SOUTHSIDE
housing association









Your Home Safety Guide

Practical information to help keep you, your home and your neighbours safe

impacting and improving people's lives in a positive way

Welcome to Your Home Safety Guide

Southside Housing Association wants you to feel safe and confident in your home. This guide brings together practical information about some of the main safety issues you may come across during your tenancy.

Different homes and buildings have different equipment and arrangements, so not every section will apply to every property. Please follow any additional information or notices provided specifically for your home or building.

What this guide covers

- Reporting repairs and safety concerns
- Fire safety and fire doors
- Gas safety and carbon monoxide
- Electrical safety
- Heating and hot water
- Water safety
- Damp, mould and condensation
- Asbestos
- Access for safety checks and repairs
- Communal areas & security
- Alterations and DIY
- Preventing Slips, trips and falls
- Lifts
- Pests and waste

Please tell us if something isn't right

You know your home better than anyone. If you notice a fault, damage or something that does not seem safe, please tell us. Reporting problems early can help us investigate the cause and arrange any work that is needed.

For repairs and safety concerns, phone Southside Housing Association on 0141 422 1112 and choose the option for Repairs.

For emergency repairs outside normal office hours, call the same number and you will be directed to the out-of-hours service.

Help us keep your home safe

From time to time, we need access to your home to carry out safety checks, servicing, inspections or repairs. Please keep appointments where possible and let us know as soon as you can if an appointment needs to be rearranged.

Please do not alter, remove or interfere with safety equipment or building systems provided by Southside Housing Association. If you are unsure whether you can make a change, contact us first.

If there is an immediate danger to life, such as a fire or serious medical emergency, call 999.

Reporting Repairs & Safety Concerns



Please tell us when something in your home or building needs to be repaired. Reporting problems early can help prevent further damage and keep you and your neighbours safe.

How to report a repair

The quickest way to report a repair is to phone Southside Housing Association on 0141 422 1112 and choose option 1 for Repairs.

For non-emergency repairs, you can also use the repair reporting options on our website.

When you report a repair, please give us as much information as you can, including where the problem is and what you have noticed.

Report safety concerns straight away

Some problems should be reported as soon as you notice them. These may include:

- Exposed or damaged electrical wiring, sockets or switches.
- A major water leak or water coming through a ceiling.
- A ceiling, wall, floor, stair or handrail that appears unsafe.
- A damaged fire door, smoke alarm or other fire safety equipment.
- A communal entrance door or lock that is damaged and cannot be secured.
- A heating or hot water fault, particularly during cold weather.
- Damp or mould, particularly if it is spreading, recurring or linked to a leak or property defect.
- Anything else that you think could cause immediate harm or further damage.



If you are unsure whether something is urgent, phone us and explain what has happened. We can decide what action is needed.

Emergency repairs - day or night

Emergency repairs can be reported 24 hours a day by calling 0141 422 1112.

Outside normal office hours, your call will be directed to the out-of-hours emergency service.

An emergency repair is a problem that creates an immediate risk to people or the property and cannot safely wait for a normal repair appointment.

Do not use an online form or email for an emergency - please phone us so the problem can be dealt with as quickly as possible.

When to call 999

Some situations need the emergency services rather than a repairs appointment. Call 999 if there is an immediate danger to life, such as a fire, serious injury or another emergency that needs Police, Fire or Ambulance assistance.

Once everyone is safe, please also let Southside Housing Association know if the incident has damaged your home or the building.

Help us understand the problem

When you contact us, it helps if you can tell us:

- Exactly where the problem is.
- What has happened and when you first noticed it.
- Whether the problem is getting worse.
- Whether anyone is at immediate risk.
- Whether water, electricity, heating or another service has been affected.

We may ask for more information or arrange for a member of staff or contractor to inspect the problem before deciding what work is required.



Photos can help

You can upload photos when reporting a repair through our online form. They can help us understand the problem and may make it easier to arrange the right repair.

If the issue is urgent or could affect your safety, do not delay reporting it while trying to take or upload photos. Please phone Southside Housing Association and choose the option for Repairs.

If you do upload photos, try to include a clear picture of the problem and, where useful, one showing the surrounding area.

Please give us access

We may need access to your home to inspect a problem, carry out a repair or complete an important safety check.

- Please keep agreed appointments where possible.
- Let us know as soon as you can if you cannot make an appointment.
- Make sure we can safely reach the area that needs to be inspected or repaired.
- Do not prevent access to equipment such as the fuse box, boiler, hot water cylinder or other equipment that needs to be checked.



Some safety inspections and repairs are essential. If we cannot gain access, we may need to contact you again and take further steps to make sure the work can be completed.

If a problem comes back

Please contact us again if a repair has been completed but the problem returns, does not improve or you notice something new.

Do not assume that we already know about a recurring problem - reporting it again helps us investigate what is causing it.

Do not carry out unsafe repairs yourself

Do not attempt repairs or alterations to Southside Housing Association electrical, gas, heating, hot water, fire safety or other building systems yourself.

If something needs changed or repaired, contact us first so we can arrange the correct work.

More information

You can find current information about reporting repairs on the Southside Housing Association website:

www.southside-ha.org/report-a-repair/

Fire Safety – Keeping You and Your Home Safe



Most fires in the home can be prevented by taking a few simple precautions.

Smoke, heat and interlinked alarms

Your home is fitted with fire detection to warn you if there is a fire.

In all our homes, the alarms are interlinked. This means that if one alarm detects smoke or heat, the other linked alarms will also sound. This helps make sure you are warned quickly, even if the fire starts in another room.

- Never remove, cover, paint over or interfere with an alarm.
- Do not disconnect an alarm because it has gone off accidentally.
- If an alarm sounds accidentally, for example because of cooking or steam, open windows if needed and let us know if the alarm keeps sounding or does not seem to be working properly.
- Let us know straight away if an alarm is damaged, missing, keeps sounding for no clear reason or does not appear to be working properly.
- If your alarms sound and you think there may be a fire, get yourself and everyone else to safety and call 999.

Your front door is an important fire door

If you live in a flat, your main entrance door may be a fire door. It is designed to help stop fire and smoke spreading between your home and the common stair or corridor.

This door is important for both your safety and the safety of your neighbours.



- Keep the door in good condition.
- Do not remove or interfere with the door closer, seals, hinges or other fittings.
- Do not drill into, cut, replace or alter the door. If you think a change is needed, contact Southside Housing Association first.
- The door should close fully into the frame on its own.

Please tell us if:

- The door does not close properly.
- The door closer is broken or disconnected.
- There are large gaps around the door.
- The door, frame, hinges or seals are damaged.
- Any part of the door has been altered or damaged.

If you are unsure whether there is a problem with your door, please report it and we can check it.

Keep common escape routes clear

Common stairs, landings and corridors are escape routes and must be kept clear at all times.

In an emergency, you and your neighbours may need to use these areas quickly, possibly in smoke or poor visibility. Firefighters may also need clear access through them.

Please do not leave or store items such as:

- Bikes or e-bikes.
- Prams or buggies.
- Mobility equipment unless an agreed safe storage area has been provided.
- Furniture.
- Shoes or household items.
- Boxes, rubbish or recycling.
- Mats, plant pots or decorations that could cause an obstruction.



Do not charge e-bikes /scooters or their batteries in common stairs, landings or corridors.

Do not place anything in a common area that could block or narrow an escape route, create a trip hazard or add to the spread of a fire.



As part of your tenancy agreement, we may ask you to remove any items left in common stairs, landings or corridors if they could block an escape route or create a fire risk.

Communal fire doors must also be kept closed and must never be wedged open.

If you see an escape route that is blocked, or a communal fire door that is damaged or not closing properly, please report it to us.



If there is a fire

If there is a fire in your home:

- Get out as quickly and safely as you can.
- Do not stop to collect belongings.
- Close doors behind you if it is safe to do so.
- Do not use a lift during a fire.
- Call 999 once you are somewhere safe.
- Never go back into the property until you are told it is safe.

