



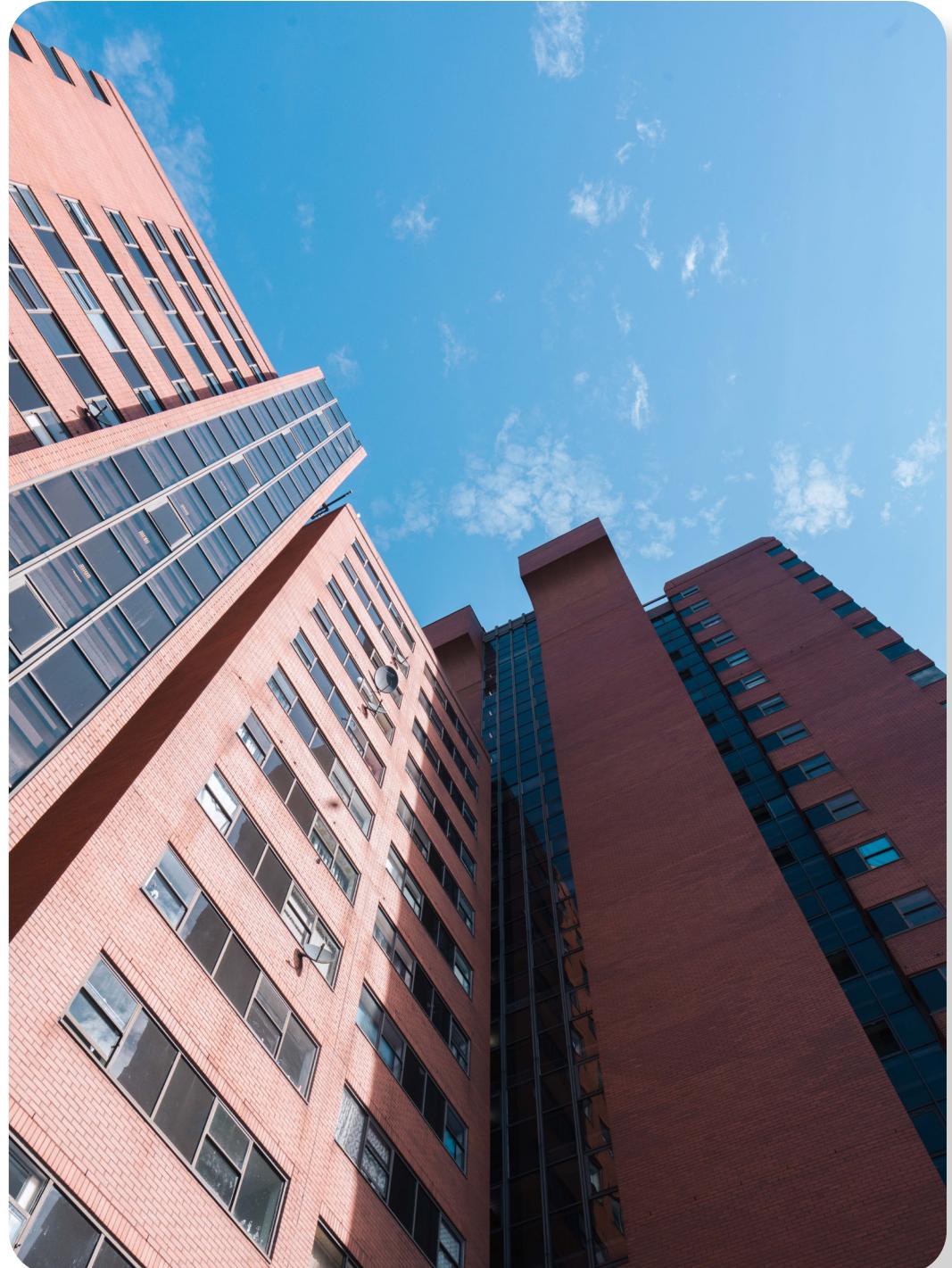
Resident Home Safety Handbook



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Introduction

Trident Group (Trident) recognises the importance of ensuring the health and safety of our employees, residents, customers and visitors who access our services and live within our homes.

Trident feels that involvement of residents to develop a genuine partnership is integral to successful health and safety across the Group. All stakeholders are actively encouraged to have open communications and raise any health and safety concerns.

Trident aims to ensure that residents have every opportunity to engage with us and play a constructive role in evaluating and improving safety. We are committed to effectively communicating and involving residents through various engagement panels and voice groups.

