



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Tenant Health & Safety Handbook

Your guide to staying safe at home.



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Using this Guide



What Langstane will do

Pages with this green sticker contains information about what the Association is doing to keep you safe. These pages outline our responsibilities and obligations as your landlord.



What you should do

Pages with this blue sticker contain information about steps you should take to make sure that you and your family stay safe within your home.



Pages with this red warning sticker contain important information referring to very urgent, potentially life threatening situations where emergency action is required.

Fire Safety

The major causes of domestic fires are; cooking, candles, smoking, heating and use of electrical gadgets. Fires can start suddenly and spread quickly, damaging your home, belongings and putting lives in danger.

Did you know around 48% of domestic fires start in the kitchen and are most commonly caused when cooking is left unattended.

Every year in Scotland the Scottish Fire & Rescue Service attends to over 25,000 fires. These fires cause property damage and injury and in some cases they result in fatality. Langstane works hard to keep properties fire safe including:

- Regular servicing of communal fire safety equipment including emergency lighting, fire alarm systems, smoke ventilation systems and sprinkler systems
- Carrying out fire risk assessments for all communal areas and implementing any safety actions
- Carrying out electrical safety checks of properties and communal areas every 5 years



There are things that you can do to further improve the fire safety of your home and communal area:

In your home

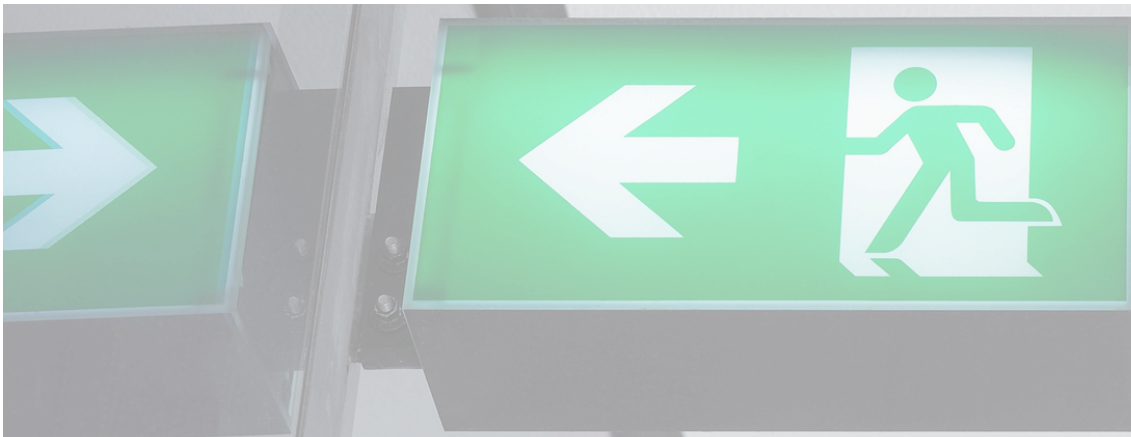
- Test your smoke detectors, heat detectors and CO detector weekly
- Never leave candles, cigarettes or chip pans unattended
- Keep your air fryer on a heat-resistant, uncluttered surface and make sure plenty of ventilation around it to prevent overheating and reduce fire risk. Clean after every use to avoid built up of grease
- Never store flammable materials such as barbecue gas, pressurised cylinders, paint solvents and thinners or petrol / diesel driven equipment in your home or communal area
- 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 portable heaters away from curtains and furniture. Only use the type with safety cut out which will turn them off if they should fall over
- Portable Calor-gas type heaters are NOT permitted
- 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



Fire Safety

In your communal area

- All internal communal areas are no smoking areas and this includes vaping;
- Do not store bikes, prams, shoes, rubbish bags or any other items in communal areas. These will be removed as they present a fire risk and can block escape routes. It is a legal requirement to keep communal areas clear (Civic Government (Scotland) Act 1982 Section 93);
- Report any damage to block entrance doors, fire doors, plasterboard, fire signage, emergency lighting etc. to Langstane so that we can arrange a repair; and
- 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



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 a higher standard.

Fire Safety

What is your plan?

