



**Drumchapel
Housing**
Co-operative Limited

Tenant Health and Safety Handbook





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**Drumchapel
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Using this Guide



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What We Will Do

Pages with a green outline and the 'what we will do' label contains information about what the Co-operative is doing to keep you safe. These pages outline our responsibilities and obligations as your landlord.



What You Should Do

Pages with a blue outline and the 'what you should do' label contain information about steps you as the Tenant should take to make sure that you and your family stay safe within your home.



Pages with a red border contain important information referring to very urgent, potentially life-threatening situations where emergency action is required.



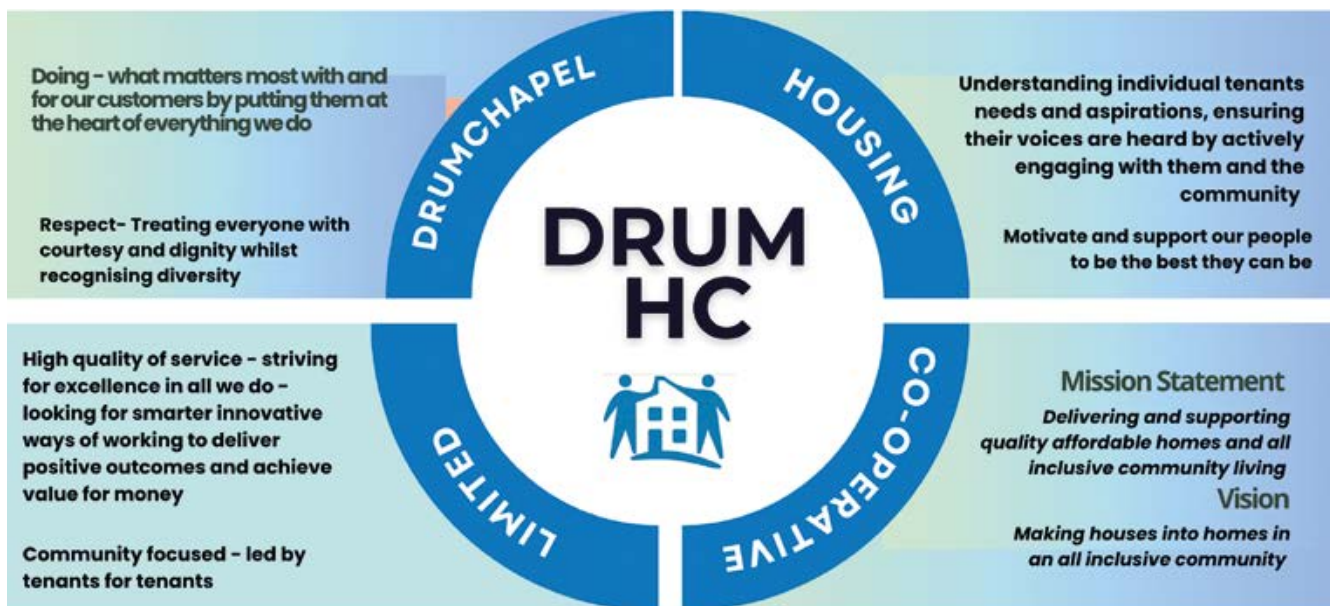
**Drumchapel
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Dear Tenant

Drumchapel Housing Co-operative (DHC) Tenant Health and Safety Handbook.

At the Co-operative, we strive to keep our tenants safe in their homes and neighbourhood. Our values are important to us and this handbook has been designed with Tenants at the heart of everything we do.



The handbook has been designed to give you information about the actions the Co-operative (DHC) will take to ensure your home is a safe place to live and how you can help in that process. We have included lots of hints and advice on general home safety which we hope you find both informative and useful. The handbook is supplemented by regular newsletters and our website.

<https://www.drumchapelhc.org.uk/newsletters/> <https://www.drumchapelhc.org.uk/main-repair/>

As your housing provider, DHC must meet and maintain all regulatory standards and requirements to ensure homes are safe and we do this through routine inspection programmes and undertaking work as required (e.g. annual gas safety checks and servicing) .

All our work is monitored, and some work is audited by independent bodies. We also report our performance to the Scottish Housing Regulator. You can read more about our performance both on their website and our website. The Scottish Housing Regulator <https://www.drumchapelhc.org.uk/landlord-reports/>

Please take some time to read through your handbook. If you have any questions or feedback, please get in touch.



