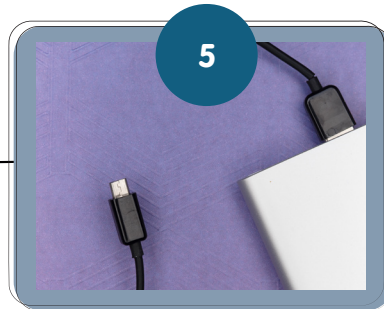
You can also report a safety concern online by scanning the QR code, or call us on **0800 218 2000** or email **firesafety@salixhomes.co.uk**



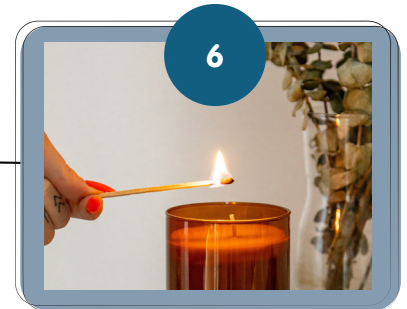
For more fire safety information, including more tips and advice, visit our website at www.salixhomes.co.uk/fire-safety



Don't overload the electrics - one plug for one socket.



Only use chargers and cables from reputable sources, which meet UK safety standards.



Always put candles on a heat resistant surface, away from curtains or furnishings, and always blow them out before you leave the room.



Don't use a BBQ indoors or in an enclosed space, and remember **balconies are not for BBQs**.



Keep door and window keys accessible. If you need keys to unlock your front door, keep them in the same safe place so you can grab them easily in an emergency.

Could you get out of your home in an emergency?

During an emergency, such as a fire, the lifts will not be working, which means you must leave the building using the stairs.

If you have any mobility issues, medical conditions or disabilities that may prevent you

evacuating your home without assistance, it's important that you tell us, so we can help put the right support in place.

Fill out our Evacuating in an Emergency Form by scanning the QR code or call us on **0800 218 2000**.



Mobility scooters, E-bikes and E-scooters

Mobility scooters



Mobility scooters can be a fire hazard if they are not stored and charged correctly.

They will only be allowed in our buildings where they can be safely stored and charged without affecting the safe escape from the property in the event of fire.

Mobility scooters can't be stored in communal corridors, as it could block people's escape routes.

If you have a mobility scooter, it's important that you let us know about it, so we can check there's sufficient space to store it safely.

E-bikes and E-scooters

If you own or use an electric bike or electric scooter, we want to make sure you're taking the necessary steps to ensure you're not putting yours or other people's lives or homes at risk.



E-bikes and e-scooters are powered by rechargeable lithium-ion battery packs; these batteries are used safely in everyday devices that most of us own like watches, laptops or mobile phones.

The problems arise in non-standard or faulty batteries, which aren't being charged safely. They're a major fire risk when over-charged, short circuited or damaged, and when they do catch fire, the consequences can be deadly.



Find out more about e-bike and mobility scooter safety on our website, by scanning the QR code or visiting www.salixhomes.co.uk/e-bikesafety

An e-bike did this...

Is the battery in your electric bike or e-scooter putting your life and your home at risk?

Visit www.salixhomes.co.uk/e-bikesafety for more fire safety advice for your e-bike and your home

salix homes

Be wary of DIY kits to convert a standard bike into an e-bike



Most e-bikes and e-scooters on the market in the UK bought from reputable manufacturers meet the stringent safety regulations, but many of the safety issues are arising from converter kits, which are lithium-ion battery packs designed to convert a standard bike to an e-bike.

There are growing concerns about these converter kits sold online, which do not meet UK safety regulations and present an increased fire risk.

If you own an e-bike or e-scooter, please follow our safety advice. This applies to mobility scooters too:

- ✓ Never charge it while you're sleeping or not at home.
- ✓ Unplug your charger once it's finished charging.
- ✓ Never block your escape route with your e-bike or mobility scooter.
- ✓ Never tamper with the battery and always follow the manufacturer's instructions.
- ✓ Ensure your battery and charger meets UK safety standards and always use the correct charger.
- ✓ Never cover your charger as this could lead to it overheating or setting on fire.



