



thenue
HOUSING

Tenant Safety Manual

423

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Fire Safety

Smoke & Heat Alarms

Ensuring that smoke and heat alarms are properly maintained and interlinked will give you an essential early warning system in the case of a fire.

How to get a home fire safety visit?

The Scottish Fire and Rescue service offer everyone in Scotland a free home fire safety visit.

They'll take you through a questionnaire and help you sort out a fire escape plan. They can also provide information about smoke, heat and carbon monoxide alarms.



Book a home fire safety visit from the Scottish Fire and Rescue Service

Phone:
0800 0731 999

Text
FIRE to 80800 on your mobile phone

Online
Head over to firescotland.gov.uk



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland

In the Event of a Fire

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. If you need to break a window, the safest way is to break the glass in the bottom corner.
4. Call **999** and ask for the **Fire Brigade** don't assume that someone else has.
5. Warn your neighbours and do NOT go back into the property.




Did you Know?

Cooking appliances are the most common causes of fire in the UK, accounting for up to 44% of household fires.



Fire Safety Tips

-  Never leave a burning candle unattended. This is the most important rule of candle safety. Always extinguish candles before leaving a room or going to bed.
-  Keep candles and flames away from clothes, curtains, cushions, paper and other flammable materials.
-  Switch off and unplug all electrical appliances not designed to be left on overnight.
-  Stub out all cigarettes and always empty ashtrays. Pour water over cigarette ends and matches before putting them in the bin outside.
-  Never use anything with a torn or damaged wire or plug
-  Never use anything electric that is broken or not working properly
-  Never put too many plugs in sockets
-  Make sure your cooker is or has been fitted properly
-  Keep your oven, cooker, and grill clean and make sure there's no fat on it
-  Cook with handles turned to the side to avoid them spilling
-  Don't leave your cooker, grill, or oven on when you go out – even on a timer
-  Don't leave electrical wires or cords near the cooker
-  Don't put anything metal in your microwave – even tin foil

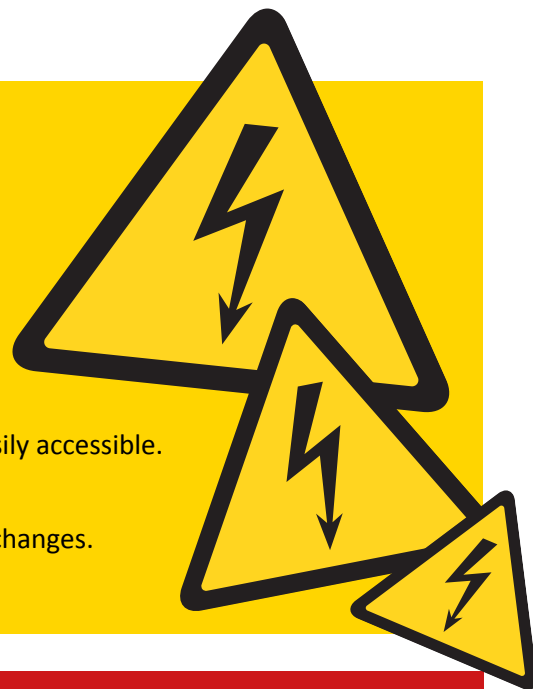
Electrical Safety

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

As a responsible housing provider, we at Thenue will carry out an electrical safety test every 5 years. Tenants will be notified of this process and are required to allow access for these safety works to be carried out.

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 accessible.
- ✘ Do not overload power circuits with multiple extension cables.
- ✘ Do not attempt to carry out any electrical works yourself, except plug changes.
- ✔ Switch off chargers etc. when not in use and check for overheating.



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 needs to be replaced.

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

Electric Scooter Safety (E-Scooters)

- ✔ Only use the charger supplied by the manufacturer and never leave your electric scooter charging unattended.
- ✘ If there are no instructions on charging safely, do not buy it.
- ✘ Don't leave your electric scooter in very hot or very cold temperatures. Instead, store it in a cool, dark place.
- ✘ If any part of your scooter appears damaged (including the charger, cable and/or socket) stop using it immediately.
- ✔ Only purchase from a reputable retailer - don't buy from market stalls, social media or online marketplaces.
- ✔ Ensure that the electric scooter is of good quality - check for misspellings, bad translations and attempts to copy larger brands.
- ✘ Faulty electrical items will often be missing warranty cards and instructions.
- ✘ If you suspect that you have a sub-standard or faulty electric scooter, stop using it immediately and report the fault to the manufacturer or retailer. You can also contact the Citizens Advice helpline on **03454 04 05 06**.