About this handbook

This handbook contains information about your safety in your home and explains how to report a repair and when to contact us for support and guidance. This handbook also gives you other useful information to help you within your home.

Contact us

- To **report a repair or book a gas service** during our normal office opening hours between 9.00am – 4.00pm, please call **0121 633 4633** and press option 1.
- To **report an out-of-hours emergency repair** and to **report anti-social behaviour**, please call **0121 643 6060**.
- To make contact with your **Housing Officer**, please call **0121 633 4633** and press option 1 or contact your Housing Officer directly on their mobile or email.



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Fire Safety In The Home

As your landlord we are responsible for carrying out regular fire safety checks in the communal areas of buildings. You can take a number of simple steps outlined below to help reduce the risk of a fire in your home.

Simple steps to help reduce the risk of a fire in your home:

- Fit a smoke alarm on each floor of your home. Test alarms once a week and change batteries every year. If you need help with this, you can contact your local fire station to conduct a free 'Safe and Well' visit.
- Keep exits from your home clear and keys to windows and doors in easy reach.
- Keep communal areas, corridors and staircases clear of large items such as prams, bikes or large plant pots as these could get in the way of people evacuating the building, and could also fuel a fire. Items left in the communal area can hinder the Fire Service when rescuing a person from their home.
- Accidents while cooking account for over half of fires at home. Don't leave children alone in the kitchen.

- Don't leave candles unattended when lit.
- Don't smoke in bed.
- Close all doors at night to help prevent the spread of fire.
- Don't overload electrical sockets.
- Switch off and unplug your TV and other electrical goods when not in use - leaving them on standby could cause a fire.

How does Trident manage fire safety?

We regularly carry out fire risk assessments for all of our properties where there are communal areas such as corridors and stairs. Within these areas you will find a fire action notice which will tell you how to evacuate the building in the event of a fire.

Safety and wellbeing check

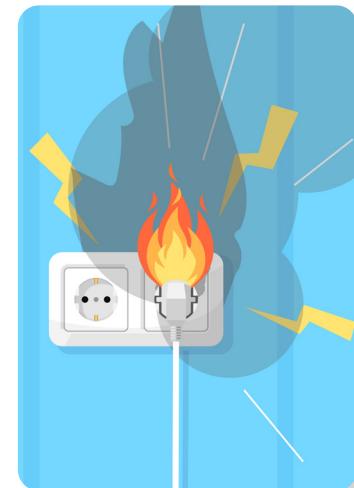
As a new tenant, fire safety guidance will be given during the sign up process. However your dedicated Housing Officer, Support Worker or Care Worker will carry out a home safety and wellbeing check on your property and discuss any health and safety issues with you.

Further guidance

West Midlands Fire Service (WMFS) have identified that there are strong links between health, well-being and lifestyle choices and the risk of fire. WMFS further provide a service called 'Safe and Well' that you may want to look into.

For more information on this visit, please call 0800 389 5525 or visit:

<https://www.wmfs.net/our-services/safe-and-well/>



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Fire Safety - Evacuation

You should familiarise yourself with the exit routes for your property, nearest assembly point and whether the policy is to 'Stay Put' or 'Simultaneous Evacuation'.

This information will be on the Fire Action Notices around the communal areas, if you are in any doubt please contact us and we will inform you of the policy for your building. It's important that you know what to do if there's a fire and how you can remain safe.

Fire action

If fire breaks out in your home:

- Do not ignore your smoke alarm if activated, or if a door feels hot, there probably is a fire on the other side.
- If there is a fire in a room, leave straight away, close the door and any other doors to prevent the spread of fire.
- Tell everyone in your home and direct them to the nearest exit. Close the door of your home behind you as you leave. (Take your key, if it is safe to do so).
- Do not stay behind to put the fire out or collect personal possessions.

- Do not use the lifts and walk calmly using the stairs.
- Call the Fire Service immediately by dialling 999 or 112.
- Wait outside for further assistance, away from the building at your designated assembly point.

To call the Fire Service:

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.
- When the Fire Service replies, give the address to where the fire is.
- Do not end the call until the fire service has repeated the address correctly.
- Never re-enter the building until authorised to do so.



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Testing Smoke Alarms

Home smoke alarms

Smoke alarms can save lives by giving an early warning of smoke so that people have more time to escape. All Trident properties should have a working smoke detector that is powered by mains electrical supply. Do not disable your smoke detector or remove the battery.