Gas Safety

As your landlord, we have a legal duty to ensure that all gas appliances, fittings and flues owned by Salix Homes and provided for your use are safe. This includes things like central heating, boilers and gas fires.

To do this, we must carry out an annual Gas Safety Check or gas service using registered Gas Safe engineers. We will notify you in writing when your Gas Safety Check is due and arrange an appointment.

We will provide you with a Gas Safety Certificate within 28-days of the check being completed. If an appliance fails the inspection, we will work with you to advise and agree the next steps.

Your gas safety responsibilities

You must allow us 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 will take legal action. This may result in you losing your home.

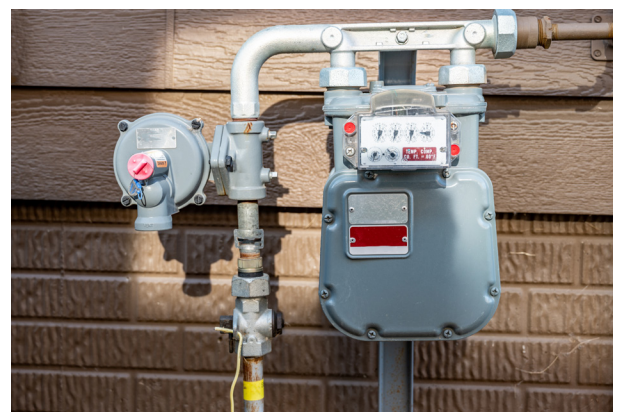
If you employ anyone to carry out gas work in your home, you must ensure they are a registered Gas Safe engineer, and you must never attempt to do any gas related work or repairs yourself.

Smell gas?

If you smell gas in or around your home, you must call the National Grid immediately on **0800 111 999**.

You should also follow this safety advice:

- ✓ Turn off the appliance you are using.
- ✓ Turn off the gas supply at the meter (unless the meter is located in a cellar, in which case you should evacuate immediately).
- ✓ Check to see if a gas tap has been accidentally left on or if a pilot light has gone out.
- ✓ Open doors and windows to allow the gas to disperse.



Carbon monoxide

If you have a faulty gas appliance, it can be dangerous and produce carbon monoxide gas. Exposure to carbon monoxide can cause headaches, dizziness, nausea, breathlessness and even death, so you should seek medical advice immediately if you have these symptoms.

Salix Homes installs carbon monoxide alarms in our properties which have an opened flued appliance such as a gas boiler, gas fire or wood burning fireplace.

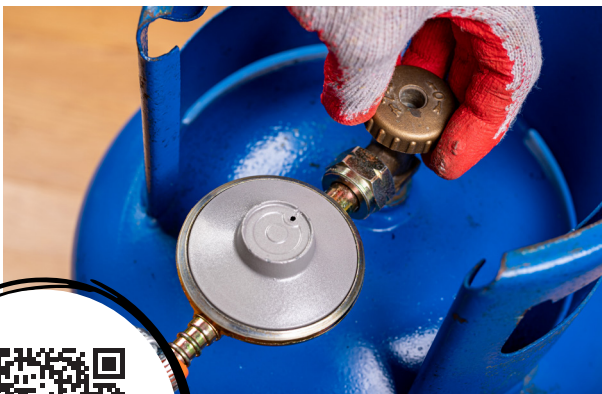
Please contact us if you think it may not be working correctly or believe you should have one installed, but it is missing.

Compressed gas

Unless it's for medical reasons, you must not use or store compressed gas within your home or any communal areas.

Gas in cylinders can become a major hazard in a fire and must be stored safely at all times. If you are required to use and store compressed gas for medical reasons, for example oxygen, you must inform Salix Homes and the fire service.

