



Queens
Cross
Housing
Association



*YOUR HOME
SAFETY*

KPM
TO
LET
0141 332 883

HOME SAFETY

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We want to make sure that you feel safe and secure at home. Here's some practical guidance that will help keep you, your family and your home safe.

FIRE SAFETY

Keep You & Your Home Safe

To help keep you safe from fire:

- Plan an escape route.
- All our homes have at least one smoke alarm fitted that is wired to the main electric supply.
- Fit extra smoke alarms so there is one on each level of your home.*
- Test all smoke alarms every week.
- Make sure smoke alarm batteries are changed annually.
- Don't overload plug sockets.
- Ensure that cigarettes are properly put out.
- Learn how to deal with small kitchen fires.*
- Take care when using candles. Keep them away from flammable objects and don't leave them unattended.
- Don't clutter stairs and corridors of your home or building. They may be your escape route.

*See advice, page 4.

Multi-Storey Flats

The Scottish Fire and Rescue Service (SFRS) recommends that, unless a fire is in your home, people in multi-storey buildings should stay in their home.

The walls, stairs, corridors and doors between flats are specially designed to resist fire and stop the spread of smoke so keep them clear of furniture or rubbish that might burn.

Roads and other areas have been designed so that emergency vehicles can get as near to the flats as possible. 'Do not leave rubbish in common areas or drop cigarettes down refuse chutes.

Remember that you should never use lifts in the event of a fire.

IF A FIRE BREAKS OUT IN YOUR HOME

- Alert any other people in your home.
- Leave the room at once and close the door. Don't attempt to tackle the fire yourself.
- Leave the building. When everyone is out, close the front door. Don't use balconies unless they are part of an official escape route.
- Call Scottish Fire and Rescue Service on 999.
- Complete an online form.

GET A FREE FIRE SAFETY VISIT

The Scottish Fire and Rescue Service offer everyone in Scotland a free home fire safety visit. They can also fit smoke alarms free of charge.

You can get in touch in a number of ways:

- Visit www.firescotland.gov.uk.
- Freephone **0800 0731 999**.
- Call your local fire station (**see overleaf**).
- Text "**FIRE**" to **80800** from your mobile phone.

LOCAL FIRE STATIONS

Maryhill

775 Maryhill Road, Glasgow, G20 7TL
Telephone: **0141 946 2223**

LOCAL FIRE STATIONS (cont.)

Cowcaddens

91 Port Dundas Road, Glasgow, G4 0ES
Telephone: **0141 302 3111**

Yorkhill

200 Kelvinhaugh Street, Glasgow, G3 8QS
Telephone: **0141 338 6400**

Springburn

Midton Street, Glasgow, G21 4RS
Telephone: **0141 558 2223**

GAS SAFETY

If you smell gas:

1. Make sure that all windows and doors are open.
2. Don't switch anything electrical on or off in case it causes a spark.
3. Close off the gas supply at the meter control valve, if you know where it is.
3. Once you are out in the fresh air, call National Grid's gas emergency freephone number **0800 111 999**.

Gas Servicing

If you're using gas appliances, like a gas cooker or fire, in your home make sure. So it's vital that you allow access to your property for gas maintenance visits and safety checks to take place.

If you don't provide access then we may take steps to get into your property by other means.

A Gas Safe registered engineer will carry out the service. A record of the service will be kept for two years and a copy given to you within 28 days of the service.



If you're a new tenant, you'll be given a copy of the service record before you move in.

To book a gas service appointment, or to find out more about gas servicing call **0808 143 2002**.

GAS APPLIANCE SAFETY

If you're using gas appliances in your home make sure:

- There's an adequate air supply to help the complete combustion of gas.
- The flue is operating efficiently to remove any combustion products (including carbon monoxide).
- Ventilation is never blocked.
- Flues are kept clear at all times.
- Your appliance is regularly checked, and you allow a Gas Safe registered engineer access to your home for annual servicing.

Not having these safety measures in place can result in a build-up of dangerous levels of carbon monoxide, which can have fatal consequences.

To find out more, visit the Health and Safety Executive website at **www.hse.gov.uk/Scotland** or call **0300 003 1747**

Carbon Monoxide Safety

All of our homes with gas appliances are installed with a carbon monoxide detector. This is a device similar to a smoke alarm, fitted on your ceiling close to a gas appliance.

An alarm will sound in the presence of carbon monoxide. If this happens, call National Grid's emergency helpline on **0800 111 999**.

When our staff carry out a gas service in your home, they'll also check that your carbon monoxide alarm is working. If your carbon monoxide alarm is broken or you suspect a fault, call us on **0808 143 2002** immediately.

