

Your safety starts at home



We take your health and safety very seriously and work hard to make sure that your home and any areas you share with other residents are safe.

This leaflet explains what you can expect from the Trust and what we do to ensure your well-being. What's more, most of the actions we take are included in the rent and service charges you already pay.

There is a range of day-to-day and more specific services we provide. Some are health and safety duties required by law.

Remember, it's a partnership and you can do your bit by reducing hazards in your home and keeping appointments for us to carry out work such as gas safety servicing.



'Man in a van'

All residents can call on our dedicated team of neighbourhood-based trade staff. We provide a 24-hour service, 365 days of the year, including Christmas Day. We respond to emergencies within four hours.

Smoke alarms

We are required by law to fit all new homes with mains-operated smoke alarms. Older homes may have battery-operated smoke alarms. Test them once a week and change the battery when required.



Fire systems and safety checks

We provide and maintain fire safety systems in many communal areas and blocks of flats. Why not have a free fire safety check for your home? Call your local fire service on the number below and they will check your home for hazards, give advice and install free smoke alarms where necessary.

Avon: 0117 923 2061, Devon and Somerset: 01392 872200,
Gloucestershire: 01452 753333, Wiltshire: 01380 723601.

Water safety

We inspect and maintain water systems in large, communal blocks. To keep your water system healthy, keep hot water at 60°C or above, descale shower heads every three months, and if you haven't used a tap or shower for a while, let it run first to allow fresh water through.



Safety servicing

We service your gas-fired heating systems annually, using our own qualified and accredited staff.

Cleaning and maintenance

We regularly inspect, clean and maintain communal areas, inside and outside, and maintain any plant and equipment such as lighting or lifts.



Door-entry systems

Many of our blocks of flats are fitted with an electronic door-entry system to provide extra security for the residents.

Trained staff

Our staff receive health and safety training, to give you the best service they can. We have systems in place to report and investigate all incidents and near misses and procedures in place to deal with potential risks. All gas and electrical problems are dealt with by qualified electricians and gas engineers.

Ice and snow

We will do our best to keep communal paths clear and gritted in cold weather where we can. Sheltered housing schemes will always be our first priority.



Personal alarm system

Sheltered housing residents have access to a 24-hour personal alarm system, using a pull-cord in their home or a pendant that they wear.

Radon

We took part in a pioneering, joint initiative with the Health Protection Agency and residents to map levels of the naturally-occurring gas radon in our properties and take remedial action where they were found to be high.

In 2009, our repairs call centre received over **33,000** calls.

We completed around **35,000** repairs, including **2,600** emergencies.

We serviced more than **7,000** gas systems.

If you have any questions or would like to know more about our health and safety work, speak to your housing officer or call us on 01225 366000.

If English is not your first language and you need a translation, we can get one for you.

Please ask us if you would like this leaflet in large print, in Braille, or on audio tape or CD.



Somer Community Housing Trust

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