




STAYING SAFE AND SECURE IN YOUR SOUTHWAY HOME



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A guide to how **we keep you safe** and how you can help **protect yourself and your family.**

For more information and the latest updates, visit
www.southwayhousing.co.uk/safety



GAS SAFETY AND CARBON MONOXIDE

Why Gas Safety is Important

Gas is one of the most commonly used fuels for heating our homes and cooking – but it can be dangerous if supply pipes or appliances are faulty.

Gas leaks can quickly lead to fires or explosions while Carbon Monoxide poisoning, caused by leaking appliances, is responsible for 20 deaths in the UK every year.



What We Do To Keep You Safe

The law requires us to inspect the safety of the gas supply and appliances of our properties at least once a year. We will also carry out a gas safety inspection when someone moves into a new home.

We have our own team of qualified and registered Gas Safe engineers who will visit your home and check your gas pipes, meter, ventilation and any connected appliances such as boilers, water heaters, cookers and fires.

Our engineers will disconnect any appliances found to be faulty or dangerous, for your own safety and that of your neighbours.

If it is your own appliance, rather than one we have supplied, you can choose to replace it or have it repaired by a Gas Safe registered engineer. Visit www.gassaferegister.co.uk to find one near you.

Once your gas safety inspection is complete, we will send you a written certificate.



We have our own team of qualified and registered **Gas Safe engineers** who will visit your home and check your gas pipes, meter, ventilation and any connected appliances...



What You Can Do

Please allow our engineers access to your home to inspect your gas supply every 12 months. It will not take long and might save your life.

We will write to you well in advance, offering a date for your annual gas safety inspection and a choice of either a morning or afternoon appointment.

If your availability changes after agreeing an appointment, please call us on **0161 448 4200** to book a new date and to save our engineers making a wasted trip. We have the legal power to enter a property if access is repeatedly denied.



You could WIN £100 in our prize draw if you keep your first gas safety inspection appointment.

Gas Leaks and Carbon Monoxide Exposure

Unlike fuel gas, which has an odour added to make it easy to detect, Carbon Monoxide has no smell but can escape from faulty appliances and cause a serious risk to your health or even death.

Symptoms of Carbon Monoxide poisoning can include drowsiness, headaches and chest or stomach pains. You are particularly vulnerable when you are asleep.

What should I do if I smell gas or suspect Carbon Monoxide exposure?

- Open all doors and windows to ventilate the room. Do not sleep in it.
- Avoid using naked flames or electrical switches.
- Turn the gas off at the meter (unless it is located in the cellar/basement).
- Safely leave the premises where possible.
- Call Cadent (formerly National Grid) immediately on **0800 111 999**.
- Call Southway on **0161 448 4200**.
- Seek urgent medical attention if you are feeling at all unwell.

Once Cadent's engineers have visited your property and made certain everything is safe, Southway will arrange for an independent gas auditor to check and recommission your gas appliances.

From September 2023 carbon monoxide alarms will be installed in your home any room which contains a fixed combustion appliance, for example a boiler or gas fire, but excluding gas cookers. This will be carried out at the same time as your annual gas safety inspection or other programmed works. If you have any questions about these please speak to one of our engineers when they visit your home.

Gas Repairs

If your heating or hot water isn't working, or there's a burst/leak in your system, Please call Southway on **0161 448 4200**. We offer out of hours cover for emergencies 24 hours a day, seven days a week, all year round.

A copy of Southway's Fire Safety Policy is available on the Southway Housing Trust [website](#).



FIRE SAFETY IN YOUR HOME

Southway takes fire safety in our properties very seriously.

Fire can cause serious injury and even death, as well as damage to your home and your possessions.



Our responsibility for fire safety in tenants' homes

- We regularly check the operation of all gas and electrical systems.
- We carry out annual checks on your fire and smoke alarms.
- We offer special services for vulnerable tenants.
- We can help to arrange a home fire safety visit from Greater Manchester Fire and Rescue Service
- We can provide support for addressing hoarding issues.

Our responsibility for fire safety in homes with communal areas

- We will carry out fire risk assessments in blocks with communal areas.
- We will regularly check the safety of all gas, electrical and fire safety systems.
- We will regularly check flat entrance doors.
- We will carry out annual checks of fire alarms and replace them when necessary.
- We will carry out regular inspections of communal areas.

If you require further advice, please call us on **0161 448 4200**.



How You Can Keep Your Home Safe From Fire

There are many things you can do to reduce the risk of fire in your home and to protect yourself if the worst happens. These include:

- Check your smoke alarm every week. Press the button on the cover, and it should make a sound. If it isn't working, please give us a call.
- Check your home before you go to bed. Make sure you have turned off your oven and cooker and extinguished cigarettes, candles etc. if you use them.
- Keep your home tidy and dispose of flammable items such as newspapers.
- Keep your internal doors closed, especially at night, to stop the spread of smoke and fire.
- Make sure you know what to do and where to go if a smoke alarm goes off during the night.
- Plan your escape route and make sure routes are clear and free from obstacles.

What to do If You Discover a Fire in Your Home

Southway Houses

If you discover a fire in your house:

- Sound the alarm.
- Call 999 and ask for the fire brigade.
- Leave the building by the nearest exit.

Never try to tackle the fire yourself and **never** go back into the burning building.

You can find out more information on fire safety by visiting the Greater Manchester Fire and Rescue Service [website](#).