Even with care, fires can happen. They can spread quickly, so you need to have a plan of how you would get out of your home, and make sure that everyone who lives there, as well as any visitors, are aware of it. You should check your escape route regularly to make sure that it's clear.



You can find an example of a fire escape plan on the Scottish Fire and Rescue web page at firescotland.gov.uk/at-home/escape-plan/

If a fire breaks out in your home, as outlined in our Fire Safety in Communal Areas Policy:

1. Leave immediately, closing windows and doors behind you if it safe to do so
2. Activate the fire alarm call point at the exit door (if one is fitted – not all developments have one)
3. Call the Fire & Rescue Service on 999 or 112 as soon as possible from a safe place
4. Do not stop to collect personal belongings or valuables
5. Do not investigate the fire
6. Do not use the lift (if your block has one)



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 battery low 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
- Never cover smoke or heat alarms
- Report any issues to us
- We 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

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

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.

What Langstane 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; and
- We will respond to reports of a carbon monoxide alarm activation as an emergency and if required replace the detector. Depending on the situation an LHA officer or contractor may attend and carry out an inspection to assess the fault. This may be escalated to our procured gas consultants.



What you should do:

- 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; and
- If your alarm bleeps intermittently this indicates a low battery fault or an alarm memory fault, which needs attention. Please call LHA to have this rectified. LHA 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 LHA if you have any alarm issues you are not sure about.



What to do 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) 0800 111 999
5. Seek medical assistance

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.



- We must carry out a service before the anniversary date expires on the previous certificate;
- Our 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. We will normally contact you two months before your gas safety check is due so there is plenty of time to arrange a date and time for the check that is suitable for you. Where we cannot gain access to a property, after three attempts to make contact with the tenant we will take access to the property via forced entry. For more information on our forced entry procedure, please get in touch;
- If additional works are identified during the safety check the contractor will call you to arrange an appointment to have the repair carried out. If the boiler or any gas appliance is not safe to use the engineer is legally required to disconnect it;
- If you have gas appliances in your home that were not installed by LHA, these will be checked but no repairs will be made. 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;
- All LHA operatives or contractors carrying out works in our properties are properly gas qualified for the works they are undertaking; and
- If you require a copy of your gas safety certificate please contact us.



Gas Safety Checks

- It is important that you keep the appointment given for the annual safety check and service given by LHA's gas contractor. If you can't, call the gas contractor or the Association to rearrange for a time that is suitable;
- If you have a prepayment 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; and
- Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

Gas Safety

What does the gas safety check involve?

Our Gas Safe engineer will carry out a full check of your gas appliance which involves ensuring that the appliance:

- is properly set and adjusted so that the gas burns correctly;
- is suitable for the room it is located in; and
- is physically stable, securely fitted and properly connected to the gas pipework.

The engineer will also ensure that:

- there is an adequate and permanent air supply that is suitable for the appliance installed;
- all safety devices are functioning properly; and
- all flues, chimneys and air vents are operating correctly.



How you can help with gas safety:

- If you are fitting a gas appliance you must get a Gas Safe engineer to fit it for you;
- If you live in a flat and you are purchasing a gas cooker, you must ensure that it is fitted with a flame suppression device (FSD). FSD's shut off the supply and prevent a gas explosion or a fire if the flame is extinguished;
- No gas fires can be installed in the property by tenants. Any works to gas systems must be approved in writing by LHA before they are carried out;
- Do not tamper with, or remove, your CO detector and test it weekly to ensure it is working; and
- Do not block air vents in your home or the outside grill of you boiler flue.



If you suspect any problems with your gas appliance, please call the repairs line on 01224 423000.



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

Electrical Safety

Electrical faults are a major cause of fire and injury in homes every year.

As part of our approach to electrical safety we carry out an electrical safety check in your home and communal areas every 5 years. It is very important that you let us into your home to carry out the 5 yearly safety check. We will contact you to arrange an appointment but if we cannot make contact with you we will carry out the check using a master key to access your property.

