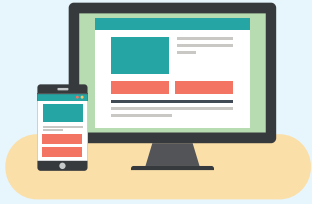


Your guide to keeping safe and sound in your home and community.



Sign up for My Loretto



The easiest way to get in touch is online, you can pay your rent and view all your account information at **My Loretto**. To register visit www.lorettoha.co.uk

My safety

We want you to feel safe in your home. As your landlord, we help you stay safe by:

- carrying out gas safety visits in your home every year
- providing smoke and heat alarms
- maintaining your home to a safe standard.

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HAPPY TO TRANSLATE

We can produce information on request in large print, Braille and audio formats. Visit www.lorettoha.co.uk or contact your local housing officer.

My safety

We ask that you take steps to make sure you don't put yourself or others at risk. That includes keeping your home free of fire hazards, putting rubbish in the bins or bin chutes and not leaving bikes or prams in stairwells where they block people's way out.



Anti-social behaviour

We all want to live in quiet, safe communities without any anti-social behaviour. We do not tolerate anti-social behaviour and work closely with Police Scotland to deal with any issues. Remember, if you or anyone visiting your home acts in an unacceptable way, you could lose your home. Our Community Improvement Partnership (CIP), brings together a special team of police officers and Wheatley's specialist Antisocial Behaviour Intervention and Prevention Officers to deal with crime and serious or persistent antisocial behaviour in Loretto Housing areas.



To report anti-social behaviour online, log on to **My Loretto** and use the website form or call us on **0800 952 9292**.

What does the CIP do?

Housing officers and police officers share information to deal with issues such as anti-social behaviour, noisy parties and drug dealing.

We have a team dedicated to dealing with recurring cases of noise nuisance – the most commonly reported type of antisocial behaviour. Customers can request a home safety visit where we can give recommendations or provide products such as door jams, or personal alarms to help customer feel safer in their homes.

Worried about anti-social behaviour in your area? Report it to us straight away.

Fire safety

A fire in your home could kill you and your neighbours. We're working with Scottish Fire and Rescue Service to make your home safe and help you reduce the risk of fire.



In line with legislation, we have installed interlinked smoke and heat alarms in all our homes. If you have a carbon-fuelled appliance like a boiler, heater or flue you will also need a separate carbon monoxide detector. They will give you vital warning of an emergency which could give you the minutes you need to get you and your family to safety.

You should test these regularly to make sure they are working. If you believe any of these items are not working or need replaced, get in touch with us today. You can also get a free home fire safety visit which will check for any risks in your home.

How do I get a home fire safety visit?

Get a free home fire safety visit from Scottish Fire and Rescue Service. Fire officers carry out an inspection of your home and can warn you of potential fire risks.

If needed, you'll get free smoke alarms.

Speak to your housing officer to make an appointment or book your free visit from Scottish Fire and Rescue Service by:

- ▶ texting 'FIRE' to **80800** from your mobile phone or calling **0800 0731 999**.

As your landlord, we also play our part including:

- making sure all gas appliances are in good working order carrying out a gas inspection each year;
- fitting smoke alarms in your home; and
- keeping homes fit to live in.

Help us keep you safe by giving staff access to your home when needed.

Fire Doors

Fire doors are an important part of fire safety in your home. They help prevent fire spread and protect the means of escape.

If you live in a Loretto Housing flat which is accessed by an internal corridor or stairwell, then your entrance door will be a fire door. This should provide at least 30 minutes of fire resistance.

Flat entrance doors should:

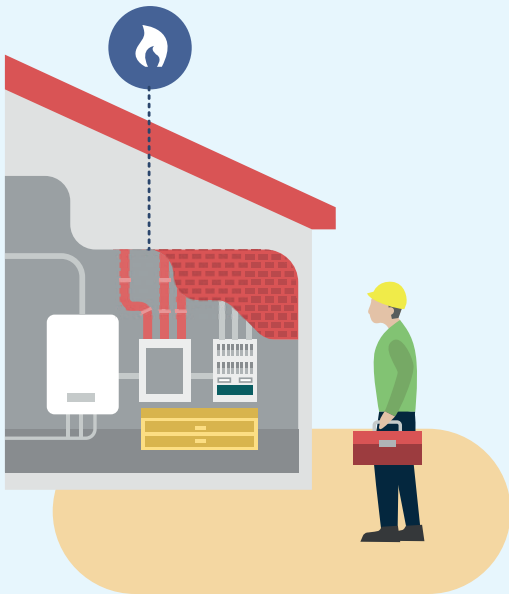
- be in good condition with no noticeable damage or holes;
- fully self-close into the frame from any angle;
- have no excess gaps at the side or bottom of the door;
- have no excess gaps between the door and doorframe; and
- have a letter box plate fitted to both sides of the door with a flap that fully closes.

If you notice any faults with your door, please report this immediately to your Housing Officer or to our Customer First Centre on **0800 952 9292**.

If you live in a flat. It is important that you do not change your entrance door without asking for permission from your Housing Officer first. Self-closing devices should not be tampered with and flat entrance doors should not be wedged open.

Gas safety

We need to carry out at least one gas safety visit in your home each year. It's the law for all responsible landlords.



What will happen

You'll receive a letter from us 10 months after your last check with a date for your next visit. If it's not a good time, let us know and we'll rearrange.

Make sure you are at home on the day of your gas safety check. If you miss this safety check and any rearranged appointments, we may force entry to your home.

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 smell gas

Call emergency service company SGN as soon as you can on **0800 111 999**.

You can also call us on 0800 952 9292. We'll speak to SGN for you and have our gas engineers with you to deal with any breakdowns.