If you live in a block of flats, the fire advice for your building may be different depending on its design. Please follow the fire action notices displayed in your building.

Communal fire safety equipment

Some buildings have communal fire alarms, emergency lighting and smoke vents.

We regularly test this equipment to make sure it is working properly. This may include weekly fire alarm testing and emergency lighting checks.

You may occasionally hear alarms sounding briefly during routine weekly testing.

Please do not interfere with, cover, damage or disconnect any fire safety equipment.

Smoke vents must never be forced open or held open. They are designed to operate as part of the building's fire safety system.

Please report any damaged or tampered-with equipment to Southside Housing Association.

Cooking safely

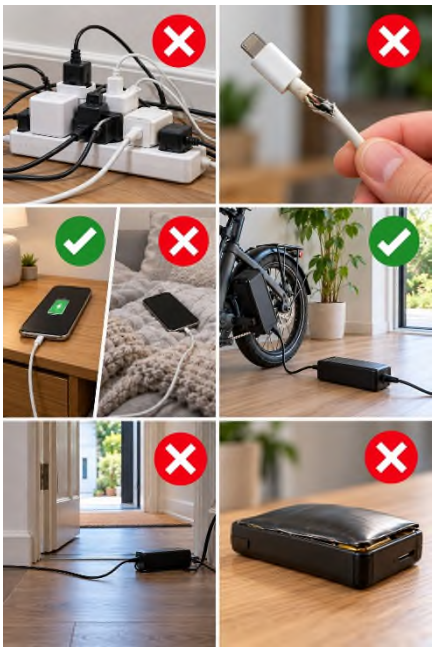
Cooking is one of the most common causes of fires in the home.

- Do not leave cooking unattended.
- Keep tea towels, packaging and other items away from the hob.
- Take extra care when cooking with oil.
- Keep your cooker and grill clean to prevent grease building up.
- Never try to put out an oil or chip-pan fire with water.
- Take extra care when cooking if you are tired or have been drinking alcohol.

If a fire starts and you cannot put it out safely, leave the property and call 999.

Electrical items and charging

- Do not overload sockets or extension leads.
- Stop using damaged plugs, cables or electrical items.
- Avoid charging phones, laptops, e-bikes or e-scooters on beds, sofas or other soft furnishings.
- Do not leave batteries or electrical devices charging where they could block your way out.
- If a battery becomes very hot, starts swelling, smells unusual or becomes damaged, stop using it.
- Use the correct charger for the device and avoid leaving e-bike or e-scooter batteries charging unattended.



Candles, smoking and naked flames

- Never leave candles or other naked flames unattended.
- Keep candles away from curtains, furniture and anything that could catch fire.
- Make sure cigarettes are fully extinguished.
- Never smoke in bed.

Medical Oxygen

If you or someone in your household uses medical oxygen, take extra care around anything that could start a fire. Oxygen itself does not burn, but it can make other materials catch fire more easily and burn much faster.

- Never smoke or use e-cigarettes while oxygen is being used, and do not allow anyone else to smoke nearby.
- Keep oxygen equipment away from cookers, heaters, candles, open flames and other sources of heat or sparks.
- Do not charge phones, tablets, e-cigarettes, mobility scooters or other electrical devices near oxygen equipment.
- Turn the oxygen supply off when it is not being used and follow the storage and safety instructions provided by your oxygen supplier.
- Tell Scottish Fire and Rescue Service that medical oxygen is being used in your home so they can provide appropriate fire-safety advice.



Emollient creams and skin products

Some moisturising creams, ointments and skin treatments can soak into clothing, bedding and furniture and make the fabric burn more easily.

- Keep clothing, bedding and dressings that may contain emollient products away from cigarettes, naked flames and heaters.
- Change and wash clothing and bedding regularly to reduce the build-up of these products.
- Take particular care if you smoke or spend long periods in a bed or armchair.

Balconies and communal areas

If you have a balcony:

- Do not use barbecues or open flames.
- Do not allow rubbish or other items that could burn to build up.
- Dispose of cigarettes safely.
- Never throw cigarettes or other smoking materials from balconies

Common areas must be kept clear and fire safety equipment must not be damaged, covered or interfered with.

Going away?

Before leaving your home for a few days:

- Switch off electrical items that do not need to remain on.
- Do not leave appliances charging.
- Make sure cookers and other heat-producing appliances are switched off.

Tell us about problems

Please contact Southside Housing Association if you notice:

- A damaged, missing or faulty smoke or heat alarm.
- A flat entrance fire door that does not close properly.
- Damage to a fire door, closer, frame or seals.
- A smoke vent that appears damaged, has been forced open, or does not appear to be working properly.
- Items blocking a communal stair, landing or corridor.
- A communal fire door being wedged open or not closing properly.
- Damage to emergency lighting, fire alarms or other fire safety equipment.
- Anything else you think could make it more difficult to leave the building safely.

If you might need help in a fire

If you or someone in your household may have difficulty getting out of your home in an emergency because of reduced mobility, disability or another reason, Scottish Fire and Rescue Service can provide individual fire-safety advice through a free Home Fire Safety Visit.

Further Information

For free home fire safety advice, including a Home Fire Safety Visit where appropriate, visit the Scottish Fire and Rescue Service website or call 0800 0731 999.

Remember: If there is an immediate danger or a fire, call 999.

Gas Safety & Carbon Monoxide

– Keeping You and Your Home Safe



Gas appliances need to be checked and maintained properly. Regular safety checks, sensible use and reporting problems quickly all help keep you, your household and your neighbours safe.

Your annual gas safety check

Southside Housing Association must carry out a gas safety check in homes where we provide gas appliances or a gas heating system. This is carried out every year so that problems can be found and dealt with before they become dangerous.

You will be given a copy of the gas safety record after the check is completed.

Our gas maintenance contractor's operatives will wear branded clothing and carry photographic identification, which you can ask to see before allowing them into your home.

During the visit, the engineer will carry out the required safety checks on the boiler and any landlord-owned gas appliances that apply to your home. They will also check relevant flues, ventilation, safety devices and gas installations for signs that something is not operating safely.

The check helps reduce the risk of gas leaks, fire, explosion and carbon monoxide poisoning.

Please give us access

We will contact you in advance and give reasonable notice when your annual gas safety check is due.

- Please keep the appointment where possible.
- If the appointment does not suit, use the contact details provided in your appointment letter or message to rearrange it. If you cannot get through, contact Southside Housing Association.
- Make sure the boiler, gas meter and any gas appliances that need checked can be reached safely.
- You can arrange for a trusted adult to provide access if you cannot be there yourself.

It is important that the annual check is completed on time. If we are repeatedly unable to gain access, we may need to take formal action to gain entry in line with your tenancy or lease arrangements. This can include forced access where permitted, and costs may be recharged where appropriate.

If you smell gas

If you smell gas or think there may be a gas leak, call the National Gas Emergency Service immediately on 0800 111 999.

If it is safe to do so:

- Open doors and windows to let fresh air in.
- Turn off the gas supply at the meter and turn off gas appliances.
- Do not smoke or use matches, candles or any other naked flame.
- Do not switch electrical lights, plugs or appliances on or off, as a spark could ignite leaking gas.

The National Gas Emergency Service is available 24 hours a day. Follow any instructions given by the emergency adviser or engineer.

Carbon monoxide (CO)

Carbon monoxide is a poisonous gas that you cannot see, smell or taste. It can be produced when gas or other fuels do not burn properly.



Possible signs of carbon monoxide exposure can include:

- Headaches or dizziness.
- Feeling sick or unusually tired.
- Confusion or feeling generally unwell.
- Shortness of breath or chest pain.

These symptoms can have many causes, but if you are concerned about carbon monoxide, get everyone into fresh air, open doors and windows if it is safe to do so, and call the National Gas Emergency Service on 0800 111 999.