Southway apartment blocks, sheltered, and Age Friendly schemes

Although the walls, doors and floors of your block have been specially designed to stop fire and smoke spreading, we still need your help to ensure that you stay as safe as possible.

- Please take the time to read the Fire Action Notice and map for your building, which will be displayed near the main entrance. This will tell you where the Fire Assembly Point is if a fire breaks out and you need to evacuate your home.
- Keep your doors closed to stop the spread of smoke and fire.
- If you discover a fire in your home, **call 999** and ask for the Fire Service.
- Leave the building by the nearest fire exit route.
- Go to the Fire Assembly Point outside your building.

If you're inside your apartment and you suspect a fire has started somewhere in the building, a Stay Put Procedure applies:

- If you're in your apartment, Stay Put until the Fire Service tells you to leave, you feel unsafe, or your home is affected by heat or smoke.
- Shut all your doors and windows.
- **Call 999** to report the fire to the Fire Service.

If you require further advice, please contact your scheme manager or give us a call.

A copy of Southway's Fire Safety Policy is available on the Southway Housing Trust [website](#).



ASBESTOS

What is Asbestos?

Asbestos was a material commonly used in the construction industry from the 1950s to the 1990s which is now banned because there is a risk to health if its fibres are inhaled.

Many older homes still contain Asbestos, which was often mixed with other building materials like cement or plaster - but it can only become a risk to your health if it becomes damaged or disturbed.

If your home was built after the year 2000, it is highly unlikely there will be any Asbestos present.

Some older homes may still have materials that contain asbestos – but these are not dangerous if maintained in a good condition.

However, materials that contain Asbestos can become dangerous if they are damaged, sanded, scrubbed, drilled or sawn. This could potentially release fibres into the air.

Where it might be

There are many places you could find asbestos in your home as it was commonly mixed with other materials. Examples include:

- Insulation boards between wall partitions.
- Flooring (PVC tiles).
- Sprayed coating and textured paints on ceilings and walls (Artex).
- Cement products like gutters, water tanks and rainwater pipes.
- Roof tiles, panelling and exterior walls.



What to do if you think you may have Asbestos in your home

We have access to a register of properties that may contain Asbestos. It is usually only a problem if it gets disturbed or damaged. If this happens or you are not sure, call us on **0161 448 4200** and we will check our register.

- **Do not** disturb any damaged area or product that might contain Asbestos
- **Do not** dust, sweep or vacuum dirt or debris that might contain Asbestos
- **Do not** remove any material that you think contains Asbestos.

If we do not have a record of asbestos in your home, we can arrange to have the material inspected by trained personnel, have it analysed and/or carry out a risk assessment.

What to do if you want to carry out home improvements

- Before you carry out any work in your home, please seek permission from us in advance.
- We will check the Asbestos Register to see if there is any likelihood of materials containing asbestos in your home.
- We may commission an asbestos survey.

A copy of Southway's Asbestos Management Policy is available on the Southway Housing Trust [website](#).



WATER SAFETY IN YOUR HOME

Water is essential for life, whether for you, your pets or your plants. However, if not stored correctly it can also present a risk to your health.

Harmful microscopic bugs known as Legionella bacteria can build up in your taps, pipework, cylinders and tanks – especially if water has not been running through them properly. If you breathe these bacteria in, they can make you ill with something called Legionnaires' disease.





What is Legionnaires' disease?

Legionnaires' disease is a type of pneumonia that can affect anybody. It can be very dangerous and potentially even fatal. Some people are more at risk than others, including:

- Smokers and heavy drinkers.
- People over 45.
- People with diabetes or lung and heart conditions.

What we do to ensure your water supply is safe

We carry out regular safety assessments in properties such as apartment blocks, which have a communal water supply and tanks, and double-check where Legionella is more at risk of developing.

In addition, we carry out regular temperature monitoring and flushing regimes. We always make these checks before we let a property as part of our health and safety programme, even if they have been checked recently.

What you can do to keep your water safe from bacteria

There are a few simple steps you can follow to help reduce the risk of Legionnaires disease:

- If you have taps or showers you don't use regularly, run them for 5-10 minutes at least once a month to clear the pipes.
- Try to clean the outside of taps and shower heads at least once every three months.
- Ensure there are no places where water can sit still as this can build up bacteria.

If you require further advice, please call us on **0161 448 4200**. A copy of Southway's Water Safety Policy is available on the Southway Housing Trust [website](#).





LIFT AND HOIST SAFETY

Many of our residents living with some form of disability have had their homes adapted with lifting or hoist equipment, to help them lead their lives more independently.

What we do to help keep you safe

As vulnerable tenants, we take the safety of these residents especially seriously.

This includes carrying out safety inspections and servicing of lift and hoist equipment every six months. This allows us to detect and take care of any potential problems in good time

In accordance with your tenancy agreement, you must allow us access to your home to carry out these checks and ensure your safety. If reasonable access isn't provided, then it may be necessary for us to take action.

How you can help us to keep you safe

- We will contact you well in advance before your equipment inspection and service is due.
- Please allow our engineers into your home to carry out your safety inspection.
- Always keep your appointments with our contractors.

If you have any issues with your equipment, please call us on **0161 448 4200**.

A copy of Southway's Lift Safety Policy is available on the Southway Housing Trust [website](#).





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