Asbestos

Asbestos is not dangerous if it's sealed safely and in good condition. It can be dangerous when it is broken and fibres are released into the air. It's important you don't:

- ▶ drill a hole through any asbestos boards
- ▶ cut or break off any parts of asbestos products
- ▶ rub down asbestos panels, or artex, with sandpaper
- ▶ use wallpaper scrapers on asbestos products
- ▶ remove asbestos panels to gain access to services.

Why was asbestos used in homes?

Asbestos was a popular material for house builders right 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 almost certainly 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.

I want to carry out DIY in my home. What should I do?

If you want to carry out DIY then speak to your housing officer first. They can check if there's any asbestos in your home.

Bogus callers

Be alert to bogus callers

Bogus callers are criminals who claim to be someone they're not to get into your home.

They could target anyone at any time, but they often focus on the over-60s. They'll often pretend to be from Loretto Housing, a council department or a utility company. What they want to do is steal your money and valuables.

Rogue traders offer to carry out work on your house, garden or driveway. They charge inflated prices for shoddy or unnecessary work.

Tips to keep safe:

- ▶ don't let any strangers into your home
- ▶ use a door chain, if you have one
- ▶ always ask for proof of identification and check it carefully – it must have a photograph of the caller on it
- ▶ never be persuaded or bullied to let someone inside your home or worry about seeming rude
- ▶ if in doubt – keep them out
- ▶ never give keys to workmen or tradesmen unless you are certain you can trust them – copy keys are easily made.

What to do if you receive a visit from a bogus caller

Call the police on **101**. You should then call us on **0800 952 9292**. If the bogus caller or rogue trader refuses to leave or you feel scared, phone **999** and ask for the police.

Advice on keeping warm

As temperatures drop, it's vital to keep warm and cosy in your home. Making a few changes can help you to stay warm - even if the weather does its worst.



Useful tips

Tips to beat the chill:

- have regular hot drinks and at least one hot meal a day
- wear several light layers of warm clothes to keep heat in
- keep active and wrap up warm if you go outside
- draw your curtains at dusk and keep doors closed to block out draughts
- try to keep your living room at around 18–21°C (64–70°F) to keep warm
- check dripping taps and overflows to prevent waste pipes freezing and flooding
- have your annual gas service to keep your heating system working well
- if you're not going to be at home for a couple of days, set your heating to come on for a couple of hours a day – and leave a key with a friend or neighbour. This will help to avoid frozen or burst pipes

Frozen or burst pipes? Heating or boiler broken? Tiles blown off your roof? Get in touch right away.

Keep warm and manage your energy bills

Our fuel advisors can give you advice on how to reduce energy costs and help you access grants if you have accrued fuel debt.



Speak to your **housing officer** to arrange an appointment with a fuel advisor or request an appointment online.

Condensation

Do your windows steam up when the heating is on? Do you notice wet spots on your walls when you're cooking?

If so, it is likely to be condensation. Condensation happens when moist air touches a cool surface. It forms water droplets. It can also happen when large pieces of furniture, for example wardrobes and beds, are placed against an outside wall.

It is important to reduce condensation in the home to avoid mould developing. The good news is there are steps you can take to stop it happening.

I see mould. What do I do?

If you see signs of mould contact our Customer First Centre on 0800 952 9292 as soon as possible.

Do:

- keep a window open when drying clothes indoors
- keep trickle vents in the windows open wherever possible – this will allow some ventilation but cause less of a draft than open windows
- keep the internal kitchen door closed when cooking
- keep lids on pots and pans when cooking
- use an extractor fan in the kitchen and bathroom, if you have one
- heat and ventilate rooms at risk wherever possible
- put the tumble dryer hose out of the window or door.

Don't:

- dry clothes over warm radiators
- overfill cupboards and wardrobes
- keep furniture and beds hard against walls.

Legionella

Legionnaires' disease is a lung infection you can get from inhaling droplets of water containing bacteria. It's uncommon but it can be very serious. To avoid an outbreak of legionella we advise the following:

Report to us via our Customer First Centre if:

- your boiler or hot water tanks are not functioning correctly;
- there are any issues, debris, or discolouration in the water.

Where showers are installed please ensure:

- That the shower head is cleaned periodically including descaling and disinfecting the showerheads;
- If the shower is used infrequently, flush the showerhead out every week by running it for at least two minutes. While this is being done, try to stay as far away as you can.

Most importantly, make sure that:

- hot water in the system remains hot;
- cold water is kept cold;
- the water is kept circulated.

Electrical

As your landlord we are required to make sure that a qualified electrician conducts a routine EICR (Electrical Installation Condition Report), this is sometimes referred to as a FIT test which is an electrical check of your home.

An electrical safety inspection needs to be done:

- ▶ prior to a tenancy beginning, and
- ▶ every five years, we must do a periodic electrical inspection of your home.

It is important that you grant access to your house for this check, which typically takes 1–2 hours. We will test your smoke and heat detectors at the same time to ensure your safety within your home.

If you miss this safety check and any rearranged appointments, we may force entry to your home.

Need to get in touch?

We're always here to help.



Call us **0800 952 9292**
Call our **Customer First Centre**
24 hours a day, seven days a week
for any issues you have.



Speak to your **housing officer**.
Our housing officers can visit you
in your home or contact you by
telephone if that is easier. Call the
Customer First Centre to arrange this.



Visit us (web)
www.lorettoha.co.uk
Visit MyHousing (web)
www.myhousing.org.uk



Find us on Facebook
www.facebook.com/LorettoHA



Write to us
Customer First Centre
Lipton House
170 Crown Street
Glasgow, G5 9XD

Sign up for My Loretto

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at www.lorettoha.co.uk