Looking after your smoke alarms

It is your responsibility to test, clean and replace any batteries in your smoke detectors within your home. You should:

- Test your smoke detector by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery. This should be done weekly.
- If a smoke alarm starts to beep on a regular basis, you need to replace the battery immediately.
- Clean the smoke detectors using a soft brush or wand attachment of a vacuum cleaner. This should be done monthly.

How does Trident manage smoke detection safety?

As your landlord we ensure that all the 'communal' fire alarms and early warning systems (such as communal smoke alarms) are examined and serviced by a specialist contractor every six months. Individual properties are inspected when they are void and ready to re-let, this inspection is a part of the lettable standard inspection. Trident Group are committed to a rolling 'electrical inspection programme' and as part of this inspection smoke alarms are inspected and replaced where necessary.

Our Homes & Communities team carry out home safety wellbeing checks and your smoke alarm will be checked during this visit.

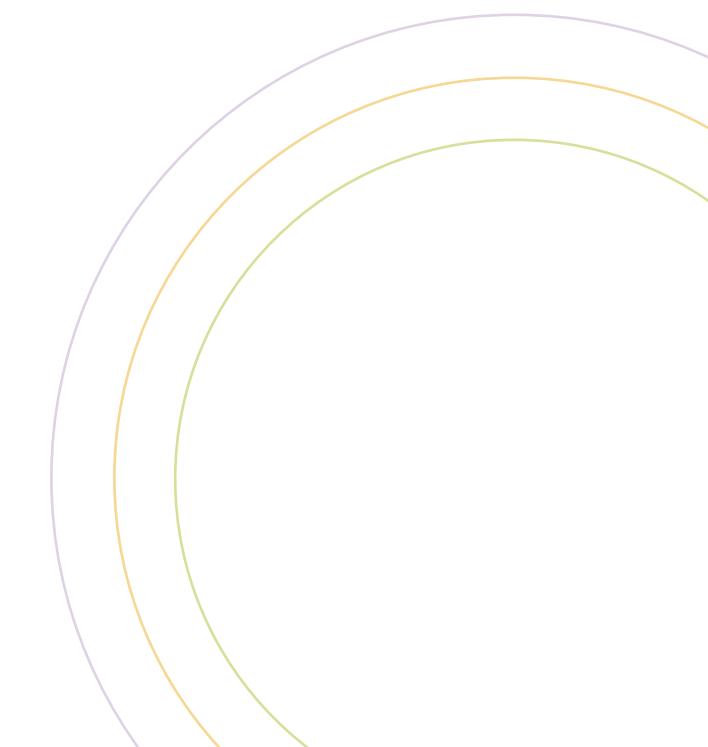
Reporting a problem

If your smoke alarm does not work or you do not have a mains-powered smoke alarm, please contact us and we will arrange for the smoke alarm to be inspected or for a new one to be fitted.

Further guidance

For further guidance on smoke alarms, please call 0800 389 5525 or visit the Fire Service website:

<https://www.fireservice.co.uk/safety/smoke-alarms/>





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Safety In Communal Areas

As your landlord, we have a responsibility for making sure all communal areas comply with fire safety regulations.

In order to make your communal areas as safe as possible, it is important that they are not used as areas for storage of personal possessions or used as a place to leave unwanted goods. Here are just a few examples of items that are not allowed to be stored in communal areas (please note that this is not an exhaustive list):

- pushchairs
- bikes
- shopping trolleys
- ladders
- decorating/cleaning equipment
- furniture
- electrical items
- rubbish

It is against the law to smoke in the communal area inside your block, including landings, corridors, entrance halls, lifts, lobbies and stairwells.

Mobility scooters

To ensure the wellbeing and safety of residents and visitors to your building, those who own a mobility scooter are asked to adhere to Trident Group's guidance, which is:

- Do not store mobility scooters in communal areas. These must be stored within your property wherever possible or outside the building.
- Do not store mobility scooters in a place which would prevent you leaving your property safely in the event of a fire. You should always ensure that you have clear access and exit.
- Do not under any circumstance, charge a mobility scooter battery in a communal area.

If a mobility scooter is involved in a fire it can release large amounts of highly toxic smoke and gases. If stored inappropriately a mobility scooter could affect the means of escape and place an unacceptable risk to all occupiers within the building.

