

# Safety & Quality Service Standards



We are committed to providing safe, energy efficient and comfortable homes. By providing a robust, efficient, and effective repair and maintenance service we hope to build vibrant and resilient communities with safe and healthy homes.

We will ensure that we take prompt action to carry out repairs, remedy issues and support you, offering guidance, advice, and assistance throughout. We will ensure that we meet all regulatory compliance in relation to safety in your home. It is important that we take prompt action and that you report issues so we can work quickly together to help resolve problems.

We have a legal requirement to manage the safety of your home as well as repairs, it is also important that we recognise the impact that repairs or damage can have on you and will make every effort to ensure that this is minimised.

To ensure the safety of your home we will:

- Carry out gas service inspections, taking legal action to ensure we gain access in instances where you have not allowed us access.
- Carry out electrical safety inspections in line with regulations and legislation.
- Provide you with a copy of any relevant safety certification.
- Ensure that your home has smoke alarms, carbon monoxide alarms and any other relevant safety features.
- Ensure your property is free from category 1 hazards.
- Carry out regular stock condition surveys of your home.
- Ensure any work completed in your home is by a qualified operative.
- Ask you to complete a satisfaction survey following any works being completed so we can highlight any issues or areas of improvement.

- Carry out regular pull cord checks in properties that have Lifeline equipment installed and when a property becomes empty.
- Carry out health and safety checks at Housing Services owned schemes, including testing of fire alarms where they are installed.
- Carry out checks of emergency lighting systems where they are installed.
- Complete fire risk assessments of communal areas as required legally.
- Complete regulatory communal water checks.

## How can you be sure we are meeting these standards?

We will:

- Use our in-house management performance systems to ensure we are meeting timescales.
- Report annually on our performance to Council Members and Tenants Panel.
- Provide annual updates in our Annual Report.
- Involve our Tenants Panel in writing and reviewing our policies and standards.
- Provide feedback from annual satisfaction surveys to the Regulator of Social Housing through Tenant Satisfaction Measure surveys.

