



Home Safety & Quality

Transparency
Influence &
Accountability

Neighbourhood
& Community

Tenancy

Safety, Health and Compliance Service Standard

We undertake activities to ensure a safe and healthy environment in your home, in our buildings and in our green spaces for you, our colleagues, our contractors and our community

We promise to:

- Undertake Fire Risk Assessments in blocks of flats and Independent Living accommodation every two years.
- Undertake asbestos surveys where required and provide you with a copy of the survey when you move into your new home.
- Carry out re-inspections to the condition of any asbestos containing materials which have been identified in communal areas annually.
- Undertake testing for Radon Gas every 10 years.
- Undertake bi-annual maintenance servicing on radon mitigation systems installed within our properties.
- Carry out Legionella Risk Assessments to buildings where there are shared water facilities every two years.
- Complete operational inspections to playgrounds on a quarterly basis and yearly ROSPA risk assessments.
- Ensure passenger and goods lifts are serviced every two months and thoroughly inspected every six months by a qualified and competent engineer.
- Take action to resolve any hazard identified following lift inspections in a timely fashion.
- Ensure that all planned preventative maintenance activities are carried out to maintain safe building systems such as water temperature checks and fire alarm tests in communal areas, including blocks of flats and independent living schemes.
- Keep adequate records of our risk assessments and our records.
- Provide advice on safety matters concerning fire safety, asbestos, water hygiene, Radon and lifts to manage these risks effectively.
- Keep up-to date with safety legislation and implement where necessary. Commit to continuously monitoring and reviewing the health and safety performance and systems of our works teams. To ensure that all tasks are executed safely for operatives, tenants, and nearby individuals.
- Investigate any instances of non-compliance with the above standards to identify causes and implement corrective actions promptly.

We will publish the following performance measures each year:

- % of tenants who are satisfied that their home is safe
- % of homes for which all required fire risk assessments (FRAs) are in-date. This relates to communal areas of blocks of flats and independent living schemes.
- Number of outstanding FRA remedial actions that are overdue per risk rating.
- % of homes for which all required asbestos surveys have been carried out.
- % of homes for which all required legionella risk assessments have been carried out as per programme.
- % of required lift safety checks that have been completed.