

**APPENDIX**

Document Name	Building Safety in the Home Policy – for Tenants and Leaseholders
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Approved By and Date	HOUSING ASSURANCE BOARD Policy & Performance Improvement Committee Cabinet
Responsible Business Manager	Business Manager - Housing Maintenance & Asset Management

<b>1.0</b>	<b>Purpose</b>
1.1	This policy sets out the Council’s responsibilities as a landlord, your responsibilities as a tenant or leaseholder and how you can raise safety concerns within your home, block, communal area, local community centre and neighbourhood and how we publish our performance. The aim of the policy is to provide assurance of the arrangements in place to ensure tenants live in a home that is warm, safe and decent.
<b>2.0</b>	<b>Scope</b>
2.1	This policy applies to all Housing Revenue Account (HRA): Residential properties Internal communal areas that serve leaseholders and tenants External communal areas Community centres
<b>3.0</b>	<b>Legislation Applicable to Policy</b>
3.1	<ul style="list-style-type: none"> <li>• Housing Act 2004 – Part 1 Housing Health and Safety Rating System (HHSRS)</li> <li>• Building Safety Act 2022</li> <li>• Social Housing (Regulation) Act 2023</li> <li>• Fire Safety Act 2021</li> <li>• Gas Safety (Installation and Use) Regulations 1998</li> <li>• Electrical Engineers Wiring Regulations BS7671</li> <li>• Building (Amended) Regulations 2018 Part P</li> <li>• IET Wiring Regulations (2018) 18<sup>th</sup> Edition BS7671</li> <li>• Lifting Operations and Lifting Equipment Regulations 1998</li> <li>• Control of Asbestos Regulations 2012</li> <li>• Construction Design and Management (CDM) Regulations 2015</li> <li>• Consumer Standards by Regulator of Social Housing</li> <li>• Tenant Satisfaction Measures</li> </ul>
<b>4.0</b>	<b>Getting Involved in Building Safety</b>
4.1	There are a range of ways tenants can become involved to influence and scrutinise our services and help us improve our homes and neighbourhoods. Whether you can spare five minutes, a few hours or an evening, can attend online or in person events or prefer to provide feedback online, there are engagement opportunities to suit everyone.
4.2	Specifically for building safety, as part of our tenancy engagement framework, tenants have created a dedicated forum for building safety called the Local Influence Network – Building Safety.
4.3	Consultations and events (along results of previous ones) are available to view on our website.

4.4	If you would like to know more about being involved, you can find information on our website <a href="https://www.newark-sherwooddc.gov.uk/your-council/get-involved/consultation-and-engagement/">https://www.newark-sherwooddc.gov.uk/your-council/get-involved/consultation-and-engagement/</a> or you can email <a href="mailto:getinvolved@newark-sherwooddc.gov.uk">getinvolved@newark-sherwooddc.gov.uk</a> .
4.5	If you would to complain or provide feedback in relation to how we are performing, including service failure or to report something that is wrong you can find more details, including our complaints policy on our website <a href="https://www.newark-sherwooddc.gov.uk/customerfeedback/">https://www.newark-sherwooddc.gov.uk/customerfeedback/</a> .
5.0	<b>Do you have hearing or sight impairments?</b>
5.1	<p>For tenants who have disabilities or additional needs we offer a number of services to safeguard and improve their health and wellbeing. These include:</p> <ul style="list-style-type: none"> <li>• Additional Tenancy Assistance - weekly contact from our Tenancy Team to help you manage your tenancies and to access other services i.e. occupational therapy or budgeting support.</li> <li>• Careline Service - this provides 24-hour support and assistance 365 days a year at the touch of a button, and can include other monitoring sensors such as fall detectors which can be connected to the Careline</li> <li>• Supply of smoke detectors and Carbon Monoxide monitors that flash if the occupant has hearing loss</li> <li>• Person centred fire risk assessments if you or a family member has a disability which may impact their ability to leave the home in an emergency (where there is communal hallways)</li> <li>• A range of ways for you to get involved and help to design and challenge the services we deliver in the most appropriate way for you</li> </ul>
6.0	<b>Essential Checks – Your Responsibility</b>
6.1	<p>Whilst it is our responsibility as your landlord to provide you with a safe and decent home, there are steps you can and must do to support us with this.</p> <ul style="list-style-type: none"> <li>• Provide access to your home when requested for all essential inspections as listed above. If we have tried several times to gain access and you haven't let us in or arranged another appointment, we will seek a court order to gain entry and the costs of this will be charged to you. We will also take this into account if you are looking to transfer to another home.</li> <li>• Report repairs as soon as possible and provide access for repairs to be carried out.</li> <li>• Report any plumbing concerns or leaks (however small) as soon as possible and provide access for checks and repairs to be carried out.</li> <li>• If you smell gas call the national gas emergency helpline on 0800 111 999, turn off switches and open windows and doors.</li> <li>• Report obvious trip hazards in communal areas as soon as possible.</li> <li>• Test your smoke alarms on a regular basis.</li> <li>• Do not use appliances with frayed or exposed cables and wires.</li> <li>• Do not leave candles lit or electrical appliances running while you are not home.</li> </ul>