Gas Safety



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.

Thenue'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.

I smell gas. What do I do?

Follow these simple steps straight away:

- ✓ turn off all gas appliances
- ✓ put out any cigarettes
- ✓ open all doors and windows
- ✗ don't use matches or naked flames
- ✓ turn gas off at the meter
- ✗ don't switch on any electrical switches or appliances
- ✗ don't press buttons on the door entry systems



If you think you have a Gas Leak, call the National Gas Emergency Service immediately on **0800 111 999**.

Asbestos

Why was asbestos used in homes?

Asbestos was a popular material for house builders across the UK as it's resistant to heat and chemicals. It's likely to be found in homes built between the 1950s and 1980s. Homes built since the mid-80s are unlikely to contain asbestos in the fabric of the building, but they may have some traces in parts of the building.

Is asbestos still used in homes?

Homes built after 1990 generally don't contain asbestos anywhere in the building. If there's asbestos in your home, you must not damage or disturb it. Don't use any electrical tools or use a hammer to break any asbestos.

What if I want to do DIY in my home?

If you wish to carry out any DIY within your home that may disturb the fabric of the building, make sure to contact us first at **0141 550 9572**.

You will require an alteration request form for any major works relating to the above.



If you find asbestos in your home, **immediately** contact us on **0141 550 9572** Ensure the material remains **undisturbed**.

Water Hygiene & Legionella

What is Legionella & Legionnaires Disease?

Legionella bacteria is common in natural water (such as rivers and ponds). However, legionella can grow in other water systems such as cooling towers, evaporative condensers, showers, spray apparatus and hot and cold-water systems.

Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of Legionella bacteria. This includes the most serious Legionnaires' diseases, as well as the similar but less serious conditions of Pontiac Fever and Lochgoilhead Fever.

Legionnaires' disease has the potential to affect anybody. However, those more susceptible are normally in the age range of 45 and above, smokers, heavy drinkers, or suffer from chronic respiratory or kidney disease or have impaired immune systems.

How can I keep myself safe?

- ✔ Ensure you run water through all your taps and showerheads regularly.
- ✔ When you get back from longer holiday/breaks, you should run water through all your taps and showerheads for a longer period, say 10 minutes and immerse your shower head in disinfectant for several hours.
- ✔ If you are away from your home for more than 48hrs, upon your return run all taps and water outlets for 5 minutes.
- ✔ 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 regularly and immerse in disinfectant for a couple of minutes.

Damp & Mould

Types of Damp & Mould



“**Penetrating damp**” is damp which results from issues with the building which leads to water ingress such as leaking pipes, cracks and blocked guttering.



“**Condensation damp**” is caused by an excess of moisture in the air and poor ventilation. This causes water droplets to form on cold surfaces such as windows and walls. The risk of condensation forming is increased through daily living activities such as bathing, cooking and drying clothes. This type of damp can cause mould to form on the affected surfaces.



“**Rising damp**” happens when moisture travels up from the ground, usually on the bottom floor of a property, this is caused by defects in the foundations of the building.

How can I avoid this?

Outside of structural issues which should be reported immediately, there are many things you can do at home to prevent these issues from occurring:

- ✓ When bathing or cooking, ensure that windows are open, and extractor fans are on
- ✓ Keep lids on pots & pans when cooking
- ✓ Try to dry clothes outside where possible, or keep rooms well-ventilated when doing so
- ✗ Don't dry clothes on radiators or heaters (this is not only a fire risk but will also contribute to condensation)
- ✗ Don't put furniture hard against walls, allow for some space between for ventilation

Remember to report any faults, sealant cracks, leaks or structural issues, **immediately**, as these can worsen rapidly.



Pests & Vermin



Rats

Rats seek out food, water and shelter. Sewers and drains are common rat dwellings, as well as hidey holes in sheds and outbuildings. We need to treat the source, which may include structures or holes that rats can live and shelter in.

Prevention is the best long-term solution to get rid of rats.

Bats

Bats are mostly harmless and classed at worst as a nuisance. Most people live happily beside bats, not noticing they are there most of the time.

There is only one known disease associated with bats in the UK, which is Lyssavirus, a rabies-type virus. It has only ever been found in a very small number of bats. There is no risk to you if you do not handle bats.

All bats are protected by the Wildlife and Countryside act 1981.