All our electrical safety checks are carried out by a SELECT or NICEIC registered electrician. During the check the electrician will identify any urgent faults and a follow up appointment will be made with tenants at a later date to have these rectified. If the check identifies faults with appliances which you own, the electrician will not repair these but they will disconnect the appliance and explain the reasons. Electrical checks usually take a maximum of two hours and electricity will be switched off for around half an hour.

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.



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.

Electrical Safety

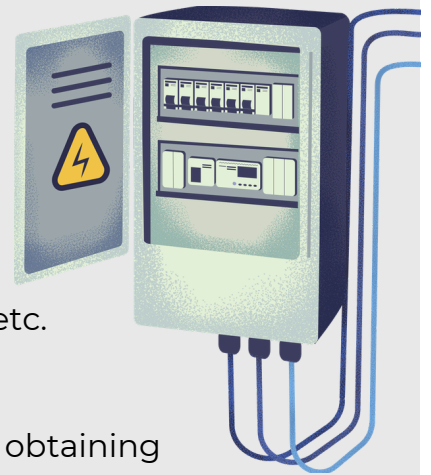
What you should do:

- ✔ Give access for all electrical safety checks;
- ✔ Ensure your main electrical board is clear of belongings and easily assessable at all times;
- ✔ Check that sockets, switches and light fittings are in good condition with no signs of damage such as cracking or burn marks; and
- ✔ Check leads and cables on appliances for damage or fraying.



What you should not do:

- ✘ Overload sockets - and only use adaptors that are fitted with a fuse and a kitemark from the Intertek BEAB;
- ✘ 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;
- ✘ Alter the electrical system in your property without obtaining permission from us first. When you carry out electrical works you should use a qualified electrician and obtain the appropriate electrical certification at the end of the work;
- ✘ Leave appliances like washing machines and tumble driers running unattended; and
- ✘ Purchase second hand electrical items without checking the Electrical Safety First website at www.electricalsafetyfirst.org.uk. The website lists all product recalls and safety notices so you can check for safety issues before buying. The website includes lots of electrical safety tips for every room of the home. Please be aware that the cost of fixing electrical faults which are traced back to tenant-owned appliances or fittings will be recharged to the tenant.



Asbestos

What is asbestos?

Asbestos is a naturally occurring material made up of flexible fibres that are strong and resistant to heat, electricity and corrosion. These qualities made it a popular material in construction for fire-proofing, heat-proofing and strengthening and it was used in the building industry up until 1999, when it was banned, although peak use in construction was in the 1960's and 70's. Properties built from 2000 onwards will not contain asbestos.

Asbestos can cause health issues, primarily lung conditions, if the fibres are breathed in but materials containing asbestos are safe if undamaged and in good condition.

Asbestos was used in a range of materials and can be found in many places around homes including:

1 Soffits and fascias

6 Roof felt, sheet and tiles

2 Panels behind boilers, heaters and fires

7 Some types of insulation and pipe lagging

3 Cold water tanks

8 Artex coatings

4 Fuseboards

9 Toilet cisterns

5 Vinyl floor tiles

10 Panels on fire doors



Asbestos

Should I be worried about asbestos in my home?

Asbestos is only a cause for concern if it is damaged or in poor condition.

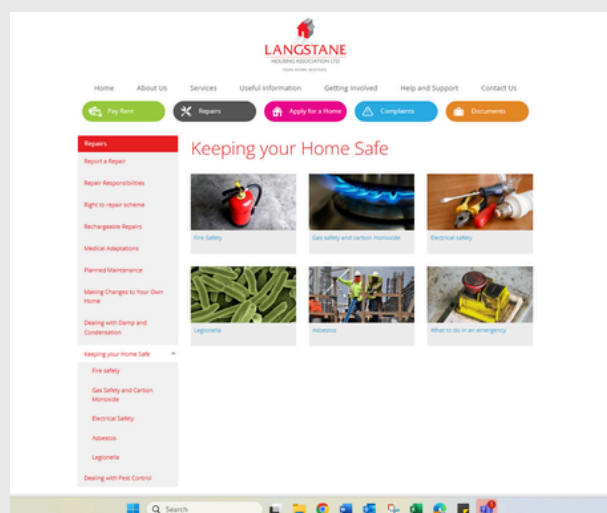
We have explained below the steps we take to minimise any risk from asbestos and the actions you can take to further reduce any risk. If you are concerned about asbestos in your home please call us on 01224 423000.