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**What We
Will Do**



Fire Safety

Fire Safety in the Home: What We Will Do

- All individual homes will have the required levels of smoke and heat alarms installed, appropriate to both the home and the needs of the Tenant.
- Let us know if you have a hearing issue which can make it difficult for you to hear an alarm. We can provide assistance to help you obtain specially enhanced equipment. Please report this to the Housing Officer in the first instance.
- Emergency lighting fitted in communal areas will be tested regularly, where this is present.

Please do not tamper with fire doors – they could save your life.

If you live in a block with a communal stairwell, we will also carry out regular fire risk assessments to make sure they are kept free of flammable items and obstructions.

It is very important that no items are kept on landings or in stairwells. See Page 7



Fire Safety



What You Should Do

Fire Safety in the Home: What You Should Do

- Don't leave chip / food pans unattended.
- Vacuum the extractor fans regularly and clean to keep free from dust. Be careful not to overload electrical sockets.
- Use chargers for devices (e.g. mobile phones, laptops etc) supplied by the manufacturer of the device. Cheap replacements have an increased risk of catching fire.
- Unplug chargers when not in use - always unplug them overnight.
- Never charge phones or tablets under a pillow or cushion. This causes the device to overheat and can pose a fire risk.
- Close living room and kitchen doors at night. In the event of a fire this will help to hold back smoke and flames, giving you vital time to escape or call for help.
- Keep matches and lighters out of reach of children.
- Keep portable heaters away from curtains and furniture. Only use the type with safety cut out which will turn the heaters off if they should fall over.
- Portable Calor-gas type heaters are NOT permitted.
- Never dry washing in front of an open fire.
- Ensure your furniture is fire retardant and keep combustibles away from any heat source.
- Keep an eye on lit candles - they should be on a stable surface, away from flammable items e.g. curtains, and kept out of reach of children.
- Never spray aerosols near an open flame or lit candle.

Oxygen Cylinders

If you have been supplied with an oxygen cylinder **you must ensure you inform us** and ensure that you have been fully trained by the supplier in their use and in the safe storage of full and empty cylinders. You must advise your House Contents Insurance provider that you have oxygen cylinders.

Plug in Air Fresheners

Reduce fire risks by following some basic safety precautions:

Don't cover plug-in air fresheners. Make sure there is plenty of space around them. Switch air fresheners off when you go to sleep or leave the house. Check plug-in air fresheners regularly for scorch marks or melting. You can also minimise the risk by only buying high-quality air fresheners from established brands. These products are likely to be tested to higher standards.



Fire Safety



**What You
Should Do**

Fire Safety when you live in a Tenement or Communal Stair Close

If you live in a block with a shared stairwell or other communal areas, there are a few other things you need to think about:

1. Keep communal stairs, landings and cupboards clear of all belongings. It is a legal requirement to keep communal areas clear (Civic Government (Scotland) Act 1982 Section 93)
2. Report issues of fly tipping to Glasgow City Council. Tell your Housing Officer of any unauthorised storage.
3. Keep communal doors closed and do not wedge them open as this could affect the security of the block and/or allow fire to spread more easily. Report issues with door entry systems and any other communal issues promptly.
4. Keep bin stores tidy and take excess rubbish and unwanted household items to the recycling centre or tip.
5. Keep drying areas free of belongings such as furniture, electrical items or any household item.

Looking after your smoke alarm

- Check your smoke alarm weekly by pressing the test button to make sure that it's working. If your alarm beeps intermittently this indicates a low battery fault or an alarm memory fault which needs attention - contact us if you need help with this. A continuous beeping is an activation that requires immediate action to stay safe.
- Never disconnect the alarm if it goes off by mistake. Vacuum the grill area of the smoke alarm every 12 months. Never cover smoke or heat alarms.
- Report any issues to DHC.
- DHC aims to replace all alarms with 10 year sealed for life battery backup or battery alarms for your safety. Do not install alarms that have replaceable batteries in your home.



Fire Safety



**What You
Should Do**

If a Fire Breaks out in Your Home

1. **Close the door of the room where the fire is.**
2. **Get everyone out of the house if possible. If you live in a flat with access to a communal stairwell the Scottish Fire and Rescue Service (SFRS) advise a “Stay Put” policy if the fire is not in your home as you may get trapped in the stairwell.**
3. **The Scottish Government advice on Practical Fire Safety Guidance - Existing High Rise Domestic Buildings**

Evacuation and Stay Put Policy

In the majority of fires in high rise buildings, most residents do not need to leave their flats. Fire separation provides fire resistance to contain a fire in the flat of fire origin. Accordingly, people in flats who are not affected by fire or smoke are normally safe to stay where they are. In some circumstances, residents might be at greater risk if they do leave their flat. This is the basis of the ‘Stay Put’ policy in response to fires in high rise properties. It has been in guidance since the 1960s and is the basis for high rise domestic building design. It is an appropriate strategy in the majority of high rise domestic buildings.