If someone has collapsed, is seriously unwell or there is an immediate medical emergency, call 999.

Your carbon monoxide alarm

Where your home has a fixed fuel-burning appliance or flue that requires CO detection, a carbon monoxide alarm will be fitted.

- Never remove, cover, disconnect or interfere with the alarm.
- Do not remove batteries or disable the alarm because it has sounded.
- Do not cover the alarm or place furniture or other items in front of it.
- Tell us if the alarm is damaged, missing, keeps sounding for no clear reason or does not appear to be working properly.
- If the CO alarm sounds, treat it seriously. Get into fresh air and call the National Gas Emergency Service on 0800 111 999.

Look out for warning signs

Please contact us if you notice anything unusual with a gas appliance, boiler, flue or gas pipework. Warning signs can include:



- Soot, black marks or staining around an appliance or flue.
- A flame that looks unusual, particularly if it is yellow or orange rather than a steady blue flame where a blue flame would normally be expected.
- A pilot light that repeatedly goes out.
- Unusual smells, noises or repeated boiler faults.
- Damage to a flue, ventilation grille, appliance or gas pipework.

If you think an appliance may be unsafe, stop using it and report it. Do not use it again until a Gas Safe registered engineer has confirmed that it is safe.

Do not block vents or flues

Ventilation openings and flues are there for a reason. They allow appliances to operate safely and help combustion gases leave the property.

- Do not cover or block ventilation grilles.
- Do not alter, remove or interfere with a flue.
- Do not build cupboards, shelving or other fittings around gas equipment without permission.
- Report any damage or anything that appears to be blocking a vent or flue.

Gas appliances that belong to you

If you own a gas appliance, such as a gas cooker, you are responsible for keeping it in a safe condition and using it in line with the manufacturer's instructions.

- Any gas work must be carried out by a Gas Safe registered engineer.
- Do not connect, disconnect or alter a gas cooker or other gas appliance yourself.
- Do not arrange alterations to SHA gas pipework or installations without our permission.
- Never remove a cap or reconnect a gas supply that has been capped or isolated by Southside Housing Association or a gas engineer.

If an engineer says an appliance is unsafe



A Gas Safe engineer may switch off, disconnect or label an appliance if they find that it is unsafe.

Do not reconnect, restart or use the appliance until a Gas Safe registered engineer has confirmed that it is safe to do so.

Portable gas and paraffin heaters

As stated in your tenancy agreement, paraffin heaters and Calor gas appliances must not be used as an alternative way of heating your home. Paraffin or Calor gas appliances must not be stored in your home.

Boiler faults and repairs

If your boiler or another SHA gas appliance is not working properly, report it to Southside Housing Association Repairs on 0141 422 1112 and choose the option for Repairs. Outside normal office hours, the call will be directed to the out-of-hours service.

If you smell gas, suspect a gas leak or are concerned about carbon monoxide, do not wait for a routine repair appointment - call the National Gas Emergency Service on 0800 111 999.

Tell us about problems

Please contact Southside Housing Association if you notice:

- A fault or repeated problem with your boiler or another SHA gas appliance.
- Damage to a flue, vent, gas pipework or gas meter area.
- A damaged, missing or faulty carbon monoxide alarm.
- An appliance that has been isolated or labelled unsafe and you need advice about what happens next.
- Anything else involving the gas installation that you think may be unsafe.

Remember: If you smell gas or suspect carbon monoxide,
call the National Gas Emergency Service immediately on 0800 111 999.

Electrical Safety – Keeping You and Your Home Safe



Electricity is part of everyday life, but damaged or overloaded electrical equipment can cause fires, electric shocks or serious injury.

Regular electrical safety checks, together with reporting faults quickly, help keep you and your home safe.

Please tell us if you notice:

- A cracked or damaged socket or switch.
- A socket, plug or cable that feels unusually hot.
- Burning smells, buzzing or crackling sounds.
- Scorch marks around plugs or sockets.
- Exposed or damaged wiring.
- Lights that keep flickering or electrics that keep tripping.

Do not try to repair fixed wiring, sockets, switches or your fuse box yourself.

Do not overload sockets

Too many electrical items plugged into one socket can cause overheating and increase the risk of fire.



- Avoid plugging several high-powered appliances into the same extension lead.
- Do not plug one extension lead into another.
- Use extension leads only when necessary.
- Stop using an extension lead if the plug, cable or socket becomes damaged or unusually hot.

Check your electrical appliances

Look after your own electrical equipment and stop using anything that appears damaged or unsafe.

Check for:

- Frayed or damaged cables.
- Loose or damaged plugs.
- Cracked casings or exposed parts.
- Burn marks, unusual smells or sounds.

If you are unsure whether an appliance is safe, stop using it until it has been checked by a suitably qualified person.

Charging phones, laptops, e-bikes and e-scooters

Rechargeable batteries can become a fire risk if they are damaged, faulty or charged incorrectly.

- Use the charger supplied with the device, or a compatible replacement from a reputable manufacturer. Stop using and replace any charger that is damaged.
- Do not charge devices on beds, sofas or other soft furnishings.
- Do not cover devices while they are charging.
- Never charge or store e-bikes or e-scooters in common stairs, landings or other escape routes.
- Stop using a battery if it becomes very hot, starts swelling, leaks, smells unusual or is damaged.

Where possible, unplug devices once they are fully charged. Avoid leaving e-bike or e-scooter batteries charging unattended or while you are asleep.

Electricity and water do not mix

- Do not use mains-powered electrical appliances near a bath or shower.
- Never handle plugs or electrical equipment with wet hands.
- Do not place electrical items where they could fall into water.
- If water is leaking onto or near electrical equipment, keep away and report it immediately.

Your fuse box or consumer unit

Your fuse box, or consumer unit, helps protect the electrical system in your home.

If a switch trips and there is no burning smell, visible damage, water nearby or other obvious danger, you can switch off or unplug the appliance you were using and reset the switch once. If it trips again, leave it off and contact us.

Do not remove covers or attempt repairs to the consumer unit yourself.

Electrical alterations and DIY

Do not make alterations to the fixed electrical installation in your home without written permission from Southside Housing Association.

This includes things such as:

- Adding or moving sockets.
- Changing fixed lighting or wiring.
- Installing an electric shower.
- Installing outdoor electrical supplies.

Any electrical work that we approve must be carried out by a suitably qualified person and meet the required electrical safety standards.

Electrical safety checks – please give us access

We carry out an Electrical Installation Condition Report (EICR) in our homes at least every five years. This checks the fixed wiring, sockets, switches and consumer unit to make sure the electrical installation remains safe.

The inspection can identify faults that may not be obvious before they become dangerous.

When your home is due an electrical safety check, please help us by:

- Keeping your appointment where possible.
- Letting us know as soon as possible if the appointment is not suitable so another can be arranged.
- Making sure we can get to sockets, switches, the fuse box and other electrical points that need to be checked.

It is important that we can get access to complete these checks. Your tenancy agreement requires you to allow reasonable access for essential safety checks and any necessary repairs. If we cannot complete an electrical safety check, we may need to take further steps to gain access so that we can make sure the electrical installation in your home is safe. Where appropriate, costs associated with gaining access may be recharged.

Southside Housing Association supplied appliances

If Southside Housing Association has supplied an electrical appliance as part of your tenancy, please look after it and tell us if it becomes damaged or stops working safely.

SHA-supplied portable electrical appliances may also be included in our Portable Appliance Testing (PAT) programme, and we may contact you when testing is due.

Do not dismantle or try to repair an SHA-owned electrical appliance yourself.

Tell us about problems

Please contact Southside Housing Association if you notice:

- Damage to sockets, switches, wiring or the consumer unit.
- Burning smells, scorching, buzzing, unusual heat or repeated tripping.
- Water leaking near electrical equipment.
- Any other electrical issue that you think may be unsafe.

Remember: If there is an electrical fire, smoke or an immediate danger, leave the property safely and call 999.