	<ul style="list-style-type: none"> <li>• There needs to be credit on your gas/electric or oil in your heating for checks to take place. If you need help to do this, please see section 11.</li> </ul> <p>You can find further information regarding your rights and responsibilities in your tenancy agreement on our website <a href="https://www.newark-sherwooddc.gov.uk/yourtenancyagreement/">https://www.newark-sherwooddc.gov.uk/yourtenancyagreement/</a></p>
<b>7.0</b>	<b>Lithium Batteries</b>
7.1	<p>Lithium Batteries have caused a large number of fires over the past few years and this number is increasing year on year. Lithium batteries can present a fire risk when over-charged, short-circuited, submerged in water or if they are damaged. It's really important to charge them safely too.</p> <p>There have been 102 fires associated with e-bikes and scooters from January 2023 to April 2023, with a forecast of 338 for the whole year.</p> <p><u>Appliances that use Lithium Batteries:</u></p> <ul style="list-style-type: none"> <li>• Mobile phones</li> <li>• Laptops</li> <li>• Power tools</li> <li>• Personal mobility scooters</li> <li>• Electronics</li> <li>• Wireless headphones</li> <li>• Electric vehicles e-scooters</li> <li>• Electrical energy storage systems</li> </ul>
7.2	<p><u>Safety tips for charging your devices</u></p> <ul style="list-style-type: none"> <li>• Always use the charger that came with your phone, tablet, e-cigarette or mobile device.</li> <li>• If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.</li> <li>• Avoid storing, using or charging batteries at very high or low temperatures.</li> <li>• Protect batteries against being damaged – that's crushed, punctured or immersed in water.</li> <li>• Don't leave items continuously on charge after the charge cycle is complete – it's best not to leave your phone plugged in overnight for example.</li> <li>• Never cover chargers or charging devices – that includes using your laptop power lead in bed.</li> <li>• Don't overload your sockets – learn more about how much is too much on the fuses and power load page.</li> </ul>

<b>8.0</b>	<b>Heating costs – help is available</b>
8.1	If you are in need of help, please contact our Customer Services on 01636 650000 for further guidance and signposting <sup>11</sup> or check out our website.
8.2	Occasionally, tenants chose to not use their heating. In this situation, please let us know so the supply can be capped off and safe. We will reconnect your heating when the supply is reinstated. When we reconnect the supply, we will carry out a safety check to ensure that the appliance and supply pipes are still in working.
8.3	If the supply is capped for an extended period of time, the Council will still complete an annual safety check and housing services will be in touch to provide support to get your heating reinstated and identify any other support needed.
<b>9.0</b>	<b>Performance</b>
9.1	We publish our building safety performance throughout the year in various publications and committee reports. You can access our performance information on our website <a href="https://www.newark-sherwooddc.gov.uk/your-home/your-home/information-for-council-tenants/housing-service-performance/">https://www.newark-sherwooddc.gov.uk/your-home/your-home/information-for-council-tenants/housing-service-performance/</a>
<b>10.0</b>	<b>Additional measures for high rise buildings</b>
10.1	<p>The Council does not have any buildings above 18 metres (which recent legislation regards as priority buildings) however, we are applying the principles to blocks of flats over 11 meters to ensure our homes are safe and secure and the responsibilities of the Council, tenants and leaseholders are clearly and regularly communicated.</p> <p>We define priority buildings as buildings which because of their construction, type, location or customer base, we will take extra measures . These buildings are listed below:</p> <ul style="list-style-type: none"> <li>• Vale View, Grange Road, Newark</li> <li>• Chatham Court, Newark</li> <li>• Lombard Street, Newark</li> <li>• Gladstone House, Bowbridge Road, Newark</li> <li>• The Broadleaves, Bishops Way, Boughton, Newark</li> </ul>
<b>11.0</b>	<b>Overview of Key Health and Safety Activities</b>
	The table below sets out all activities and responsibilities for the Council, tenants and leaseholders to help understand what we do, and how you can help.