‘Stay Put’ is the following approach:

- When a fire occurs within a flat, the occupants alert others in the flat, make their way out of the building and summon SFRS.
- If a fire starts in the common areas, anyone in these areas makes their way out of the building and summons SFRS.
- All other people in the building not directly affected by the fire would be expected to ‘stay put’ and remain in their flat unless directed to leave by SFRS or the Police.
- Any person not directly affected by fire or smoke can leave the building if they wish, although doing so could place them at greater risk.
- Occupants evacuating a flat where there is fire can alert their neighbours so that they can evacuate if they feel threatened.

Practical Fire Safety Guidance for existing Specialised Housing and similar premises

- All other people in the building not directly affected by the fire would be expected to ‘stay put’ and remain in their flat unless directed to leave by SFRS or the Police.
- Any person not directly affected by fire or smoke can leave the building if they wish, although doing so could place them at greater risk.

4. **Occupants evacuating a flat where there is fire may alert their neighbours so that they can evacuate if they feel threatened.**
5. **If you need to break a window, the safest way is to break the glass in the bottom corner.**
6. **Call 999 – do not assume that someone else has.**
7. **Warn your neighbours and do NOT go back into the property, if the fire is within your home.**



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**What We
Will Do**



Gas Safety

Gas Safety in the Home: What We Will Do

By law Landlords must make sure that all their gas appliances, flues and pipework are safely maintained and checked once a year. This is to ensure your home is safe to live in.

Unless gas appliances are serviced regularly, they can become dangerous and can kill.

- DHC must carry out a service before the anniversary date expires on the previous certificate.
- DHC's gas contractor will arrange to carry out your gas safety check each year. We will take all reasonable steps to get in touch with you to arrange this. These checks are essential for your safety and required by law. If we are unable to arrange a suitable time with your consent, we will commence our forced entry process.
- If additional works are identified during the safety check the contractor will call you to arrange an appointment to have the repair carried out.
- Engineers will leave confirmation with tenants to confirm their boiler has been serviced. This may look like a till receipt; please keep it safe. If you require a copy of your gas safety certificate, please contact us.
- We will carry out gas safety checks on all empty homes and cap the gas, unless it is ready to let.
- All DHC contractors carrying out work on our properties are properly gas qualified for the work they are undertaking.



Gas Safety



What You
Should Do

Gas Safety Checks

It is important that you keep the appointment given for the annual safety check and service given by DHC's gas contractor. If you can't, call the gas contractor or the Co-operative to re-arrange for a time that is suitable.

If you have a pre-payment meter, please make sure you have enough credit available on your electric and gas meter for our gas engineers to complete a gas safety check.

Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

Tips for boiler faults

If you have a problem with your boiler, please take the following steps before calling to report a fault:

1. If you have a pre-pay meter, check it is in credit.
2. Check there has not been a power cut and there is power to the appliance.
3. Check to see if the pilot light has gone out.
4. Please try and reset the boiler - if you do not have an instruction manual, contact us and we will send you a copy.
5. Check the pressure gauge on the boiler when system is cold; it should be between 1 and 1.5 bar. Generally, this is indicated by a green zone on the gauge. Do not overfill past the green zone or 2-bar level. Check that the boiler has not been turned on to hot water only settings or on to a timer.
6. If you have a thermostat, check that this is set to the correct temperature or select 30 degrees to test the boiler. You can then adjust to a comfortable temperature once the boiler is running.
7. In cold weather your condensate pipe that comes from your boiler to the outside of your property can become frozen. This can cause your boiler to shut down.



Gas Safety



**What You
Should Do**

Staying Gas Safe: Your Appliances

If you live in a flat, the law requires that any new gas cooker has a flame suppression device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished. Make sure you check with us before you buy a new cooker. Any new gas cooker you have fitted must be fitted by a qualified gas engineer and a certificate forwarded to DHC. No gas fires can be installed in a property by Tenants. Any works to gas system must be approved in writing by DHC before they are carried out.

If you suspect any problems with your gas appliance, please call the contractor on 0800 595 595.

Gas Cookers

All gas cookers must be fitted with a stability bracket. At each annual service a gas engineer will check that this has been fitted correctly.