Heating & Hot Water Safety – Keeping You and Your Home Safe



Different Southside Housing Association homes have different types of heating and hot water systems. Using the controls normally provided is fine, but please do not alter, dismantle or interfere with the system itself.

If your home is at Moss Heights



All Moss Heights homes are supplied by a communal heating system. The Heat Interface Unit (HIU) in your home transfers heat from the communal system to provide your heating and hot water.

- Use the normal heating and hot water controls provided in your home, but please do not remove covers or adjust valves, pipework or other parts of the HIU.
- Keep the area around the HIU clear enough for it to be inspected, serviced or repaired safely.
- Report loss of heating or hot water, leaks, unusual noises or any visible damage to us.

Unvented hot water cylinders

Some of our homes have an unvented hot water cylinder. These store hot water under pressure and have safety controls built into the system.

- Do not adjust or interfere with the valves, controls or discharge pipework connected to the cylinder.
- Do not block, cap or alter any discharge pipe.
- Report water dripping or flowing from a discharge pipe, unusual noises, leaks, or a sudden change in your hot water supply.
- If you are unsure whether something is normal, please report it and we can check it.
- Water coming from a discharge pipe may be very hot, so do not touch it.

Air source heat pumps

Some homes use an air source heat pump. Heat pumps work differently from traditional boilers and usually work best when they are allowed to run steadily.

- Use the normal controls provided, but avoid changing installer settings or switching the whole system off for long periods, particularly during cold weather.
- Keep the outdoor unit clear of bins, bikes, leaves and other items so air can move freely around it.
- Do not cover the outdoor unit or try to remove ice with tools or boiling water.
- Report loss of heating or hot water, unusual noises, leaks, damage or heavy icing that does not clear during normal operation.



Portable heaters

If you need temporary extra heating:

- An oil-filled electric radiator is generally a safer option than a heater with an exposed or very hot heating element.
- Keep portable heaters well away from curtains, furniture, bedding and anything else that could catch fire.
- Never cover a portable heater or use it to dry clothes.
- Plug heaters directly into a wall socket where possible and avoid using extension leads.
- Switch portable heaters off when you leave the room or go to bed.

Hot water

Your hot water should heat normally, but take care to avoid burns and scalds, particularly with children or anyone who may be more vulnerable.

- Tell us if your hot water is not getting properly hot, suddenly becomes much hotter than normal, or the temperature changes unexpectedly.
- Do not alter thermostats, safety valves or other controls on cylinders, HIUs or heat-pump equipment unless they are normal user controls.

Report heating or hot water problems

Please telephone Southside Housing Association on 0141 422 1112 and choose the option for Repairs if you have a problem with your heating or hot water.

Outside normal office hours, your call will automatically be directed to the out-of-hours service.

Please report:

- Loss of heating or hot water.
- Leaks or water coming from heating or hot water equipment.
- Unusual noises, smells or visible damage.
- A system that repeatedly switches off or does not appear to be working normally.
- Any concern about the safe operation of your heating or hot water system.

Please report a complete loss of heating or hot water as soon as possible, particularly during cold weather or if anyone in the household may be vulnerable.

Access for servicing and repairs

We need access to heating and hot water equipment from time to time so that it can be inspected, serviced or repaired safely.

- Please keep appointments where possible and make sure equipment such as HIUs, cylinders and heating controls can be reached.
- If an appointment is not suitable, contact us as soon as possible so another arrangement can be made.

Do not alter heating or hot water systems

Do not make changes to the heating or hot water system in your home.

This includes:

- Removing or moving radiators.
- Altering pipework.
- Changing or removing heating controls.
- Interfering with boilers, HIUs, hot water cylinders or heat pumps.
- Carrying out any electrical or plumbing work connected to the heating system.
- If your home has gas or other fuel-burning equipment, please also follow the advice in the Gas Safety & Carbon Monoxide sheet.

If you think a change is needed, contact Southside Housing Association first. We will advise you whether the change can be made and arrange or approve any work that is required.

Water Safety – Keeping You and Your Home Safe



Your water supply should be safe to use. A few simple steps can help keep water fresh, reduce the risk of bacteria growing and help prevent leaks or scalding.

Keeping your water fresh and safe

Water that sits unused for long periods can become stagnant. Using taps and showers regularly helps keep fresh water moving through the system.

- Run taps and showers regularly, including any that are not used very often.
- If a tap or shower has not been used for a week or more, run it for a few minutes before normal use.
- When flushing a shower that has not been used for a while, try to avoid creating unnecessary spray.

Legionella – what you need to know

Legionella is a type of bacteria that can grow in water that has been left standing for a while, especially if the water is warm rather than properly hot or cold.

The risk in most homes is low. You can help keep it that way by using your taps and shower regularly, keeping showerheads clean and letting us know if your hot water is not getting properly hot or your cold water is running unusually warm.

- Use hot and cold water outlets regularly.
- Keep showerheads clean and in good condition.
- Tell us if your hot water is not heating properly or your cold water is unusually warm.
- Do not change water temperature settings or interfere with equipment that controls the water system.

If you have been away from home

If your home has been empty for a week or more, it is a good idea to refresh the water before normal use.

- Run each hot and cold tap for a few minutes.
- Flush toilets.
- Run the shower for a few minutes, keeping away from the spray while the water first runs through.
- If you have been away for a long period and notice anything unusual with the water, please contact us.

Showers and showerheads

Showerheads and hoses can collect dirt and residue over time. Keeping them clean helps keep them in good condition.



- Clean showerheads and hoses regularly.
- Replace or report showerheads and hoses that are damaged or not working properly.
- Do not remove or alter any fittings that have been provided to control water temperature.

Hot water and cold water

Hot and cold water systems are designed to operate within safe temperature ranges. Please tell us if something does not seem right.

- Report hot water that is not getting properly hot.
- Report cold water that stays unusually warm after the tap has been running.
- Take care with hot water, particularly around children or anyone who may be more at risk from scalding.
- Do not adjust communal hot-water equipment, tanks, HIUs or other water controls yourself.

Leaks and water damage

Even a small leak can cause damage and can become more serious if it is left.

- Report leaking taps, toilets, pipes, tanks or water heaters.
- Tell us about damp patches, dripping ceilings or unexplained water around pipes or cupboards.
- If there is a major leak, turn off the water at your stop tap if you can do so safely and contact us straight away.
- Keep access to your stop tap clear so it can be reached in an emergency.

If your water looks, tastes or smells unusual

Water can sometimes look cloudy or discoloured for a short time, particularly after work on the water network.

- If the cold water is discoloured, run the cold kitchen tap gently at a trickle for a short time to see if it clears.
- Do not use washing machines, dishwashers or other water-using appliances until discoloured water has cleared.
- If the problem continues, or the water has an unusual taste or smell, contact Scottish Water on 0800 0778 778. Their Customer Helpline is available 24 hours a day, 7 days a week. Please also let us know if you think the problem is within your home or building.

Water safety checks and access

We inspect, maintain and test parts of our water systems to help keep them safe. This can include communal tanks, hot-water equipment and checks at taps or showers.

- Please allow access when we need to carry out a water safety check, inspection or repair.
- Keep taps, showers, water heaters and other equipment that we need to inspect reasonably accessible.
- Let us know if an appointment is unsuitable so that another arrangement can be made.
- Do not interfere with communal tanks, pipework, valves or water-safety equipment.

Tell us about problems

Please contact Southside Housing Association if you notice:

- Hot water not heating properly or cold water remaining unusually warm.
- Leaks from pipes, tanks, taps, toilets or water-heating equipment.
- A shower, tap or water fitting that is damaged or not working properly.
- Water that remains discoloured or has an unusual smell or taste.
- Damage to communal water tanks, pipework or other water equipment.
- Anything else about the water system that you think may be unsafe.



Further Information

For advice about your water supply, water quality or problems such as discoloured water, contact Scottish Water on 0800 0778 778 or visit www.scottishwater.co.uk.