You can call **0800 555 815** to arrange a Home Fire Safety Assessment with the Fire Service to discuss the safe storage of compressed gas.



Gas meter tampering

Tampering with the gas meter in your home, known as 'meter cheating' is illegal and incredibly dangerous.

Damaging the gas supply risks dangerous leaks. Leaking gas is also highly flammable and can be easily ignited - flicking a light switch is all it takes to cause an explosion.

You can find out more about the risks involved with gas tampering at www.stayenergysafe.co.uk/gas-theft

Worried about bills?

We understand you may be worried about the cost of your energy bills, and other expenses. We can provide free advice and support if you're worried about your finances. Depending on your circumstances, we may be able to provide energy vouchers too.

Just get in touch to see how we can help on **0800 218 2000** or email enquiries@salixhomes.co.uk



Find out more about gas safety on our website by scanning the QR code or visiting www.salixhomes.co.uk/gas-safety



Find out more about electrical safety in your home on our website, by scanning the QR code or visiting www.salixhomes.co.uk/electrical-safety

Electrical Safety

As your landlord, we have a legal duty to ensure that the wiring in your home and any equipment owned by Salix Homes and provided for your use is safe.

We carry out periodic checks of the electrical wiring in your property and regularly test portable appliances in communal areas.

However, you are responsible for any electrical equipment you have brought into your home and how you use it.

Faulty appliances are a major fire risk, so if any of your appliances, such as your fridge or washing machine, start making strange noises or aren't working properly, please don't ignore it.

If you're struggling with the cost of buying appliances, or can't afford replacements if they're broken, then we're here to help.

We have a Furniture Recycling Scheme which includes free household items and white goods for customers who are eligible. Contact us to find out more.

Your electrical safety responsibilities

Every five years, you must allow us access to your home to complete your Electrical Safety Check.

If you employ anyone to carry out electrical work in your home, you should ensure they are a registered electrician with one of the government-approved schemes. You should also let us know about any electrical work you've had done in your property, in case we need to carry out an additional safety check.

To reduce the risk of an injury or fire caused by electrical faults, follow our safety advice:



Only buy electrical appliances and chargers from a reputable source and always check for a British or European safety mark.



Don't overload plug sockets or adaptors.



Check your sockets regularly - if you see burn marks or they feel hot, please contact us on **0800 218 2000** to arrange an inspection.



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

Switch off appliances at the socket when not in use.



Water Hygiene

We make sure that the water systems in our properties are installed and maintained to the highest standards.

However, if your home has been empty for an extended period of time, perhaps if you've been away on holiday or in hospital, there is a chance that the quality of your water may be affected by the growth of bacteria, which occurs naturally in the water mains supply.

In our communal buildings, like sheltered accommodation, we arrange regular inspections and flush out the systems in any long-standing empty properties.

Legionella and Legionnaires' disease

Legionella is a naturally occurring bacteria present in water. Although the risk is very low, there is a chance that Legionella bacteria can develop in stagnant or stored water in your home.

Legionnaires' disease is a lung infection you can get from inhaling droplets of water containing the bacteria that causes the infection. It's uncommon, but it can be very serious for some people.

Visit the NHS website to find out more about symptoms and treatment.

www.nhs.uk/conditions/legionnaires-disease

Reducing the risk of Legionella

- ✔ Keep your hot water on your thermostat to at least 60°C, as Legionella bacteria can't survive high temperatures.
- ✔ Avoid stagnation by keeping your water moving. Run the tap or shower for around two minutes if they're not used regularly, and flush toilets that haven't been used in over a week.
- ✔ Shower heads and taps should be regularly cleaned to help kill off any bacteria.
- ✔ If you have any concerns or questions about the quality of the water supply in your home, please contact us on **0800 218 2000**.



Damp, Mould and Condensation

At Salix Homes, we take the condition of our homes very seriously and we are committed to making sure you have a healthy home, free from damp, mould and condensation.

If you have concerns about damp and mould in your home, and the affect it could be having on the health and wellbeing of you and your family, then please let us know.