The gas inspection will look at all gas appliances in your home to check they are working correctly. We shall repair any appliance that we own such as boilers. If there is a problem with an appliance that belongs to you, we will not carry out any repairs. Our contractor may fix a warning label to your appliance to warn you that it's not safe to use. It is illegal to remove this label and use the appliance until it has been made safe to use.

You are responsible for arranging any repairs that are necessary.

If you think you have a Gas Leak

1. Open all doors & windows.
2. Do not put off or on any electrical items or switches.
3. If any gas appliances have been left on, turn them off.
4. If the pilot light is still on and your gas appliances are all off, there may be a leak.
5. Turn off the gas at the gas meter.

**Contact the Scottish Gas Network
IMMEDIATELY on 0800 111 999.**



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**What We
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Carbon Monoxide

What is Carbon Monoxide?

Carbon monoxide is a poisonous gas that can make you seriously ill if you breathe it in. Carbon monoxide can be made by fires and appliances that burn gas, wood, oil or coal. Carbon monoxide gas is colourless and does not smell, so you cannot tell if it is around you.

Carbon Monoxide: What We Will Do

- We will ensure homes with gas heating appliances are fitted with a carbon monoxide detector and appropriate ventilation.
- We will carry out a check of your carbon monoxide detector during your annual gas service.
- Where a fault is identified a temporary alarm will be left in place until the repair can be carried out.
- We will respond to reports of carbon monoxide alarm activation as an emergency and if required replace the detector. A contractor will attend and carry out an inspection to assess the fault. This may be escalated to our gas contractor to carry out a more thorough investigation where required.



Carbon Monoxide



**What You
Should Do**

What you can do to keep yourself safe:

- Do NOT remove carbon monoxide detection alarms from your property – they are there for your safety and can save you and your family's lives.
- Report issues or activations promptly.
- Do not cover vents - they are there to ensure effective ventilation to prevent build-up of fumes.
- If your alarm bleeps intermittently this indicates a low battery fault or an alarm memory fault, which needs attention. Please call DHC to have this rectified. DHC actively replace all alarms to 10 year sealed for life battery backup or battery alarms for your safety. Do not install alarms that have replaceable batteries in your home. Call DHC if you have any alarm issue you are not sure about.
- If your alarm activates, switch off gas appliance immediately and open all windows to ventilate, leave the property and make your way to a well-ventilated area and report to Scottish Gas Network (SGN) on 0800 111 999 and seek medical assistance.

Do not remove your Carbon Monoxide (CO) detector: it could save your life

If your alarm activates

- 1. Switch off gas appliances immediately.**
- 2. Open all windows to ventilate.**
- 3. Leave the property.**
- 4. Call Scottish Gas Network (SGN) on 0800 111 999**
- 5. Seek medical assistance.**



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Electrical Safety

What DHC is doing to keep you safe:

- We carry out an electrical safety check every 5 years on your home and undertake any works identified during the check promptly.
- We carry out an electrical safety check every 5 years in communal area of all blocks and undertake any work identified during the check promptly.
- During the empty homes process we will ensure every property has a safety check and any required work completed prior to the property being let.
- We maintain a register of all electrical checks carried out to ensure the effective management and monitoring of the electrical safety process.
- We ensure any contractor undertaking works in DHC homes are properly electrically qualified for the works they are undertaking.

We need to carry out regular electrical checks (EICR) and tests because electrical installations deteriorate due to issues such as damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences.

Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

These checks are essential for your safety and are required by law. If we are unable to arrange a suitable time with your consent, we will commence our forced entry process.



Electrical Safety



What You Should Do

What you can do to keep yourself safe:

- Give access for all electrical safety checks.
- Ensure your main electrical board is always clear of belongings and easily assessable. Do not overload power circuits with multiple-extension cables.
- Do not attempt to carry out any electrical work yourself, except plug changes. Switch off chargers etc. when not in use and check for overheating.

Mobility & E-Scooters

The health and safety of our tenants, visitors and fire protection of our buildings are our priority. **Mobility and E-scooter storage can pose unacceptable health and safety risks (including fire safety risks) because they are a potential source of ignition and their involvement in a fire can be fatal. Under-stair spaces and communal landings must not be used for storage as they compromise the fire safety of the means of escape in the event of a fire.** No alterations can be made to the communal areas, a tenant's home or other spaces within the vicinity of the home without written consent from DHC which will

not be unreasonably withheld. It is the scooter owner's responsibility to ensure they comply with the use of mobility and E-scooters on highways regulations 1988. This includes registering all class 3 vehicles with the DVLA for road use. Mobility and E-scooters should not be charged overnight or left on permanent charge and should only be charged for the manufacturer's recommended time. Tenants are advised to refer to their mobility and E-scooter manufacturers guidelines for further information.