For problems with water systems, leaks, tanks, hot water equipment or fittings within your home or building, please contact Southside Housing Association on 0141 422 1112 and choose the option for Repairs.

Remember: If there is a serious leak or another immediate danger, contact us straight away.

Damp, Mould & Condensation – Keeping You and Your Home Safe



Damp and mould can develop for different reasons, including leaks, problems with the building, or too much moisture in the air. Reporting it early helps us find the cause and stop it getting worse.

What should I look out for?

Please keep an eye out for signs such as:

- Black, green or other patches of mould on walls, ceilings, windows or around furniture.
- A damp or musty smell that does not go away.
- Water staining, peeling paint or wallpaper, or damp patches.
- A lot of condensation on windows or walls that keeps coming back.
- A leak, dripping pipe, overflowing fitting or water coming into your home.

Damp and mould can affect your health, particularly if it is allowed to get worse, so please tell us about concerns early.

Report damp and mould to us

If you find damp or mould in your home, please report it to us as soon as you notice it. This is particularly important if it is spreading, keeps coming back, or you think it may be caused by a leak or problem with the property.

Telephone Southside Housing Association and choose the option for Repairs.

Please tell us where the problem is, roughly how much there is and how long you have noticed it. We may ask a few more questions so we can arrange the right inspection or repair.

Photos can sometimes be useful, but please report the problem by telephone first. If we need photos, we can tell you the best way to send them so they are received properly.

Leaks and water damage

Please report leaks and water damage as soon as you notice them. This includes leaking pipes, roofs, windows, showers, baths, sinks, toilets or water staining on walls and ceilings.

If water is close to electrical sockets, switches or other electrical equipment, keep away from the area and tell us straight away.

Condensation – simple things that can help

Condensation happens when warm, moist air meets a colder surface, such as a window or outside wall. Everyday activities such as cooking, showering and drying clothes can add moisture to the air, but damp and mould can also have other causes.

A few simple things can help reduce moisture:

- Use extractor fans when cooking, showering or bathing and, where possible, leave them running for around 15 minutes afterwards.
- Keep trickle vents and other ventilation openings open and clear.
- Use lids on pans when cooking where you can.
- Dry washing outdoors where possible. If drying indoors, use a well-ventilated room.
- Try to keep your home reasonably and evenly heated during colder weather.
- Avoid placing large furniture tightly against cold outside walls where possible.



These steps can help, but recurring damp or mould should still be reported so that we can check whether something else is causing it.

Cleaning small areas of mould

Small patches of surface mould can usually be cleaned using a suitable household mould-removal product. Follow the instructions on the product and keep the room ventilated while using it.

If the mould covers a larger area, is spreading, keeps returning after cleaning, or you are unsure what is causing it, please report it to us rather than repeatedly cleaning over the problem.

What happens after you report it?

We will take reports of damp and mould seriously. We will inspect the problem, work out what is causing it and arrange any repairs or other action that is needed.

Please give us, or a contractor working for us, reasonable access so that the problem can be inspected and any necessary work can be carried out.

We may also give you practical advice that can help reduce moisture while repairs or other work are being dealt with.

If the problem comes back

Please contact us again if damp or mould returns, does not improve after work has been completed, or you notice a new problem. This helps us check whether any further investigation or repair is needed.

Further information

For more information about damp and mould, including what can cause it and how it may affect your health, visit:

Awaab's Law: guidance for tenants in Scotland

https://www.gov.scot/publications/awaabs-law-guidance-tenants-scotland-easy-read-version/

NHS Inform – Damp and mould indoors

https://www.nhsinform.scot/healthy-living/indoor-health/damp-and-mould-indoors/

If you have damp or mould in your home, please still report it to Southside Housing Association by telephone and choose the option for Repairs.

Tell us about problems

Please contact Southside Housing Association if you notice:

- Damp or mould in your home, particularly if it is spreading or keeps coming back.
- A leak or signs of water coming into your home.
- Persistent condensation that is causing damp or mould.
- Damage to ventilation or an extractor fan that is not working.
- Damp or mould returning after repairs or treatment.

Report the problem by telephone and choose the option for Repairs.

Remember: If there is an immediate danger, please tell us straight away.

Asbestos Safety – Keeping You and Your Home Safe



Asbestos was used in many building materials in the past. If your home was built or refurbished before 2000, some building materials may contain asbestos.

Asbestos does not usually present a risk if it is in good condition and left undisturbed. The main risk is when a material containing asbestos is damaged, drilled, cut, sanded or otherwise disturbed.

How we manage asbestos



Southside Housing Association carries out asbestos surveys and inspections in communal areas and keeps records of the asbestos information we hold.

We do not routinely survey every part of every individual home. Where work is planned inside a home that could disturb walls, ceilings, floors or other building materials, we will check the information we already hold and decide whether any further survey or inspection is needed before work starts.

Asbestos may be left safely in place and monitored if it is in good condition. Where needed, it may be sealed, protected or removed by a competent asbestos contractor.

- Asbestos may be left safely in place and monitored if it is in good condition.
- Where needed, it may be sealed, protected or removed by a competent contractor.
- We carry out surveys and inspections where required and update our asbestos records when new information becomes available.
- Before work is carried out that could disturb building materials, the asbestos information we hold must be checked. If there is not enough information for the work to proceed safely, further checks or a survey may be needed.

Finding asbestos does not automatically mean that it needs to be removed. In many cases, leaving it safely in place and monitoring its condition is the safest option.

Before doing DIY or alterations

Please speak to us before carrying out work that could disturb the fabric of your home. This is particularly important in homes built or refurbished before 2000.

This includes work such as:

- Drilling, cutting or sanding walls, ceilings or panels.
- Removing textured coatings, wall or ceiling panels, tiles or floor coverings.
- Kitchen, bathroom, heating or electrical alterations.
- Any other work that could disturb hidden building materials or services.

You must obtain written permission from Southside Housing Association before carrying out any alteration or improvement to your home.

If we do not hold enough information about the area where the work is planned, we may need to arrange a survey or further checks before permission can be given or work can start.

Where the work could disturb walls, ceilings, floors or other building materials, we will check the asbestos information we hold before work starts

Do not allow your own contractor to start drilling, cutting, removing materials or other work that could disturb the building until you have the necessary permission and any required asbestos checks have been completed.

If you damage or disturb a material you are concerned about

If you think a material containing asbestos may have been damaged or disturbed:

- Stop what you are doing immediately.
- Keep away from the affected area.
- Keep other people, children and pets away from the area.
- If you can do so without disturbing anything, close the door and avoid the area.
- Contact Southside Housing Association as soon as possible.



Do not try to clean it up

If you are concerned that asbestos may have been disturbed:

- Do not sweep, vacuum or wipe the area.
- Do not touch, break up or move the material.
- Do not try to repair it yourself.
- Do not put the material into bags or try to dispose of it yourself.

Leave the area alone and let us arrange the appropriate checks.

What happens after you report it?

Your report will be passed to our Repairs Team, who will assess what has happened and check the asbestos information we hold for your home.

Depending on the situation, we may arrange for a competent asbestos specialist to inspect or sample the material. If work is required, we will arrange the appropriate contractor and tell you what happens next.

If an area needs to be kept out of use while checks or works are carried out, we will let you know. Where necessary, the area will not be used again until it has been confirmed as safe.

Report damage or changes

Please let us know if you notice damage or deterioration to a material that you know, or believe, may contain asbestos. This applies inside your home and in communal areas.



Please also report anything that has been knocked, cracked, broken or otherwise damaged, even if you are not sure whether it contains asbestos

Do not try to decide for yourself whether a material contains asbestos. It is not always possible to tell just by looking at it.

Asbestos surveys and access

From time to time, we may need access to carry out an asbestos survey, inspection or follow-up work. Please help us by keeping appointments and allowing access when requested.

These checks help us keep our records up to date, monitor the condition of known materials and decide whether any further action is needed.

