



Our commitment

We are committed to keeping your home safe and meeting all relevant legal and regulatory safety requirements.

Every time we carry out safety checks, we will be:

- 1 **Responsible.** We meet our legal duties and follow best practice.
- 2 **Clear.** We explain what we are doing and why, in plain language.
- 3 **Proactive.** We plan inspections and checks to reduce risk.
- 4 **Respectful.** We give notice, show ID and respect your home.
- 5 **Accountable.** We monitor performance and address issues quickly.



Access for safety checks

To keep your home safe, we sometimes need access to carry out inspections or works.

We will:

- ✓ Give you plenty of notice before visits, unless there is an emergency.
- ✓ Offer flexible appointment times.
- ✓ Always show photographic identification.
- ✓ Explain clearly why access is needed and what work will be carried out.



Electrical safety testing

We will:

- ✓ Carry out an Electrical Installation Condition Report (EICR) at least every five years.
- ✓ Use fully qualified and competent electricians.
- ✓ Explain what is being tested and any work needed to keep your home safe.
- ✓ If issues are found or follow-up work is needed, we will act quickly to make the situation safe, telling you what will happen next and when.



Gas safety servicing and inspections

If your home has gas, we will:

- ✓ Carry out annual gas safety checks.
- ✓ Use Gas Safe registered engineers.
- ✓ Provide you with a copy of your Gas Safety Certificate within 28 days of the inspection.
- ✓ If issues are found or follow-up work is needed, we will act quickly to make the situation safe, telling you what will happen next and when.



Asbestos

We will:

- ✓ Keep an up to date asbestos register for our homes.
- ✓ Carry out asbestos surveys where required.
- ✓ Manage asbestos safely and in line with regulations.
- ✓ Tell you if asbestos is present and how it is being managed.
We will explain any precautions you need to take and what work, if any, is planned.



Legionella safety (water safety)

We will:

- ✓ Carry out legionella risk assessments where required.
- ✓ Maintain shared water systems safely.
- ✓ Monitor and manage risk in line with guidance.
- ✓ We will also give you clear information on how you can reduce the risk of legionella in your home – visit our website for more information.





How we can work together to meet this standard

Keeping homes safe is a shared responsibility.

To help us meet this standard, we ask that you:

- ✓ Allow access for essential safety checks and inspections.
- ✓ Let us know if appointments need to be rearranged.
- ✓ Follow safety advice we provide.
- ✓ Report any safety concerns as soon as possible.
- ✓ Treat our colleagues and contractors with courtesy and respect.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We will:

- ✓ Work with you to overcome any barriers to us being able to complete the safety checks.

If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ **Contact our Compliance Manager** through our Customer Service Team.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).
- ✓ **Request a review** of a contractor where service has fallen short.



How we check we're meeting this standard

- ✓ **We track and report** on compliance with safety checks and inspections every month.
- ✓ **We carry out audits and reviews** of contractor performance.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support the Resident Scrutiny Panel** and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review these standards** in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