What Langstane do

As an owner and manager of properties with communal areas, Langstane has a duty to comply with the Control of Asbestos Regulations 2012.

If you would like more information on how we comply with the Control of Asbestos Regulations 2012 including information on management surveys etc. then please visit the '[Keeping your Home Safe](#)' Section which can be found under the '[Repairs](#)' heading on our website.



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 coatings to surfaces (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 01224 423000. Make sure that the material is not disturbed.

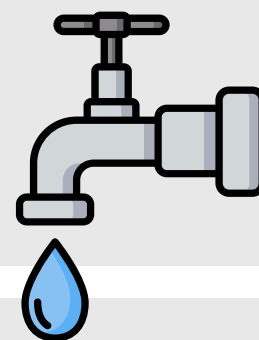


Legionella

Domestic hot and cold water systems can provide an environment where legionella bacteria can grow. This can cause Legionnaires Disease, which is a potentially fatal form of pneumonia caused by breathing in small droplets of contaminated water containing legionella bacteria. This advice sheet gives tips for residents living in Langstane properties and is applicable to all types of properties such as flats, bungalows and houses.

In particular it is important that you

Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.



Please get in touch with Langstane if

- The cold water is still running warm after you have initially run off any water which may have been sitting in the pipes. The cold water should not be above 20°C.
- There are any problems with the water such as debris or discolouration and leaving the tap to run for a few minutes doesn't help.
- The boiler or hot water tanks are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. The hot water should normally run at around 50°C.

Showers and taps

- If they are only used occasionally then flush them through by running them for at least two minutes every week. Keep as far out of the way as possible while the shower or tap is running. If you are away on holiday for a few weeks, do this when you return home.
- Clean shower heads and taps periodically. Shower heads can be cleaned by removing the head and placing it into a bucket of dilute Milton fluid (or any similar product will work) for 30 minutes. This should be done every 3 months.

If you are in a higher risk group for legionella (elderly or with a pre-existing medical condition such as cancer, kidney failure, diabetes or taking immunosuppressant medicine) and you will be leaving your property for a period longer than 2 weeks, please get in touch and we can offer advice about reducing the risk when you return home.

Condensation, Damp & Mould

What is condensation?

Moisture in the air forms condensation (small droplets of water) when it comes into contact with cold surfaces such as windows. This is quite normal and isn't a problem if it clears up quickly but persistent condensation can cause dampness and mould and, if left untreated, can be unsightly, damage your home and impact on health.



Where does moisture come from?

Everyday activities produce moisture and this is usually the source of condensation but occasionally the moisture can come from a leak inside the home, or water penetration from outside.



2 people active for one day
= 3 pints



cooking and boiling a kettle
= 6 pints



drying clothes
= 9 pints



having a bath or shower
= 2 pints

What is typical?

It is normal to see condensation on surfaces designed to get wet such as bathroom tiles, toilet bowls, cisterns and windows.



This type of condensation can be wiped up with a cloth or towel. Discoloration of sealant grout around baths and showers is also normal and can usually be prevented by regular cleaning.

What isn't typical?

It is not normal to see damp and mould in 'dry' rooms such as bedrooms and living rooms or to see patches of mould anywhere in the home that are larger than 1 square meter.



How can I prevent condensation?

Reduce moisture: dry clothes outside or in a bathroom, vent tumble driers appropriately, close kitchen & bathroom doors to stop moisture spreading, put lids on pans, cover fish tanks.

Ventilate: ensure kitchen/bathroom extractors are switched on when cooking or showering, open windows when drying clothes or when rooms are steaming up don't block vents, allow air to circulate around furniture.

Keep the home warm: cold surfaces cause condensation, keep rooms heated to 18-21 degrees during the day.

Condensation, Damp & Mould

Our 5 Step process for Condensation, Damp & Mould



1. We will survey the problem

We have a detailed survey that we will carry out with your input to identify the causes of the damp, and condensation.

2. Carry out any repairs

We will carry out any repairs we identify which might include increasing ventilation, fixing leaks or making changes to your heating system.