Contact us

If you damage a material you are concerned about, or have any questions about asbestos in your home, please contact Southside Housing Association as soon as possible.

- Telephone: 0141 422 1112
- Email: csd@southside-ha.co.uk

Remember: If you are unsure, report it. Please do not disturb the material while you are waiting for advice.

Access for Safety Checks & Repairs – Working With You to Keep Your Home Safe



From time to time, Southside Housing Association or one of our contractors will need access to your home. This helps us keep your home and the wider building safe, complete essential safety checks and carry out repairs.

Why we may need access

We may need to visit your home for:

- Gas safety checks and servicing.
- Electrical safety checks (EICRs) and any follow-up work.
- Fire safety checks, inspections or repairs.
- Asbestos surveys or inspections where required.
- Water safety, heating and hot water checks or repairs.
- Repairs, inspections and follow-up visits.
- Work needed to investigate or put right a safety problem in your home or the building.

Some of these checks are required by law and cannot simply be left outstanding.

Appointments and notice

We will give you reasonable notice of appointments in line with your tenancy agreement and any legal requirements. We will try to arrange a suitable appointment wherever possible. In an emergency, we may need access without advance notice.

The appointment may be arranged by Southside Housing Association or directly by one of our contractors.

If the appointment does not suit you, please do not ignore it. Contact the contractor first to rearrange it. If you cannot get through to them, contact Southside Housing Association.

Helping us complete the visit

To help us complete the work safely and avoid another appointment, please:

- Make sure someone is available to provide access at the agreed time.
- If you cannot be there, you can arrange for a trusted family member, friend or representative to provide access for you.
- Make sure the area we need to inspect or work on can be reached safely.
- Keep access clear around items such as the fuse box, boiler, HIU, hot water cylinder, taps or other equipment we have told you we need to reach.
- Keep pets safely away from the work area while staff or contractors are in your home.



If access is difficult for you

Please tell us if there is anything that could make providing access difficult. This could include a disability, mobility needs, work or caring responsibilities, communication needs or another issue.

We will work with you, where reasonably possible, to find a suitable way for the visit to take place.

Always check who is at your door

Southside Housing Association staff and our contractors should be able to identify themselves. You can ask to see identification before letting anyone into your home.

If you are unsure whether someone is genuine, do not let them in until you have checked with Southside Housing Association.

Essential safety checks and repeated no-access

It is very important that we are able to complete essential safety checks and any safety work that follows from them.

If we repeatedly cannot gain access and you have not contacted us to rearrange the appointment, we may need to take further formal action to make sure the required work can be completed.

Depending on the type of tenancy, the reason access is needed and the legal requirements involved, this may include legal action or, where permitted and necessary, gaining entry to the property. In some cases this can involve changing locks.

Where your tenancy agreement or our relevant policy allows, you may be charged reasonable costs arising from us having to gain access to your home.

We would much rather work with you to arrange suitable access, so please contact us as soon as possible if there is a problem with an appointment.

Emergency access

There may be an emergency where we need to enter a property without giving advance notice. This would only be where immediate action is needed to protect people, the property or neighbouring homes.

Examples could include a serious water leak, fire, gas escape or another immediate safety risk.

Missed repair appointments

For normal repair appointments, repeated missed visits may result in the repair being cancelled. If this happens, you may need to report the repair again.

Please let the contractor or Southside Housing Association know as soon as possible if you cannot keep an appointment. This helps avoid wasted visits and unnecessary costs.

Contact us

If you need to rearrange an appointment, contact the contractor first using the details on your appointment letter, text or email. If you cannot get through, contact Southside Housing Association.

Telephone: 0141 422 1112 – choose the option for Repairs.

Remember: If there is an immediate danger to life, call 999.

Communal Areas & Security – Keeping Shared Spaces Safe



Shared entrances, stairs, landings, lifts and other communal areas are used by everyone in the building. A few simple steps can help keep them safe, secure and easy to use.

Keep communal entrance doors secure

Communal entrance doors help keep your building secure.

- Do not wedge or prop communal entrance doors open.
- Do not allow people you do not know to follow you into the building unless you are satisfied they have a genuine reason to be there.
- Only let visitors into the building if you know who they are and why they are there.
- Report entrance doors that do not close or lock properly.

If a communal door, lock, door closer or entry system is damaged or not working, telephone Southside Housing Association and choose the option for Repairs.

Door entry systems, keys and fobs

- Do not interfere with or damage door-entry equipment.
- Do not lend communal keys or entry fobs to people who are not part of your household.
- Tell us if a key or fob is lost so we can advise what to do next.
- Report faults with entry phones, locks or communal doors through Repairs.

Keep stairs, landings and corridors clear

Communal stairs, landings and corridors need to stay clear so everyone can move around safely and so escape routes are available in an emergency.

- Do not leave bikes, e-bikes, scooters, prams, furniture, rubbish or other belongings in stairwells or along escape routes.
- Use designated storage areas where these are provided.
- Do not leave anything that blocks or narrows an escape route, creates a trip hazard or could make it harder for people or firefighters to move through the building.

As part of your tenancy agreement, we may ask you to remove items from communal areas if they could cause an obstruction or create a safety or fire risk.

Communal lighting

Good lighting helps everyone use stairs and shared areas safely, particularly during an emergency or power failure.

- Report communal lights that are not working, damaged or repeatedly going out.
- Do not cover, remove or interfere with communal or emergency lighting.

Report lighting faults by telephoning Southside Housing Association and choosing Repairs.

Fire Safety systems in communal areas

Where communal fire safety systems are fitted, Southside Housing Association carries out regular testing, servicing and inspections to help make sure they operate properly:

- Regular fire alarm testing where a communal fire alarm system is fitted.
- Routine emergency lighting checks and periodic testing.
- Checks of smoke vents and other fire safety equipment.
- The alarm may sound briefly during a planned test.

Please do not interfere with, cover, damage or disconnect any communal fire safety equipment.

Smoke Vents



Smoke vents are part of the building's fire safety system. They are designed to help control or remove smoke from communal areas during a fire. Do not force them open, hold them open, block them or interfere with their controls.

If you notice damaged fire safety equipment, a smoke vent that has been forced open, or anything that does not appear to be working properly, please report it to Southside Housing Association.

Keeping communal areas secure

- Do not leave external communal doors or gates insecure.
- Do not interfere with locks, closers, security doors, CCTV or other security equipment.
- Report signs of forced entry, damaged locks or repeated security problems.
- Do not give entry codes or communal access details to people who do not need them.

Bin stores, bin chutes and rubbish

- Put rubbish and recycling in the correct bins or chutes provided.
- Do not leave bags, boxes or bulky items in corridors, stairwells or other escape routes. Use the bin store or arrange a bulk uplift where appropriate.
- Do not force large items into a bin chute.
- Report damaged or blocked bin chutes, bin-store doors or other faults through Repairs.

Smoking in communal areas

- Smoking is not permitted in enclosed communal areas, including stairs, landings, corridors and lifts. This includes e-cigarettes or vaping where these are covered by building rules.
- Please dispose of cigarettes safely and do not leave smoking materials in or around communal areas.



Suspicious activity, vandalism and antisocial behaviour

- Please tell us about damage to communal doors, walls, handrails, lighting, lifts or other shared equipment.
- If you see serious criminal behaviour or violence, contact Police Scotland. If there is an immediate threat to life or safety, call 999.
- Tell SHA about repeated damage, unauthorised access or security concerns in communal areas.

Contractors and callers

- If someone says they are working for Southside Housing Association or one of our contractors, you can ask to see identification before allowing them access.
- If you are unsure about a caller, do not let them into your home. Contact Southside Housing Association to check.



Tell us about problems

Report damaged communal doors, lighting, lifts, fire-safety equipment, bin chutes, handrails, security equipment or anything else in a shared area that could be unsafe

Remember: If there is an immediate danger to life or a serious emergency, call 999.

