

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 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 a smoke alarm
- maintaining your home to a safe standard.

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We can produce information on request in large print, Braille and audio formats. Visit 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 the police and fire services 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 a senior fire officer to deal with crimes and fire risks in Loretto areas. The CIP is on top of the day-to-day police and fire officers already working in our communities.

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.

Home fire safety visits also help tenants cut the risk of fire in their home.

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



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

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.



Make sure there is a working smoke alarm in your home. A smoke alarm will give you those precious few minutes of warning which could help you and your family get out safely.

If you want to know more, or think you need a smoke alarm fitted, get in touch with us today. You can also get a free home fire safety visit which will check for any risks in your property.

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
- ▶ calling **0800 0731 999**.

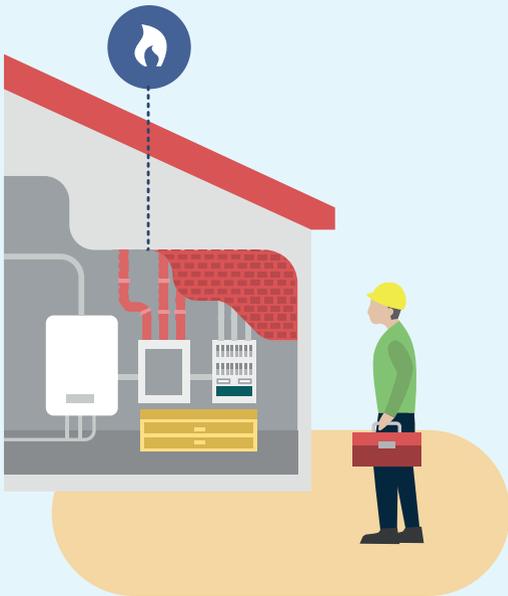
As your landlord, we also play our part including:

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

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

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 – and all costs will be charged to you.

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 within an hour to deal with any breakdowns.

Asbestos

Asbestos is not dangerous if it's sealed safely and in good condition. It's only 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, 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. Make a few simple changes to your home and life and you'll not have to worry – 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
- 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.

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

Keep warm and keep bills down

Don't pay too much for your electricity and gas. Our fuel advisors help tenants of all ages find the lowest energy rates. Advisors can also arrange low-cost repayments if you have fallen behind with payments or, in some cases, get debts written off.



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.

Preventing condensation in the home is your responsibility. But the good news is there are steps you can take to stop it happening.

You can treat little spots of mould quickly and easily. Use three parts warm water and one part bleach. Make sure you dry the wall after cleaning it. If this doesn't work, speak to your housing officer.

Do:

- keep a window open when drying clothes indoors
- 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.

Don't:

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

Need to get in touch?

We're always here to help.



Speak to your
Housing Officer



Visit us at
lorettoha.co.uk



Call us free on
0800 952 9292



Email us on
talk@lorettoha.co.uk



Find us on Facebook
facebook.com/LorettoHA



Write to us
**Loretto Customer Service
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 **lorettoha.co.uk**