Reporting a problem or require support

If you currently have or are considering having a mobility scooter, please seek guidance from Trident on how they can be correctly stored.



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Electrical Safety And Appliances

Electrical safety

Figures from the Home Office Fire Statistics team show that 14,977 house fires were caused by domestic appliances in England in 2019/20. Of these 14,977 a total of 1,360 were caused by washers and dryers (the majority starting as a result of cooking equipment such as ovens and hobs).

How to keep your home safe:

- Make sure you know where your fuse box is, so you can turn the mains switch off in an emergency.
- Never overload sockets or plug adaptors into other adaptors.
- Clean your tumble dryer filter after every load.
- Take extra care with second-hand appliances, ensure they have been safety checked and are not listed on the product recall register.
- If you are concerned about the safety of a product stop using it and make your concern known to the retailer or Trading Standards office.

- Ensure plugs, sockets and leads are not visibly damaged and replace if necessary.
- Always use an RCD (residual current device) on outdoor electrical equipment (this instantly turns off the power if there is a fault).
- Never store combustible materials near the fuse box or the electricity meter.
- Never store anything on top of a microwave.
- Never run cables under carpets or rugs.
- Never take mains-powered electrical items into the bathroom.
- Always switch off electrical items when you are not using them.

Reporting a problem

You must contact Trident if you have any electrical problems within your property as soon as they occur and we will arrange for an electrician to come to your home.

How does Trident manage safety?

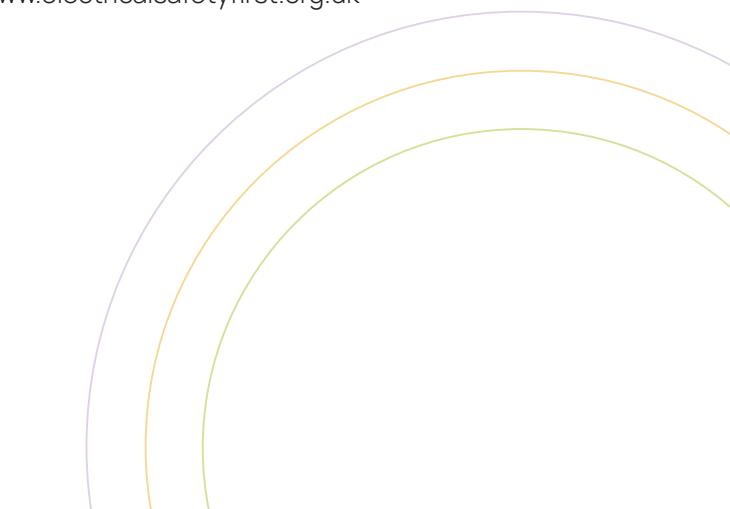
As your landlord, we are required by law to ensure your homes electrical installation and

wiring is safe when you move in and that they are maintained in a safe condition throughout your tenancy. We test and inspect all the homes we manage (and any communal areas) at least once every five years and test and inspect properties before re-letting them to new tenants.

Further guidance

For further guidance on electrical safety in the home please visit the Electrical Safety First website, which includes an online socket calculator to check your sockets:

www.electricalsafetyfirst.org.uk





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Gas Safety

As a landlord we have a legal duty to undertake a gas safety check on any appliances we have installed. Our Gas Servicing team will contact you to arrange a mutually convenient appointment to visit your home.

Your tenancy agreement states that you must allow access with reasonable notice for the purpose of a gas inspection. If access is not given, Trident can serve a 'notice of seeking possession' and gain legal access to your property.

If you smell gas, you should:

- Open doors and windows to get rid of the gas.
- Do not turn electrical switches on or off.
- Do not smoke, light matches, use naked flames or flick switches.
- Check to see if the gas has been left on or a pilot light has gone out.
- Turn off the gas at the meter.
- Contact National Grid on the gas emergency number on: **0800 111 999**.

Carbon monoxide

Carbon monoxide can be released from faulty gas appliances and can be fatal in high quantities. Symptoms of carbon monoxide poisoning include:

- Nausea
- Light-headedness
- Headaches
- Shortness of breath
- Dizziness
- Sleepiness

Carbon monoxide cannot be seen, smelt or tasted. If your carbon monoxide alarm sounds or you suspect a leak you should:

- Stop using all appliances, switch them off, and open doors and windows to ventilate the property.
- Evacuate the property immediately.
- Call the National Grid's gas emergency number on: 0800 111 999.
- Don't go back into the property and wait for advice from the emergency services.
- Seek immediate medical help.