3. Use sensors to measure air quality

We will use temporary or fixed sensors to help us understand the temperature & humidity in the home - this helps us identify any other issues to be resolved.

4. Follow up

Once all repairs and any other actions are complete, we will follow up with you to make sure the damp & condensation have improved.



5. Escalate to a specialist

If the damp and condensation issues have not improved we will escalate to a specialist for advice.

I'm worried about condensation or damp in my home. What should I do?

If you have tried dealing with the condensation in your home and it isn't improving, or you have patches of damp or mould that you are worried about, please call us on 01224 423000. Your property officer will visit to survey the issue and discuss solutions with you.

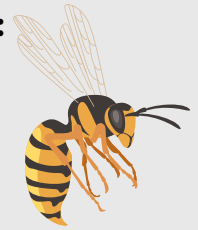
Pest Control

Common pests which can be found in and around your home include:

- Dermestes beetle
- Rats and mice
- Wasps



- Bedbugs
- Houseflies and bluebottles



Dermestes Beetle

Dermestes beetles and larvae are common household pests which feed on animal protein such as wool, fur, hair, feathers, food scraps and animal remains. They are often found in the kitchen and breed under units and skirting boards. They are not known to transmit disease and pose no threat to public health.

How can I avoid getting dermestes beetles?

Dermestes beetles can be found in any home, but good hygiene practices can help.

- Always keep food in suitable containers
- Keep food storage and preparation areas clean
- Dispose of household refuse properly

What can I do to get rid of dermestes beetles?

- Treat infected areas with a crawling insect residual insecticide spray
- Remove food before treatment
- Thoroughly clean all areas to be treated

Rats and mice

Rats can spread disease such as Weil's disease, rat bite fever and salmonella, all of which pose significant threat to public health.

Common house mice are a nuisance. They can carry disease and cause damage to plumbing (causing flooding) and cabling (causing fires).

What to do if I discover rats or mice in my home?

Rodenticides and traps can be bought from most hardware stores and are to be used following the manufacturer's instructions. For infestations, please seek professional advice.

**Always follow
the label
instructions
when using
insecticides.**



Pest Control

Wasps

Wasps do not carry disease but can inflict a painful sting. They become more irritable when the weather turns colder and after feeding on over ripe fruit. Wasp stings are painful and can cause intense swelling.

How do I get rid of wasps?

Trying to deal with a wasps nest on your own can be dangerous. You can treat small infestations yourself if it can be carried out safely and confidently.

For large infestations, seek professional advice. If you can see a nest or if you suspect a nest may be present, then please get in touch and we can arrange to have this removed.

Bedbugs

Bedbugs are small brown insects that feed on human blood causing rashes and allergic reactions. They are generally found on bed frames and mattresses and usually feed without you noticing.



How can I get rid of bedbugs?

Contact a professional pest control operative as soon as possible as early treatment is the most effective.

Pest control is the responsibility of your local Environmental Health Department and you may be charged for this service. Langstane will only deal with pest control in communal areas. Please contact your local authority for further information.

Aberdeen City Council
Environmental Health



Aberdeenshire Council
Environmental Protection



The Moray Council Animal
Services - Pest Control



However, if you feel you have an infestation in your property, please call for some advice, we can arrange a visit to assess the situation as there may be some things we can do to help the issue such as sealing up any openings etc.



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Remember there are lots of ways to get in touch with us:

 680 King Street, Aberdeen, AB24 1SL


 info@langstane-ha.co.uk

 North Guildry Street, Elgin, IV30 1JR

 [/Langstane](https://www.facebook.com/Langstane)

 <https://www.langstane-ha.co.uk/>

 [/Langstanehousingassociation](https://www.youtube.com/Langstanehousingassociation)

 01224 423 000

 [/company/langstane-housing-association/](https://www.linkedin.com/company/langstane-housing-association/)

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Registered with The Scottish Housing Regulator No. HEP 145AL

Registered Scottish Charity SCO11754

A member of the Scottish Federation of Housing Associations

Property Factor Number PF 000666

Landlord Registration number 900480/100/24071