Alterations & DIY – Check Before You Start



Making your home your own is important, but some changes can affect the safety of the property or equipment provided by Southside Housing Association. Please check with us before starting any alteration or improvement.

When you need our permission

Before going ahead with any alteration or improvement to your home, no matter how small, you must get written permission from Southside Housing Association.

This can include:

- Replacing or altering kitchens or bathrooms.
- Adding, removing or moving fixed heaters, radiators or heating equipment.
- Changing windows, doors or double glazing.
- Installing an external aerial or satellite dish.
- Putting up a garage, shed or other structure.
- Making changes to the outside of the property.

Some alterations may also need planning permission or a building warrant. If these are required, you will need to obtain them and provide Southside Housing Association with a copy.

If you are unsure whether the work will be allowed, please speak to our Property Services team before making a formal request.

Before drilling, cutting or fixing into walls

Before carrying out work that involves drilling, cutting, sanding or disturbing walls, ceilings, floors or other parts of the building, please think about what may be behind or within the surface.

- Electrical cables and water or heating pipes may be hidden behind walls and floors.
- Some older building materials may contain asbestos.
- If you are unsure what a wall, ceiling, floor or other material contains, stop and check with us before drilling, cutting or sanding it. Do not disturb anything you think may contain asbestos.

Do not alter safety equipment

Some parts of your home are there specifically to keep you and your neighbours safe. Do not remove, alter, cover or interfere with:

- Smoke, heat or carbon monoxide alarms.
- Fire doors, door closers, seals or other fire-door fittings.
- Window restrictors or other safety devices.
- Extractor fans, ventilation openings or flues.
- Electrical wiring, sockets, consumer units or other fixed electrical equipment.
- Heating or hot-water equipment, pipework, controls or safety valves.



If something is damaged or not working properly, report it to us rather than trying to repair or alter it yourself.

Electrical, plumbing and heating work

Do not carry out work to fixed electrical, gas, heating or hot-water systems yourself.

Where permission is granted, we may set conditions about how the work is carried out and the standard required. We will tell you if the work must be carried out by a suitably qualified or approved contractor.

For some work we may ask for evidence such as contractor insurance, Gas Safe registration or appropriate electrical certification.

Bathrooms, kitchens and fixed fittings

Changing a kitchen, bathroom or other fixed fitting can affect water supplies, drainage, electrics, ventilation or the structure of the property.

You must have written permission before replacing, moving or installing fixed kitchen, bathroom or other fittings.

We may need details of the proposed work before we can agree to it.

We consider each request individually, including any health and safety issues, the effect on neighbours and any future maintenance requirements.

Flooring and wall finishes

Please remember:

- Proprietary textured finishes such as Artex must not be applied to walls or ceilings.
- If laminate or other flooring has to be lifted so we can carry out a repair, Southside Housing Association or our contractor cannot be responsible for damage caused by the necessary lifting of that flooring.

If permission is granted



If we approve the work, there may be conditions attached to our permission. You must complete the work to Southside Housing Association's satisfaction, tell us when the work is finished and allow access if we need to inspect it.

Alterations or improvements will not normally be approved in newly built or recently refurbished homes until the defects period has ended.If work is carried out without permission

If you alter or improve the property without permission, we may require you to remove the alteration and return the property to its original condition.

You may be charged for work needed to put the property back into an acceptable condition.

If something is accidentally damaged



If you accidentally damage the property, a pipe, cable, fitting or safety device while carrying out DIY, stop work and contact Southside Housing Association as soon as possible.

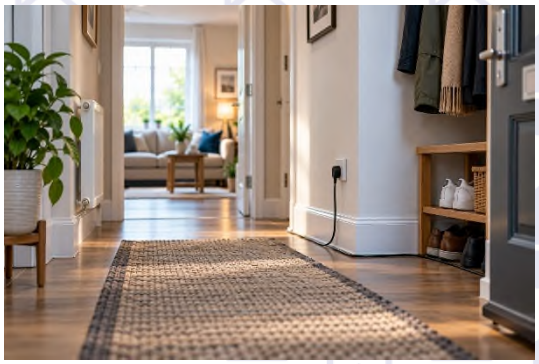
If there is an immediate danger, such as exposed live wiring, a serious water leak or a smell of gas, keep away from the affected area and report it straight away.

Before you start – ask us

If you are planning any alteration or improvement, contact Southside Housing Association before starting the work. Our Property Services team can discuss your proposal with you before you make a formal application.

Remember: It is much easier to check first than to put something right afterwards.

Home Safety – Preventing Slips, Trips & Falls



A few simple checks around your home can help prevent accidents. Please let us know if you spot something that needs to be repaired or could make your home unsafe.

Floors, stairs and handrails

Please report anything in your home that could cause a slip, trip or fall, particularly where it is part of the property or has been provided by Southside Housing Association.

- Loose or damaged handrails.
- Damaged or uneven steps.
- Loose or damaged flooring supplied as part of the property.
- Flooring that has lifted or become uneven.
- Any other damaged fitting that could cause someone to trip or fall.
- Keep stairs, hallways and regularly used walkways clear of clutter.
- Make sure stairs and hallways are well lit, particularly at night.

If you are using rugs, mats or electrical leads of your own, make sure they do not create a trip hazard.

Bathrooms

Bathrooms can become slippery, particularly when floors are wet.

- Wipe up water on the floor as soon as you can.
- Use bath or shower mats carefully and make sure they cannot easily slide.
- Report damaged or loose flooring.
- Report any SHA-fitted grab rail that is loose, damaged or coming away from the wall.

Windows and window restrictors

Window restrictors are fitted in some homes to help prevent falls, particularly from upper floors.

- Do not remove, disable or interfere with a window restrictor.
- Tell us if a restrictor is damaged, missing or not working properly.
- Report windows that are difficult to open or close safely, or fittings that feel loose or damaged.

If you are concerned about the safety of a window, please contact us rather than trying to repair or alter it yourself.

Balconies

If your home has a balcony, take a few simple precautions to help prevent falls.

- Do not climb, sit or stand on balcony railings or balustrades.
- Keep the balcony reasonably clear so you can move around safely.
- Do not place furniture or other items where they could make it easier to climb over the balcony edge.
- Tell us straight away if a railing, balustrade, floor surface or other part of the balcony feels loose, damaged or unsafe.

Repairs and alterations

Please do not carry out repairs or alterations to safety fittings yourself.

- Do not fit, remove or move grab rails without permission.
- Do not alter handrails, window restrictors, balcony railings or other safety fittings.
- Do not make structural alterations to your home without permission from Southside Housing Association.

If you think a safety fitting needs to be changed or repaired, contact us and we will advise you what needs to happen.

Tell us about problems

Please telephone Southside Housing Association on 0141 422 1112 and choose the option for Repairs if you notice:

- A loose or damaged handrail.
- Damaged or uneven steps.
- SHA-provided flooring that is loose, damaged or uneven.
- A loose or damaged grab rail.
- A damaged or faulty window restrictor.
- A window that does not open or close safely.
- Damage to a balcony railing, balustrade or floor.



- Anything else in the property that you think could cause a serious slip, trip or fall.

Remember: If there is an immediate danger, keep away from the unsafe area if you can and contact us straight away.

Lift Safety – Using Your Lift Safely



Southside Housing Association maintains passenger lifts in our buildings to help keep them safe and in good working order. A few simple steps can help keep you and other residents safe.

If the lift stops while you are inside

If the lift stops unexpectedly, try to stay calm. The lift car is designed to be a safe place while help is arranged.



- Press and hold the alarm/call button for around 3 seconds. This will connect you to our Alarm Receiving Centre (ARC).
- Tell the operator where you are and follow any instructions they give you.
- Stay inside the lift and wait for assistance.
- Do not try to force the doors open or climb out of the lift. The lift may not be level with the landing and could move unexpectedly.
- Call 999 only if there is a medical emergency, fire or another immediate danger.