Fire safety and storing mobility scooters:
<https://www.buildingtalk.com/blog-entry/fire-safety-and-storing-mobility-scooters/>

Lost power? Here are a few things to try before you call to report a fault:

Check your trip-switch or fuses to make sure you do not have a fault with an appliance:

- **If the trip switch is on, turn the switch off and back on again.**
- **If the supply is not restored, push the "test" button.**

If the switch trips, there is a fault with one of your appliances. You should then turn off all appliances and turn the switch back on. Now switch your appliances on one by one and if the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb that needs to be replaced.

Check with your neighbours - if they are having a problem, it may be a power cut.



Damp, Condensation and Mould

Did you know?

Just by breathing a family of four can add moisture to the air **equivalent to 30 to 40 litres (53 to 70 pints) of water a week.**

Drying clothes indoors can add **10 to 15 litres (18 to 26 pints) of moisture a week.** Showering, cooking, bathing and washing can add **15 to 20 litres (26 to 35 pints) a week.**

See below for tips on how to identify different forms of Damp & Mould

Types of Damp

Penetrating damp

Caused by rainwater penetrating through the external structure, this is usually recognisable by a damp patch or discolouration on the internal wall, or flaking paint or wallpaper. Some examples of common causes of rising damp and signs to look out for are broken or blocked gutters and downpipes or damaged roofs. Mould may begin to grow.



Rising damp

Less common than penetrating damp as most homes have damp proof coursing (DPC) to prevent rising damp occurring. However, this can fail or be breached due to debris in the cavity, or the external ground level being raised above the DPC level. Signs in the home of rising damp are similar to that of penetrating damp, but it usually only affects basement and ground floor rooms.

Both these types of damp will require works to be carried out.



Defective Plumbing

Such as leaking pipes, wastes or overflows. Plumbing defects usually look and feel damp to the touch and remain damp whatever the weather conditions.



Condensation

Created by high levels of moisture in the air. Condensation is the most likely cause of any damp problems occurring in the home and appears as pinpoint black spots.



Keeping your Home free of Damp and Mould

- **Dry clothes outside if you can. If drying inside, put them in the bathroom with the door closed and window open/fan on. Any tumble drier vents should go outside (unless it's self-condensing).**
- **Consider using a dehumidifier when drying clothes.**
- **Keep furniture away from walls, particularly external walls, to allow air to circulate around them. Allow room in wardrobes and cupboards for circulation.**
- **Keep lids on pans when cooking, and don't allow kettles to boil for longer than you need to.**
- **When bathing or cooking, use any extractor fans you have and open windows to remove the excess moisture from the air. Keep the doors closed to stop moisture travelling through your home.**
- **Very cold rooms encourage mould to grow. It's recommended that you don't allow the temperature in your home to fall below 18°C. Use trickle vents if you have them and dry the windows.**
- **Please report any damage or gaps in sealant around baths and showers as soon as possible.**

If you notice any signs of damp, mould or condensation in your home, please report it to us immediately. The Co-operative will attend promptly upon receiving your report and begin its investigative process in line with our Damp, Mould and Condensation processes, as well as all relevant legislative and regulatory requirements.

Our approach is tenant-focused and aims to:

- Identify and address the root cause of the issue.

- Provide clear communication throughout the process.
- Support tenants with practical advice and assistance.
- Monitor and follow up to ensure the issue is resolved effectively.

You can report a repair via our website, by phone, or in person at our office. We are here to help and will work with you to ensure your home remains a healthy and comfortable place to live.

Water Safety

There are several water-borne bacteria/diseases, but the most well-known is **Legionnaires' disease (legionella)** which is a potentially fatal form of pneumonia, caused by infected water droplets/mist.

This disease can affect anybody, but affects those who are more vulnerable because of age, illness, immunosuppression, smoking etc. It can be present in stagnant water taps or unused pipework with water enclosed unused pipes, water tanks and shower heads. **Breathing in small droplets of contaminated water is how the legionella bacteria infects your lungs.**



What DHC is doing to keep you safe:



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- DHC will check communal attic water tanks on an annual basis and will carry out Water Risk Assessments of all properties over a 5-year period.
- During the empty homes process we will carry out a water pipework system flush and replace a shower hose and shower head (where required) and curtain (if fitted) prior to a property being allocated.
- We maintain a register of all water checks carried out to ensure the effective management and monitoring of the water safety process.
- We ensure any DHC Contractor undertaking works in DHC homes is properly trained for the works they are undertaking.