Location	Activity	How Often?	What is it and who needs it?	Who is Responsible?
IN YOUR HOME	Gas Safety Check (inc. smoke alarm and Carbon Monoxide detector)	Every year	<p>This is a legal requirement to check that your gas boiler (heating) is working correctly and includes a check of your smoke alarms and Carbon Monoxide (CO) detector.</p> <p>We will contact you two months before your certificate expires to make an appointment to keep the anniversary date, like a car MOT.</p> <p>The check will take approximately 45-60 minutes depending on the type of appliance.</p>	<p>The Council – to carry out the check.</p> <p>Tenant – to give access to carry out the check and let us know as soon as possible if any detectors are broken and need replacing</p>
IN YOUR HOME	Electrical Safety Check	Every 5 years	<p>This is a legal check that your electricity supply is safe. We will contact you six months before your current certificate expires to make an appointment and keep the anniversary date, like a car MOT.</p> <p>The check takes approximately 2-3 hours depending on property size.</p>	<p>The Council – to carry out the check.</p> <p>Tenant – to give access to carry this out.</p>
IN YOUR HOME	Personal Emergency Evacuation Plans (PEEP)	Every year for Housing with Care	<p>A plan to ensure you can evacuate safely in the event of an emergency. This is carried out annually for housing with care properties and as needed in all other homes - If mobility issues are identified during a visit or you tell us you are struggling to move about your home without help, a plan will be agreed with you. This will take approximately 45-60 minutes. We will also carry out a person-centred fire risk assessment if we need to make sure we are managing any risks to your safety.</p>	<p>The Council for completing a plan.</p> <p>The tenant to keep us informed of any changes to health or circumstances that may make leaving the home quickly in the event of an emergency difficult.</p>
IN YOUR HOME	Hoist / Stairlift Safety	Every year	<p>If you have a stairlift or a hoist fitted in your home, this is a check to make sure it is safe and working properly. If you no longer need these aids, please contact us.</p> <p>This takes approximately 60 minutes to complete.</p>	The Council

Location	Activity	How Often?	What is it and who needs it?	Who is Responsible?
IN YOUR HOME	'Getting to Know You' Visit	Every 2 years	<p>This is a visit from our tenancy team to say hello, check we have up to date details for you and your family and ensure that your home is working well for you, including checking it is free from damp or mould.</p> <p>The time this takes depends on what you wish to discuss but usually between 30mins and an hour.</p>	The Council
IN YOUR HOME	Damp and Mould Surveys	On request	<p>This survey is to understand the cause of any damp or mould and to identify repairs needed to fix it.</p> <p>If you report damp or mould, our repairs call handlers will ask you a range of questions and arrange for a survey of your home. You can find more information on our website regarding what the survey is and timescales for repairs</p>	<p>The Council – to carry out a survey and repair where required.</p> <p>Tenant – to report any damp or mould concerns as soon as possible and provide timely access.</p>
IN YOUR HOME	Stock Condition Surveys	Every 5 years or on change of use	<p>An inspection to keep our records up to date on the condition of your kitchen, bathroom, windows, doors, roof and heating system. We also assess the safety of the property and the effect on the health and safety of current or future occupants.</p> <p>This takes approximately 45-60 minutes depending on the size of the property.</p>	<p>The Council – to carry out the survey.</p> <p>Tenant – to give access to carry this out.</p>
IN YOUR HOME - FLATS	Fire Door Inspection	Flat Doors – yearly	We need to inspect your front door every year to make sure it's in good condition.	<p>The Council – to carry out the check.</p> <p>Tenant – to give access to carry this out where required and notify us immediately if the door closer breaks or the door is damaged.</p>
IN YOUR BLOCK	Fire Door Inspection	Communal Doors – every 4-6 months	Entry and corridors doors to some block of flats will be inspected every 4 months ( <b>see Appendix A for list of properties</b> and for all remaining	The Council