It is an offence to kill, capture, keep bats, destroy or obstruct their roosts. It is a legal requirement to consult Scottish Natural Heritage before you do anything to disturb or affect bats or their roosts.

What can I do?

- ✔ Keep your garden free of waste and rubbish
- ✔ Place all rubbish in your bins and keep the lids closed, particularly the food and garden waste (brown) bin and residual waste (green) bin
- ✔ Rats only need a gap of 15 mm to get through to gain access, so report any gaps or cracks in your building
- ✔ Ensure you keep your home clear of debris and food waste; this will prevent many types of pests from gaining a foothold in your home
- ✔ Contact us for advice and support for infestations if you notice anything suspicious

Thenue will support tenants with advice and solutions for pest control where we can, so we would encourage you to contact us when these issues arise.



You can also report a pest control issue to Glasgow City Council on their website or by calling **0141 287 1059** for any enquiries.

Dangerous Dog Act

Tenants will not be granted permission to keep a dog which is prohibited by the Dangerous Dogs Act 1991 or by any other Statute or Regulation.

The current list includes:

- Pit Bull Terrier
- Fila Brasileiro
- Dogo Argentino
- Japanese Tosa



XL Bully Breeds

Tenants owning an XL Bully breed must have applied for a Certificate of Exemption from the XL Bully Dog Team of the Scottish Government by 31 July 2024 to keep an XL Bully dog.

Copies of this exemption must be provided to the Housing Association.

Tenants owning an XL bully breed must not breed or breed from an XL Bully.

Tenants cannot sell, give away, rehome, abandon or leave an XL Bully dog to stray.

Tenants owning an XL bully breed must ensure that they do not have the dog in public without a lead and muzzle.

Dog Ownership

Tenants will be held responsible for the behaviour of any pets owned by or living with them. Tenants will be expected to take all reasonable steps to supervise and keep such pets under control and ensure that they do not cause nuisance to neighbours or deterioration to the condition of the property, common parts or the vicinity of the house.

This includes fouling, noise or smell from the animal. The Association may recharge a tenant for any costs incurred as a result of damage or cleaning up any mess left by a pet.

Dogs especially must be always kept on a lead when outside the property and dog faeces must be cleaned up immediately. All dogs must be microchipped and have a collar displaying their owners name and address. Tenants must also ensure pets are vaccinated and regularly treated for fleas and worms (if necessary) and not left unattended in balconies or closes.

These rules are in place for the benefit of the community, to create a safe environment for non-pet owners whilst allowing pet owners to also retain their freedoms.



Repairs

Out of Hours Emergency

For Out of Hours Emergency Repairs, please always refer to our website or recent publications for up-to-date contact information.

Emergency Repairs

For emergency repairs within office hours, please contact us on **0141 550 3581**. For an emergency repair out with these hours please use the numbers above.

Non-Emergency Repairs

For non-emergency repairs, please contact us on 0141 550 3581 then press option 1. We will attempt to complete these repairs within 8 working days (10 working days for external repairs)

General Servicing

We would ask that when a contractor attends your home to carry out servicing, maintenance or repair works that the working area is clear of personal items and access to the required area is free from obstruction. Any household pets should be kept in another room while the contractor is working in the property.

Landscaping

We would ask that residents remove any personal items from the communal areas when the contractor is on site to carry out the landscape maintenance as these items will not be moved by the team and areas may not be maintained as a result.

Handyperson Service

Need a small job done at home? Our handyperson service could be for you!

Our **free** service can be used if you are over the age of 65 years or have a disability or long-term health condition.

Tasks like moving furniture, putting up curtains, refixing loose hinges, replacing a washer on a dripping tap, fitting a toilet seat – are just a few examples of the tasks they can carry out.



The labour is free – you just need to provide the materials.

We always get fantastic feedback on it so make the most of it for those small jobs that need doing!

Contact the service by:

- Emailing - careandrepair@southside-ha.co.uk
- Tel: **0141 433 2749**
- Website: Glasgow Care & Repair - Southside Housing Association (southside-ha.org)



Contact

The contents of this booklet are designed to give you a brief level of information regarding important and common topics. Whilst this booklet does not cover everything you could know regarding these topics, it will serve as a base for further reading and signposting to appropriate services/organisations.

Get in Touch

Call Us - 0141 550 3581

By Post or In Person – Thenue Housing Association
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Glasgow
G40 1AG

Email – admin@thenuehousing.co.uk

Facebook - facebook.com/ThenueHousing

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