What is damp?

Damp is caused by excess moisture in your home. The most common types of damp are rising damp, penetrating damp, damp caused by a leak and damp caused by condensation.

It can make your home feel cold and uncomfortable, and it can cause structural damage if it's not dealt with.

What is mould?

Mould is a type of fungi caused by excess moisture in your home. It looks like a collection of little black spots and can often be found on windows or in the corners and edges of rooms.

Mould can grow in any home, so it's important to let us know if you spot mould in your home so we can help you.

What is condensation?

Condensation occurs when moisture in the air meets a cold surface like a window or wall. You may notice it when you are cooking or having a shower.

If surfaces are left wet, a build-up of condensation can occur which can lead to mould forming. Wiping away this excess moisture can help prevent mould from forming.

Why is it in my home?

Mould is usually caused by damp conditions like condensation that has been left on a surface for too long. Most homes have some condensation, like the droplets you see on windows in the morning or after a shower.

Some mould can be caused by damp from a leak, poor insulation or other factors, so look out for any wet or damp patches on your walls or floors.

While it's quite common to find mould in your home, it can be harmful to your health if it isn't removed, which is why it's really important you report it to us.



Find out more about how we tackle damp, mould and condensation in our properties, including advice for how to help prevent it, by scanning the QR code or visiting www.salixhomes.co.uk/damp-mould

Report damp and mould

If your home is affected by damp, mould and condensation, please report it to us. We might need to visit your home to identify ways we can resolve the problem.

You can report it online using your MySalix account at www.mysalix.co.uk

Call: **0800 218 2000**

Email: enquiries@salixhomes.co.uk



Asbestos Management

Asbestos is a naturally occurring mineral found in rock. It was used in building products in the UK particularly during the 1960s and 1970s because it is very strong and resistant to heat and chemicals.

The use of asbestos was stopped in 1999, but any building built before 2000 may contain asbestos.

If you have asbestos in your home, you do not need to be worried. If it's not damaged, it is not usually a problem.

Asbestos only becomes dangerous when it is damaged or disturbed. This is because it releases invisible fibres into the air. If we breathe in these fibres, they can get stuck in the tissues of the chest or lungs and cause serious health issues.

Ask before you DIY

You must contact us first if you're planning any home improvements. We can check our records and see if your home is likely to contain asbestos and where it is located.

If you or anyone else carries out work on your home without our permission, you may have to pay for the asbestos to be made safe or removed by a licensed contractor.

Remember, this is an important part of your Tenancy Agreement and if you don't let us know about your DIY plans, you will be in breach of your Tenancy Agreement.

How we deal with asbestos in your home?

If asbestos is not damaged, it's safest to leave it in place.

Where asbestos is a hazard, we make it safe by enclosing it or removing it. We also carry out surveys on our properties to find out if they contain asbestos and what condition it is in.

We'll let you know when our trained asbestos surveyors are going to be carrying out these surveys at your home, and it's really important that you allow us access.

