



**Service standard**

**Making sure your  
home is safe.**



This guide explains what Golden Lane Housing will do to help keep you safe in your home.

## Helpful words

### Compliance



The rules set by the Government about the safety checks we have to carry out on our properties.

### Compliance Officer



This is a trained member of staff from Golden Lane Housing who will visit your home and make sure all safety checks have been completed.

### Appliances



These are things in your home that use gas and electricity like an oven or a washing machine.

# To make sure your home is safe Golden Lane Housing will:



carry out a gas safety check every year or when you move into a new home to make sure your gas appliances like your oven or boiler are safe and working properly.



check that you have a working smoke detector.



carry out an electrical safety check every 5 years or when you move into a new home with Golden Lane Housing.



make sure all the wiring in your home is safe and carry out any work that is needed.

## To make sure your home is safe Golden Lane Housing will:



check for signs of damp, condensation or mould. If we find any damp, mould or condensation we will take photographs and report this to our Assets Team.



carry out works to fix homes where damp, mould and condensation has been found.



carry out a water safety check called a 'legionella risk assessment' to see if there are any areas where water is stored like a cold water tank.



arrange for a specific legionella risk assessment check where a home has a cold water tank.

## To make sure your home is safe Golden Lane Housing will:



carry out an asbestos management survey to check if there is any asbestos in your home.

Asbestos is a type of stone that was used when building homes because it was good at keeping heat in. It is found in older homes.



Asbestos can break up into tiny fibres and if it is damaged or is disturbed these fibres can be harmful to a person's health if breathed in.



If asbestos is found we will carry out work to make it safe by either removing it or covering it up.

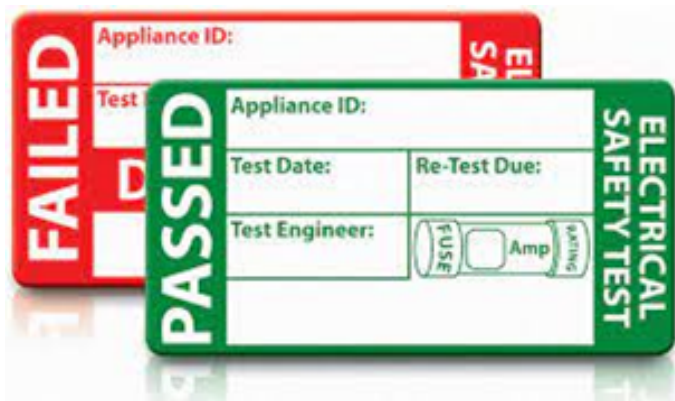


If there is asbestos in your home we will inspect it every year to make sure it is not damaged and that it is in a safe condition.

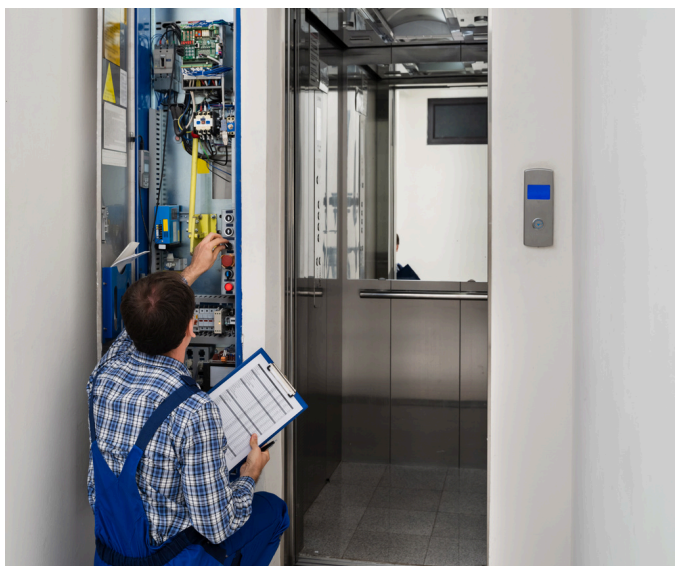
# To make sure your home is safe Golden Lane Housing will:



carry out a check called a 'portable appliance test' on any appliance that we supply for your use in your home this includes washing machines, fridges and tumble dryers.



put a sticker on all appliances we check to say when they were checked and if they are safe. We do not test appliances you own but will give you information about keeping them in good condition.



carry out a check every 2 years on any specialist equipment like lifts, hoists and make sure any repairs are completed quickly.



carry out a check called a LOLER check, if the equipment is used for lifting people like hoists and passengers lifts.

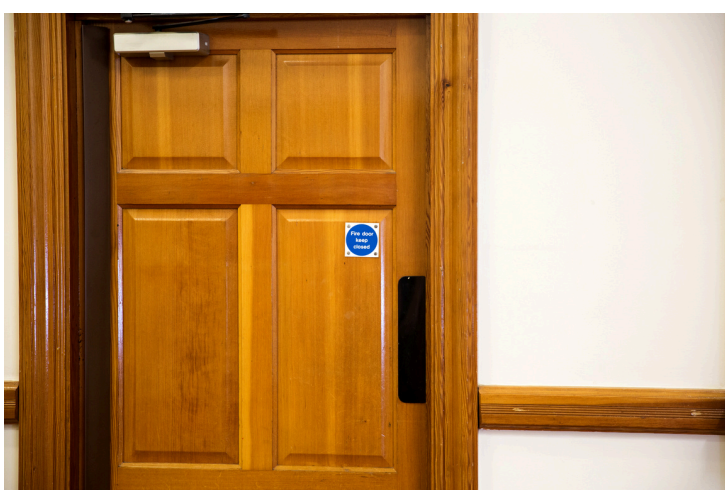
# To make sure your home is fire safe Golden Lane Housing will:



carry out a check called a fire risk assessment every 2 years to check that your home is safe in the event of a fire.



make sure you have a plan to get out as quickly and safely as possible and that all exits are clear and it is easy to leave the building in an emergency.



check you have the correct doors for your home and that they fit well.



make sure your smoke detectors are all linked so you will know if a fire breaks out anywhere in the building.

# To make sure your home is safe Golden Lane Housing's Compliance Officer will:



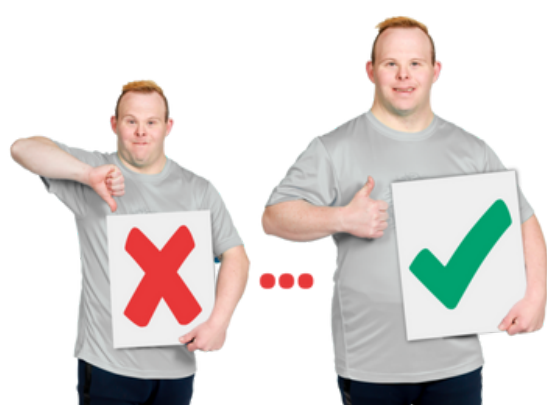
visit your property every year to make sure your home is assessed for fire safety.



work with you and your support to help arrange visits to your home for essential safety checks and talk to you about any changes we plan to make and ask you how you feel about any changes.



If you break the rules of your tenancy about safety, we will work with you to make an action plan to make things better and help you.



ask you about how we can improve the service.



For alternative versions of this guide, please  
contact the Communications Team:  
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