Location	Activity	How Often?	What is it and who needs it?	Who is Responsible?
			blocks of flats, every 6 months for the communal fire doors.	
IN YOUR BLOCK	Fire Safety Information in Communal Areas	Every year	The Council provides information about the block of flats that may be required in the event of a fire and can be accessed by the Fire Service.	The Council
IN YOUR BLOCK	Passenger Lift Check	Monthly	This check ensures the safe operation of passenger lifts to ensure they remain in good condition.	The Council
IN YOUR BLOCK	Communal Area Check	Monthly	This is to ensure there are no flammable belongings or trip hazards that could prevent you from leaving your home safely and quickly in the event of a fire or emergency evacuation.  Where found, the team will speak to the owner (where known) to ask them to remove them within 24 hours. Where unknown, the owner, the belongings will be removed and stored for 28 days before disposal.	The Council
IN YOUR BLOCK	Fire Risk Assessment	Every 3 years with annual review	These are an essential element of fire safety management, to identify potential fire hazards and the people who may be affected, evaluate the risks and what needs to be done to reduce or remove risks.  Blocks of flats over 11m (see Appendix A) and extra care schemes are renewed every 3 years with reviews every year.	The Council
IN YOUR BLOCK	Fire Risk Assessment	Every 5 years with annual review	Any block of flats not listed in Appendix A will have a Fire Risk Assessment renewed every 5 years with a review every year as above.	The Council
IN YOUR BLOCK	Water Safety Check	Monthly	This check ensures there is no long-term standing water in the water supply.  All communal properties are checked on a monthly basis and all	The Council



Location	Activity	How Often?	What is it and who needs it?	Who is Responsible?
			systems are “flushed” to clear any standing water.	
IN YOUR BLOCK (If there is a balcony / external walkway)	Balcony Inspection	Every 5 years	This checks the condition of the balconies and external walkways.  A five-year cycle or when there are any major changes to the walkways.	The Council – to carry out the check.  Tenant – to give access to carry this out where required.
IN YOUR HOME / IN YOUR BLOCK	Asbestos Safety	Every year	These checks are carried yearly on all communal areas and also prior to any intrusive works on tenant homes or communal areas.  The surveying is to. <ul style="list-style-type: none"> <li>• find asbestos and record what it is, where it is and how much there is.</li> <li>• record how accessible it is, its condition, and any surface treatment.</li> <li>• record the asbestos type.</li> </ul>	The Council  For tenant to contact us if you want to make changes or improvements to your home <i>before</i> you begin.
IN COMMUNITY ROOMS	Fire Alarm Checks  Fire Alarm Servicing	Weekly  6 monthly	To test the fire alarm system to make sure it will activate in the event of a fire.	The Council
IN COMMUNITY ROOMS	Water Safety Check	Monthly	All community rooms are checked on a monthly basis and water systems flushed to ensure there are no longstanding water in the pipes.	The Council
IN YOUR NEIGHBOURHOOD	Play Park checks	Monthly	This check looks at the condition of the play equipment and ensure any defects are recorded and rectified.  Our grounds maintenance team carries out safety inspections and removes litter from all play parks once a week. We also complete an annual safety inspection which is part of our insurance requirements.	The Council
IN YOUR NEIGHBOURHOOD	Estate Walkabouts	Yearly (Schedule March – October)	This is a great way for you to help us keep our neighbourhoods clean, tidy and problem free and a chance to meet other residents, staff and	The Council

Location	Activity	How Often?	What is it and who needs it?	Who is Responsible?
			<p>agencies involved in maintaining standards in our communities.</p> <p>We aim to resolve issues within four weeks.</p>	<p>You can find more information on our website regarding the current estate walkabout schedule <a href="https://www.newark-sherwooddc.gov.uk/tenantengagement/">https://www.newark-sherwooddc.gov.uk/tenantengagement/</a></p>

## APPENDIX A

We define priority buildings as buildings which because of their construction, type, location or customer base, we will take extra measures . These buildings are listed below:

<b>Vale View, Newark</b>	<b>Housing with Care Scheme</b>	<b>Over 11 metres</b>
<b>Gladstone House, Newark</b>	<b>Housing with Care Scheme</b>	<b>Over 11 metres</b>
<b>Lombard Street, Newark</b>	<b>Construction</b>	
<b>Chatham Court, Newark</b>		
<b>The Broadleaves, Bishops Way, Boughton, Newark</b>	<b>Housing with Care Scheme</b>	