



6

Section 6 —

Safety in your home

The main points

- ✓ We check your home regularly to keep you safe.
- ✓ Some checks are done by our engineers. Some are done every week by your support worker.
- ✓ We will always arrange a time with you before we come.
- ✓ **Please let us in for safety checks.** The law says we must do them.
- ✓ If you are worried about someone coming into your home, tell us. We can change how we do it to make it easier for you.

Why we check your home

Gas, electricity and water can be dangerous if something goes wrong. Checking them regularly means we find problems before they hurt anyone.

These checks keep you safe. They also keep safe the people you live with, and your neighbours.

Checks we do

What we check	How often
Gas appliances we have put in	Every year
Electrical wiring and sockets	Every 5 years
Fire alarms and fire equipment	Every year
Emergency lighting, if your home has it	Every 6 months
Water system, to check for legionella	Every 2 years

After a gas check, we get a certificate called a Landlord's Gas Safety Record. You can ask us for a copy at any time.

Checks your support worker does

Your support worker does some safety checks for Harbour Light. These happen at your home:

- **Every week:** they test the smoke alarms, heat alarms and carbon monoxide alarms.
- **Every week:** they check your bath and shower water is not too hot.
- **Every month:** they run water through taps and showers that are not used much.

They write down what they find. These checks are Harbour Light's responsibility, even though your support worker does them.

If an alarm beeps, or does not work when tested, tell us straight away.

Water that is too hot

Very hot water can scald you. Scalding means burning your skin with hot water.

Your support worker checks each week that the water in your bath and shower is not too hot.

If the water is too hot, they put a warning sign up and tell us. We will come and fix it.

Please tell us if your water ever feels too hot.

Gas

If you smell gas, this is an emergency. Section 5 tells you exactly what to do.

The short version:

1. Open doors and windows.
2. Do not touch light switches.
3. Go outside.
4. Telephone **0800 111 999**. This is free and works at any time.

We service the gas appliances we have put in once a year. Please let us in when we arrange this. It is a legal requirement.

Electricity

We check the electrical wiring in your home regularly.

Please tell us straight away if:

- a socket or switch feels hot
- you see a burn mark or scorch mark
- a plug or wire is damaged
- lights flicker or the power keeps going off

Do not try to fix electrical things yourself.

Smoke and carbon monoxide alarms

Your home has smoke alarms. If your home has a gas fire, a gas boiler or another appliance that burns fuel, it also has a carbon monoxide alarm.

Carbon monoxide is a gas you cannot see or smell. It can make you very ill. The alarm warns you if it is there.

Please do not take the batteries out, and do not cover an alarm.

If an alarm is beeping, chirping, or not working, tell us or tell your support worker straight away.

Fire

Section 7 tells you what to do if there is a fire, and how to get out of your home safely.

Please keep the ways out of your home clear. Do not leave things in hallways, on stairs, or in front of fire doors.

Asbestos

Some older buildings contain a material called asbestos. It is only dangerous if it is damaged or disturbed.

If your home has any, we know where it is and we check it. It is safe to live with as long as it is left alone.

Please do not drill into walls or ceilings without asking us first. Just ask us and we will tell you if it is OK.

Letting us in

We need to come into your home for safety checks. We will always arrange a time with you first.

We will write to you or telephone you to arrange it. Your support worker can help.

Please let us in when we have arranged a time. Safety checks keep you safe, and the law says we must do them.

If you cannot manage the time we arranged, tell us and we will arrange another one. That is not a problem. Just let us know.

If you are worried about someone coming in

Some people find it hard to have someone come into their home. That is understandable, and we can help.

Tell us or tell your support worker, and we can:

- arrange a time of day that suits you better
- make sure your support worker is with you
- tell you the name of the person coming
- send the same engineer each time, where we can
- explain exactly what will happen and how long it will take
- give you more notice

Just ask. We would much rather find a way that works for you.

If we cannot get in

If we cannot do a safety check, your home might not be safe. So, we must keep trying.

We will contact you again. We will ask your support worker to help. We will try to sort out whatever is making it difficult.

If we still cannot get in after trying, a landlord can ask a court for help. **We would much rather sort it out with you than do that.** So please talk to us early if something is worrying you.

Getting help to understand this

If any of this is hard to understand, that is OK. Ask your support worker. You can also ask a relative, a friend or an advocate to help you.

You can ask us for this information on paper, in a bigger size, or in another format. Just ask us or ask your support worker.

More detail

This box is for tenants who want the legal detail, and for support staff, relatives, advocates and social workers. You do not need to read it to understand the section above.

Gas. Gas appliances and flues provided by Harbour Light are inspected and serviced annually by a Gas Safe registered engineer, and a Landlord's Gas Safety Record is issued (Gas Safety (Installation and Use) Regulations 1998). A copy is available on request.

Electrical. Fixed electrical installations are inspected periodically and an Electrical Installation Condition Report obtained. Harbour Light inspects every five years, consistent with the standard applied in the private rented sector under the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.

Alarms. Smoke alarms are provided on each storey, and carbon monoxide alarms in rooms containing a fixed combustion appliance other than a gas cooker, in accordance with the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 as amended in 2022. Alarms are repaired or replaced when reported faulty.

Delegated weekly and monthly checks. Under the Service Level Agreement (Schedule 3, Part 2), support staff carry out and record: weekly testing of all smoke, heat and carbon monoxide detectors; weekly temperature checks of all full immersion water sources (baths and showers) to confirm they do not exceed 44°C, with a scalding warning notice displayed where they do, until rectified; monthly flushing of infrequently used shower heads and taps; and quarterly cleaning of shower heads. Fire exits are checked daily and kept clear. These tasks are performed as Harbour Light's agent and do **not** discharge Harbour Light of its own responsibility (SLA clause 2.7). See Section 2.

Support providers' own checks. Separately, support staff carry out their own welfare, safeguarding and health and safety checks at the property as part of their support tasks. The frequency varies between support providers and with each tenant's profile, risks and access. Those checks are the support provider's responsibility and are governed by its own policies.

Water safety. Harbour Light undertakes legionella risk assessment and control measures at appropriate intervals (SLA Schedule 2(u)), consistent with the Health and Safety Executive's Approved Code of Practice L8 and guidance HSG274.

Fire equipment and furniture. Harbour Light provides and maintains means of escape and fire protection equipment, arranges regular servicing, and carries out fire risk assessments (SLA clause 7.3, Schedule 2(s) and (t)). Furniture provided by Harbour Light complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended (Schedule 2(o)). See Section 7.

Asbestos. Where asbestos-containing materials are present, they are managed in accordance with the Control of Asbestos Regulations 2012. Tenants and support staff should not drill, cut or otherwise disturb walls, ceilings or floors without first contacting Harbour Light.

Access — the legal position. Access for statutory safety checks is a term of the tenancy and a legal requirement. Where access is not obtained, Harbour Light will make reasonable adjustments under the Equality Act 2010, involve the support provider, and seek to resolve the underlying reason before considering any legal step.