LEGIONELLA

The legionella bacteria can cause a pneumonia-like illness called Legionnaires' disease.

Who's at risk?

Everyone's susceptible to infection however some people are at higher risk including:

- People over 45 years of age
- Smokers and heavy drinkers
- People suffering from chronic respiratory or kidney disease
- Anyone with an impaired immune system.

Where is it found?

Legionella bacteria is in the natural environment and may contaminate and grow in water systems including hot and cold water systems in our homes.

The bacteria survive low temperatures and thrive at temperatures between 20-45°C if conditions are right. They are killed by high temperatures at 60°C or above.

Domestic hot and cold water systems can provide an environment where legionella bacteria can grow.

Legionnaires' disease can be caused by inhaling small droplets of contaminated water containing legionella bacteria.

What should I do?

Although Queens Cross must take precautions on legionella being present in hot or cold water systems in homes, you have an important part to play in preventing this nasty disease.

Follow these guidelines to minimise the risk of Legionnaires' disease in your home. Most importantly, make sure that:

- Hot water is kept hot
- Cold water is kept cold

Also:

- Contact us if the boiler or hot water tank in your home isn't working properly – especially if water is not coming out of the taps at a high enough temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.
- Do not interfere with the settings on your boiler or hot water system. The hot water system should be set so that water is heated up to 60°C.
- Tell us if cold water is still running warm after you have run off any water which may have gathered in pipes. Cold water should not be above 20°C.
- Tell us if there's debris or discolouration in the water or any other problems that you're concerned about.

If your shower is used only occasionally then flush it through by running the water for at least 2 minutes once a week. As far as possible, keep out of the way whilst this is being done.

Also clean the shower head to descale and disinfect it. This should be done at least every three months.

Run taps for 2 minutes when you come back from a break, when you take a holiday or are away from home for any length of time. Make sure that you run all hot and cold water taps for 2 minutes when you return.

ASBESTOS

What is it?

Asbestos is a natural mineral made up of small fibres which were added to building materials until it was banned in 1999. ACMs (asbestos containing materials) are not a significant health risk if they are in good condition and not disturbed. It is only if ACMs are disturbed or damaged, this can cause asbestos fibres to be released into the air. Serious health problems can result if these fibres are inhaled.

Where would I find it?

Asbestos is most commonly found in textured coatings (artex or similar), but can also be commonly found in wall boards, plaster finishes, spray coating to pipework, lagging around pipework/cylinder, water tanks, backboards or boiler/distribution boards or bath panels.

What should I do?

Most homes built between the 1930s and 1980s have some form of asbestos. However asbestos can't harm you unless you breathe in its fibres. This means it's safe to live in a home with asbestos present as long as the asbestos remains undamaged so it isn't giving off dust.

Asbestos can become dangerous if it's disturbed through DIY, for example. So, before carrying out any DIY at home, or if you think you might have damaged or disturbed asbestos in your home, contact a member of our Technical Services team on 0808 143 2002.

What's Queens Cross doing?

We have an Asbestos Management Plan in place, which outlines how we manage asbestos to minimise exposure.

We also have an asbestos register, pinpointing where asbestos containing materials are known to exist in our neighbourhoods.

If necessary, we carry out a survey to find out whether there are any materials with asbestos in your home and, if so, what condition they are in.

If any are in a dangerous condition we arrange for them to be contained or removed as soon as possible. However, materials that are not in a dangerous condition will not always be removed.

BOGUS CALLERS

Don't let unidentified callers in to your home.

If anyone tries to gain entry to your home or if you're suspicious, call us or the police (emergency calls, dial 999; non-emergency calls, dial 101).

All of our staff and contractors carry photographic identification badges. Each badge has the Queens Cross logo or our contractor's logo, the staff member's name and a telephone number printed on it.

Always check the identification of any callers to your home. Photographic identification provided by any organisation, such as Scottish Gas, should always have a phone number on it so you can call to check their identity.

Remember you can call us on **0808 143 2002** and check anyone who says they're from Queens Cross Housing Association or working on our behalf.

Let a member of your housing team know of any bogus caller attempts. This helps us stay aware of bogus callers, so we can take action.

**Queens Cross Housing
Association**

45 Firhill Road,
Glasgow G20 7BE

**Westercommon Housing
Office**

2 Westercommon Drive
Glasgow
G22 5PG

Dundasvale Housing Office

Flat 1/1, 6 Dundasvale Court
Glasgow
G4 0DG

Call:

0808 143 2002

Email:

contactus@qcha.org.uk

Visit:

www.qcha.org.uk



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