What you can do to keep yourself safe:

- Grant prompt access where required for water tank inspections and water risk assessments so the inspections and assessments are completed and any work can be carried out.
- Ensure you run water through all your taps and showerheads regularly.
- Do not allow water to stagnate e.g. when water outlets are not in regular use.
- Unscrew your showerhead and hose regularly and immerse in disinfectant for a couple of minutes. If you are away from your home for more than 48hrs, upon your return run all taps and water outlets for 2 minutes.
- When you get back from longer holiday/breaks, you should run water through all your taps and showerheads for a longer period, 5 minutes and immerse your shower head in disinfectant for 10 minutes.
- Before using garden hose pipes, turn the water on without a spray nozzle attached and run for 2 minutes. This can reduce risks from scalding.
- Do not alter the settings on your boiler for water temperature as this will have been set to a level to ensure your safety.



Asbestos safety

Asbestos is a strong, durable, non-inflammable fibre widely used for reinforcing many materials in buildings prior to 1999. It was also a good insulator, so it was used extensively to protect building structures from fire and excessive heat. Because of its many uses, materials containing asbestos can be found in all types of buildings, especially those built between 1950 and 1999 where it was widely used in the construction and refurbishment of homes.

Where asbestos remains mixed, bound or sealed with other materials and not disturbed it does not pose a safety risk. If asbestos is disturbed and fibres released, serious health risks can arise in the long term from breathing in air containing asbestos fibres.



What DHC is doing to keep you safe:



- We carry out surveys of communal areas in blocks to monitor and maintain asbestos in these areas.
- Where major works are required, we assess the asbestos information we have for the property and where required carry out a further asbestos survey to ensure as far as possible asbestos is identified and taken into account when planning.
- Where day-to-day repairs are required, we provide DHC Contractors with the associated asbestos information for that property.
- We maintain a register of all asbestos identified and assumed and where removals have taken place to ensure the effective management and monitoring of the asbestos safety process.
- If your home is known to have, or is at risk of having asbestos, we will let you know and will tell you what you need to do to either ensure that asbestos is not disturbed, or have it removed.
- Asbestos surveys and removal are carried out by our approved and licensed contractor.

What you can do to keep yourself safe:

- Contact us before undertaking DIY work which would disturb the fabric of the building. Standard decorative work, such as scraping wallpaper or painting, is perfectly safe.
- You must however call us in advance of carrying out any work if you plan to:
- Remove, sand, drill or scrape any artex coatings to surfaces.
- Drill (other than minor work, for example to put up a picture frame or a hook).
- If you think you may have found asbestos in your home, you should: Report the matter to us without delay by telephoning the office and make sure that the material is not disturbed.



Safety in Communal Areas



Communal safety is important to reduce unwanted access to the block and to keep communal areas (internal and external) free from hazards which could cause injury, catch fire or obstruct escape in an emergency.

Our Officers carry out regular health and safety inspections of the common parts of our properties. If you have any health and safety concerns, please report them to DHC as soon as possible.

What DHC is doing to keep you safe:

Where blocks are fitted with door

entry systems these will be maintained to ensure they are in good working order.

- We carry out visual inspections of the blocks to identify and remove hazards.
- We provide a bin store for household day to day rubbish.

What you can do to keep yourself safe:

- Only 'buzz in' people you know or are expecting where a door entry system is fitted to avoid unwanted access to the block.
- Keep communal passageways and landings free from obstruction to avoid trip and fire hazards. Always keep communal electrical cupboards or other areas clear e.g. keep under stairs clear.
- **Report issues of fly tipping to Glasgow City Council on 0141 287 1058.** Unauthorised storage, issues with door entry systems and any other communal issues should be reported to DHC promptly.
- Keep communal doors closed and do not wedge them open as this could compromise the security of the block and/or allow fire to spread more easily.
- Keep bin stores tidy and take excess rubbish and unwanted household items to the recycling centre or tip.



Safety in Lifts

What DHC will do to keep you safe:

DHC has some small passenger lifts fitted within some of its properties. These lifts are vital for tenants who physically cannot use the stairs within their home. DHC ensures they receive regular service inspection certificates from Health and Social Care Partnership, who installed and maintain the lifts.



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What you can do to keep yourself safe:

Follow the instructions that will be clearly displayed in each individual lift. Directions and emergency contact details will be shown. Please follow the weight restrictions that will be displayed.

Promptly report issues affecting any lift. Any spillages should be cleaned up as soon as possible.