Using the lift safely

- Do not force, pull or push the lift doors. The doors have safety equipment that can be damaged if they are forced.
- Do not hold lift doors open with objects. This can damage the doors or stop the lift from operating properly.
- Follow the maximum number of people or weight shown inside the lift and do not overload it.
- Take care when using the lift with large or bulky items, bikes, mobility equipment or furniture, and make sure nothing is trapped in the doors.
- Children should not play in lifts, repeatedly press buttons or interfere with lift doors.

If you notice a problem

Please report lift faults or damage as soon as possible. Small problems can become more serious if they are not dealt with.

Please tell us if you notice:

- A lift that is making unusual noises, stopping unevenly or behaving differently from normal.
- Doors that do not open or close properly.
- Damaged buttons, lighting, panels or other equipment inside the lift.
- Damage to the alarm/call button or emergency communication equipment.
- Water leaking into or around the lift, landing doors or lift shaft area.
- Any vandalism or signs that lift equipment has been tampered with.

Report lift faults to Southside Housing Association on 0141 422 1112 and choose the option for Repairs. Outside normal office hours, the out-of-hours service will be available automatically.

Water near a lift

Water and lift equipment do not mix. If you see water leaking into a lift, around the lift doors or near the lift shaft:

- Do not use the lift.
- Keep away from the affected area if there appears to be an electrical risk.
- Report it to us straight away.

The lift may need to be taken out of service until it has been checked and is safe to use again.

During a fire

Do not use a passenger lift during a fire unless the fire arrangements for your building specifically say that the lift can be used for evacuation, or the emergency services tell you to use it.

- Follow the fire action notices displayed in your building.
- Use the stairs or the escape route provided where it is safe to do so.
- Never enter a lift if there is smoke or fire nearby.



Servicing and safety inspections

We arrange regular maintenance, servicing and independent safety inspections of our passenger lifts. This helps us find faults early and keep the equipment in safe working order.

There may be times when a lift has to be taken out of service while maintenance, testing or repairs are carried out. If a safety problem is found, the lift will remain out of use until it is safe to operate again.

We know that lift breakdowns can be inconvenient and will work with our contractors to return the lift to service as soon as reasonably possible.

Stairlifts fitted by Southside Housing Association

Some communal areas have stairlifts installed by Southside Housing Association.

These are safety-critical pieces of equipment and should only be used by people who have been shown how to use them safely.

- Do not use a communal stairlift unless you have received the appropriate training or instruction.
- Do not allow children or other people to play with or misuse the stairlift.
- Do not force the controls, seat, footrest or other moving parts.
- Report any damage, fault or unusual operation to Southside Housing Association.
- Do not attempt to repair or adjust the stairlift yourself.

SHA-installed communal stairlifts are included in our regular servicing and safety-check programme.

Tell us about problems

Please contact Southside Housing Association if a lift is not working properly, has been damaged or you have any concern about its safe use.

For lift faults or repairs, phone 0141 422 1112 and choose the option for Repairs.

If someone is trapped, use the lift alarm/call button and hold it for around 3 seconds to connect to the ARC. If there is a medical emergency, fire or immediate danger, call 999.

Pests, Waste & Keeping Your Home Safe



Pests can occur in any home. Reporting problems early and dealing with rubbish properly can help stop them spreading and make treatment easier.

If you find bedbugs or cockroaches

Please contact Southside Housing Association if you think you have bedbugs or cockroaches in your home. These pests can be difficult to deal with without specialist treatment.



- Phone Southside Housing Association on 0141 422 1112 and ask for Repairs.
- We will discuss the problem with you and arrange pest-control treatment where required.
- More than one treatment may be needed, and you may need to leave your home for a short time while treatment is carried out.
- Please follow any preparation and aftercare instructions given by the pest-control contractor. This helps the treatment work properly.

Bedbugs are not a sign that a home is dirty. They can be brought into a home in luggage, clothing or furniture and can affect any household. Reporting them early can help prevent them spreading.

Mice and rats

If you have a problem with mice or rats, please report it to Glasgow City Council through their pest-control service at www.glasgow.gov.uk/pestcontrol or by calling 0141 287 1059.

Please also tell Southside Housing Association if you think pests may be getting in through a hole, gap or defect in the building. We will work with the Council where necessary and arrange any building repairs or proofing that are our responsibility.

While you are waiting for the problem to be dealt with:

- Keep food in closed cupboards or sealed containers.
- Clean up food spills and crumbs, particularly around cooking and eating areas.
- Put rubbish into the bins provided and make sure bags are securely tied.
- Do not leave bags of household rubbish in closes, back courts or beside bins.

Food and unsecured rubbish can provide an easy food source for rodents, so these simple steps can help avoid making the problem worse.

Other insects

Southside Housing Association does not normally arrange treatment for other insects such as ants, beetles, fleas, flies, moths, silverfish or spiders. These will normally be the tenant's responsibility, unless the problem is linked to a defect or other issue that Southside Housing Association is responsible for.

Suitable household pest-control products may help with small problems. Please follow the manufacturer's instructions carefully. If you are unsure what you are dealing with, or you think the problem may be linked to a defect in the property, contact us for advice.

Wasps, bees and bird nests

Southside Housing Association does not normally arrange treatment for wasps, bees or bird nests. Glasgow City Council may provide a chargeable service for live wasp nests during the summer.

Bird nests must not be disturbed during the nesting season.

If pests are getting into the building through a gap, hole or damaged part of the property, please let us know. We can check whether any repair or proofing work is needed.

Pigeons, squirrels and other pests

If pigeons, squirrels or other pests appear to be getting into the building, please report the access point to us. We will assess what can reasonably be done to prevent access.

Please avoid leaving food out for birds around blocks, back courts or communal areas. Food left outside can attract larger numbers of birds and can also attract mice and rats.

Bins, rubbish and communal areas

Using the bins and bin stores properly helps keep shared areas clean and reduces food sources and shelter for pests.

- Put household rubbish in the correct bin or bin store.
- Tie rubbish bags securely before putting them into the bin.
- Keep bin lids closed where possible.
- Do not leave rubbish in stairs, landings, corridors or other escape routes.
- Please report overflowing or damaged communal bin areas if they are creating a problem.

Bulky items



Do not leave furniture, mattresses or other bulky items in communal areas unless an uplift has been arranged and you have been told where to leave them.

Southside Housing Association provides a bulk uplift service. To request an uplift, phone 0141 422 1112 or use the online Bulk Uplift Request Form on our website. Tell us what needs to be collected, where the items are and your contact details.

Once your uplift has been arranged, follow the instructions you are given about where to leave the items and when to put them out. This helps keep common areas clear and avoids items being mistaken for fly-tipping.

Help us deal with pest problems

Some pest-control treatments and building inspections require access to your home. Please keep agreed appointments and follow any instructions about preparing rooms for treatment.

If you cannot keep an appointment, let us know as soon as possible so it can be rearranged.

Do not touch hazardous waste

If you find discarded needles, unknown chemicals or other potentially hazardous waste in a communal area, do not pick it up or try to dispose of it yourself. Keep children and pets away and report it so that it can be dealt with safely.

Tell us about problems

Please contact Southside Housing Association if:

- You find bedbugs or cockroaches in your home.
- You think pests are entering through a hole, gap or damaged part of the building.
- There is a pest problem in a communal area.
- Rubbish or bulky items are creating a pest or safety concern.
- You are unsure who is responsible for dealing with a pest problem.

For mice and rats, contact Glasgow City Council through www.glasgow.gov.uk/pestcontrol or call 0141 287 1059.

About this Guide

The information in this guide is correct at the time of publication. Safety guidance, legislation and Southside Housing Association's procedures may change over time.

This guide provides general safety advice and should be read alongside any specific instructions or notices issued for your home or building.

If you're unsure about anything covered in this guide, please contact Southside Housing Association for advice.

If you need this guide in another format, such as large print, or need help understanding the information, please contact Southside Housing Association.

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