Report asbestos

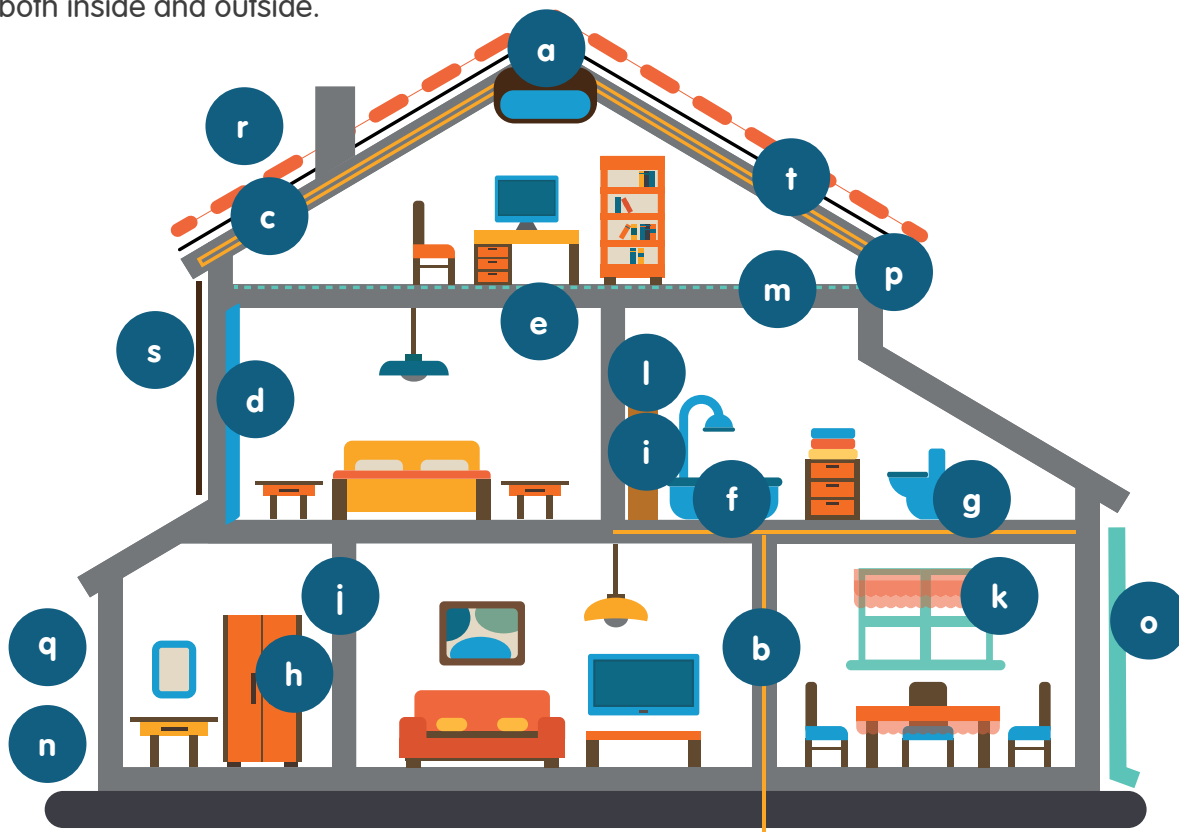
If you suspect you may have disturbed asbestos, or have found a suspected asbestos product, please leave the room where the material was found, close the door and contact us on **0800 218 2000**.

We will discuss and assess the situation with you and agree the best course of action.

Do I have asbestos in my home?

The diagram below shows the places that asbestos may have been used in a typical property, both inside and outside.

However, not all properties will have asbestos in all these locations, and your home may not have any asbestos at all.



- | | | |
|--|---|---|
| a Asbestos cement water tanks | h AIB behind fuse box | o Asbestos cement gutters and down pipes |
| b Pipe lagging | i AIB airing cupboard and/or sprayed insulation coating boiler | p Soffits AIB or Asbestos cement |
| c Loose fill insulation | j AIB partition wall | q AIB exterior window panel |
| d Textured decorative coatings | k AIB interior window panel | r Asbestos cement roof |
| e Asbestos Insulated Board (AIB) in ceiling tiles | l AIB around boiler | s Asbestos cement panels |
| f Asbestos cement bath panel | m Vinyl floor tiles | t Roofing felt |
| g Toilet seat and cistern | n AIB behind fire outside | |

Find out more about asbestos by scanning the QR code or visiting www.salixhomes.co.uk/asbestos where you can also download an asbestos factsheet.





Notes



Contact us

Tel: 0800 218 2000

Email: enquiries@salixhomes.co.uk

Visit: www.salixhomes.co.uk

Report an issue using the MySalix customer portal:

www.mysalix.co.uk

Contact us if you would like this information in a different format.

An icon for a translation service, showing two speech bubbles with Chinese characters and the letter 'A' inside them.

Scan to
translate