Accidents In the Home



Every year, more people are killed or injured by accidents in the home than any other type of accident. On average 2.7 million people in the UK each year require hospital treatment following an accident in their home.

Here is a checklist to help remind you to avoid some of the more common risks:

- Keep floors and floor coverings in good condition, free from slip & trip hazards.
- Replace used or broken light bulbs at once.
- Keep stairs well-lit and free from hazards. Use non-slip polishes and mats.
- Do not put mirrors above fires, as this could encourage people to stand too close to the fire.
- Ensure fixtures & fittings are properly secure.
- Cords from blinds should be safely fitted to reduce risks and hazards to children. Ensure you do not override the window safety catch fitted on your windows.
- Keep children away from cookers and turn pan handles away from the front of the cooker. Keep all medicines and cleaning products out of children's reach.
- Avoid long cabling and/or extension cables and replace worn cabling and or extension cables immediately. Keep flexes away from cookers.
- Do not mix toilet cleaners and bleaches as this can cause harmful gases.
- Do not leave matches or lighters around if there are young children around.

Loft spaces are not designed for storage purposes. Any articles you store in your loft are there at your own risk. If we need to get access to your loft for maintenance work, you may be asked to remove any items you have stored there.

If you vacate the property, ensure the loft is clear of items or you may be recharged by DHC for disposing of items.

Be aware there is potential fire risk in attics if you cover electric cables with combustibles.

Pest Control



Common pests which can be found in and around the home include mice, bedbugs, cockroaches, rats and other crawling insects.

Mice and Rats

Rats can spread diseases such as Weil's disease, salmonella and rat bite fever.

Mice are a nuisance and can cause considerable damage to plumbing (causing flooding) and cabling (causing fires). Traps for rats and mice can be bought from most hardware stores - follow the instructions for their use carefully.

Although Glasgow City Council are responsible for pest control issues, DHC do provide an additional pest control service. The focus of this is when pests are in the home rather than just in communal areas, which we would encourage residents to report to Glasgow City Council. If you have seen evidence of pests in your home, please report this to DHC for them to consider the next steps



Pests can thrive in locations that are suitable for their size & population.

Food sources: please ensure all food products are stored in airtight containers and spillages are cleared up.

Most pests need shelter, please ensure your house is decluttered, as this can affect treatment plans. Water is a necessary factor for the survival of all creatures - please ensure water is not left lying about and is cleared away.

Mice prefer eating cereal based products, cheese, fruit, vegetables and chocolate. It is important to ensure that no food products are left unattended, and that food is stored in containers to provide suitable protection.

Ensure household waste is disposed of properly in bins provided, household waste should not be left in closes, landings or lying in the back court as this can attract pests to your area.



What You Should Do

Pest Control

Bed Bugs and Cockroaches



Dealing with a Bedbug Problem

Here are some suggestions that you might find useful for dealing with a bedbug problem:

- Wash affected bedding and clothing on a hot wash (60 degrees C) and tumble dry on a hot setting for at least 30 minutes.
- Put affected clothing and bedding in a plastic bag and put it in the freezer for 3 or 4 days.
- Clean and vacuum regularly – bedbugs are found in both clean and dirty places, but regular cleaning will help you spot them early.
- Steam cleaning is chemical free and instantly kills bed bugs and their eggs.
- Decluttering your home as clutter can provide places for pests to hide.
- Do not bring secondhand furniture into your home as this may be contaminated.
- Do not take luggage or clothing indoors without checking it carefully if you have come from somewhere where you know there were bedbugs.

Tips for preventing Cockroach Infestation

- Clear away food spillages.
- Have a diligent cleaning schedule to deny pests access to food and water.
- Good housekeeping can prevent pest issues from occurring.
- This can assist with pest treatment being more effective.



**What You
Should Do**

Repairs

You can report repairs on our website.

<https://www.drumchapelhc.org.uk/report-a-repair/>

Other Useful Numbers

- **In an emergency** Call 999.
- **If you smell gas:** If you have or suspect a gas leak or loss of supply, call the Scottish Gas Network on 0800 111 999 (24hrs, 7days).
- **Power cut:** If you have or suspect a power cut, call the National Power Cut helpline on 105 (24hrs, 7 days a week).
- Central & South of Scotland electric distributor **SP Energy Works** helpline on 0800 092 9290.
- **Report Environmental Health Concerns**, Including Pests, Fly tipping and Noise please report to Glasgow City Council Environmental Health on 0141 287 1059.
- To **report any crime** anonymously please contact Crimestoppers on (crimestoppers-uk.org) or 0800 555 111.
- If you wish to speak to the Co-operative about a Health and Safety matter, please call us on 0141 944 4902.

All the topics in this booklet have potential risks which could cause harm to tenants and damage property. Please follow the guidance given to help keep you and others safe.



**Drumchapel
Housing**
Co-operative Limited



Tenant Information

A guide to asbestos materials in homes

Drumchapel Housing Co-operative has a duty to manage asbestos in the common areas of its properties. However, this leaflet has been produced to address any questions and concerns you may have regarding asbestos containing materials in your home.

It gives advice on what it is, where it can be found and should a problem occur, how to deal with it.

What is asbestos

Asbestos is a naturally occurring mineral that has been used for many centuries. It has been mined extensively in a number of countries including South Africa, Canada and Australia. A large amount of asbestos material has been commercially imported into Britain over the last 150 years and used in a range of products to enhance their strength and durability.

Asbestos was used because it has many good properties including:

- Heat and fire resistance
- Strength and durability
- Non-corrosive - resistant to acids

As a result of having these qualities, asbestos fibres were added or mixed to a wide range of materials that have been used for fireproofing, insulation and soundproofing. Many asbestos materials have been used in the construction of buildings from the turn of the last century.

Due to concerns about the health risks associated with asbestos, the importing and use of most forms of asbestos was banned in the early 1980's. Further action has since been taken to ban the import, sale and re-use of all types of asbestos material.

Properties built since the mid-1980's are very unlikely to contain any asbestos materials. However, since asbestos materials were still in circulation after this date the HSE estimates that only properties built after 1999 can be considered to be asbestos free.

How could asbestos be a problem?

Due to its worldwide use and the mining operations to extract it, we are all exposed to very low levels of asbestos in the air we breathe every day, however it is unlikely to harm people's health.

It is also unlikely that levels of asbestos found in our buildings will be harmful, but if you have damaged, suspected asbestos materials in your home you should seek advice from the Co-operative where you will be given guidance on the best course of action to take.

Where might I find asbestos in my home?

It is not always easy to spot materials that could contain asbestos on their appearance alone, especially if they have been decorated in some way. Experienced surveyors and health and safety specialists are best able to locate and identify them.

Typical locations of asbestos materials external to the dwelling:

- Eaves/soffits
- Rainwater goods (guttering, downpipes, soil pipes)
- Flue pipes and terminals
- Hip, ridge and roof tiles.
- Corrugated cement sheeting- usually found on outbuildings and garage roofs.

Typical locations of asbestos materials found inside properties are:

- Textured coating e.g. Artex type decorative coatings (prior to 1990)
- Fire stop panels (inside heater cupboards, drying cupboards and around boilers)
- Floor tiles and the adhesive bonding the tiles to floors.
- WC cistern and seats
- Water storage tanks
- Flue pipes
- Electrical mains distribution cupboards (fuse box)
- Gasket and rope seals to gas and solid fuel fires
- Bath panels and boxing

Asbestos has also been used in other household products such as oven gloves and ironing boards. The use of asbestos within these products ceased in the mid-1980's.

Since 1985, all materials containing asbestos must be clearly labelled, and since 1992, the use of asbestos in most products has been banned.

Advice and Guidance

Drumchapel Housing Co-operative seeks to maintain your property to a high standard and any materials containing asbestos are most likely to be in good condition and are unlikely to pose any significant risk to your health.

However, you could be potentially at risk when carrying out DIY or minor building repairs. Please read the guidance below and if you are at all concerned, please contact the Co-operative for advice.

What do I do if material containing asbestos is damaged?

If material containing asbestos is damaged:

Don't Worry

- Contact the Co-operative and explain the problem.

Do Not

- Attempt to repair any damage or clean up any debris yourself.
- Sweep up or use a domestic vacuum cleaner, as this could lift asbestos fibres into the air.

What do I do if I want to Decorate?

Some older forms of decorative textured coatings e.g. Artex type decorative coatings are known to contain small amounts of asbestos. Please seek advice prior to these surfaces being disturbed.

Do Not

- Attempt to remove these types of things. Please seek guidance from the Co-operative.

What do I do if I want to make alterations to my home?

You must not carry out structural alterations or improvements to your home unless the Co-operative has given you written permission. Please seek guidance and approval from the Co-operative before carrying out work.

If you are concerned about any suspect material in your home, do consider that it may contain asbestos until proven otherwise.

Remember

- Asbestos materials which are in good condition and undamaged are not dangerous.



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