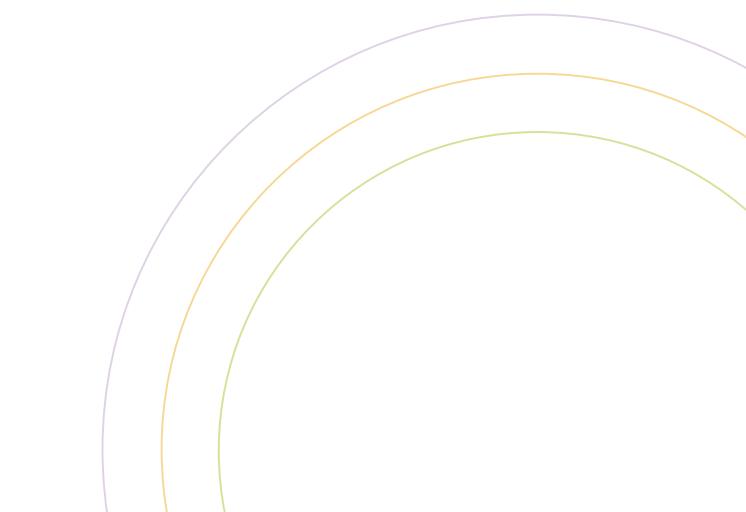
How does Trident manage gas?

Trident ensures that each gas appliance and flue within your property is checked for safety within 12 months of being installed and at regular intervals thereafter.

Further guidance

For further guidance on gas safety in the home please call 0800 300 362 or visit the HSE website:

[https://www.hse.gov.uk/gas/domestic/
newschemecontract.htm](https://www.hse.gov.uk/gas/domestic/newschemecontract.htm)



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Water Hygiene And Legionella

Legionnaires' disease

Legionnaires' disease is a potentially fatal form of pneumonia. People can catch it by inhaling small droplets of contaminated water containing the bacteria. It is more likely to affect those who are susceptible due to age, illness, immunosuppression etc.

How to keep your home safe

The risk of Legionella can be managed by taking the following steps to prevent bacterial growth in your homes; this advice sheet gives tips, however most importantly, make sure that:

- Hot water in the system remains hot (>50°C at the hot tap outlet).
- Cold water remains cold (< 20°C at the cold tap outlet).
- The water system is kept circulated.

It is important that you do not interfere with the settings on your boiler or hot water system as hot water should be set so that the water is heated up to 60°C.

Prevent bacteria breeding in stagnant water:

- Ensure any taps within a property that are not used for one week or more, are flushed for a minimum of 5 minutes.
- Ensure any shower heads that are used only occasionally, are flushed on a weekly basis for a minimum of 5 minutes. Keep as far out the way as possible whilst this is being done.
- Ensure any taps which are little used are flushed on a weekly basis for a minimum of 5 minutes (e.g. outside tap).

Prevent bacteria breeding in limescale:

Ensure all taps and shower heads are clean and free from limescale by regularly descaling and disinfecting outlets.

Report a problem

Please contact us if the boiler or hot water is not working properly, particularly if the water is not coming out of the taps at a sufficient high temperature or the cold water tap is running warm (>20°C) after you have

flushed it continuously for 5 minutes or more. Also contact us if there are any continued problems with debris or discolouration in the water.

For more information or if you would like to speak with somebody to discuss any concerns please contact us.



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Asbestos In The Home

Asbestos safety in your home

Asbestos containing materials are common in many buildings across the country built or refurbished between 1945 and 1985. Homes built after 1999 do not contain asbestos. When asbestos containing materials become damaged, there is the possibility of fibres being released into the air, this poses a possible risk to health. Do not tamper with or touch any asbestos materials, it is perfectly safe if not damaged or disturbed.

How to keep your home safe

Major works and DIY works

You should ask us for approval if you are planning major work in your home. If you think asbestos is present we can offer advice. You should be cautious when carrying out any DIY work. The use of power tools could increase the amount of fibres released into your home. You should inform us before starting any work, so that we can provide asbestos information.

Decorating

Some textured ceiling coatings, such as Artex, are known to contain a small quantity of asbestos. Do not attempt to remove them especially with power tools.

You cannot tell if a material contains asbestos with the naked eye. If you are ever unsure whether a material contains asbestos, always contact us so that we can advise you further.

I think I've found asbestos what do I do?

Do not attempt to remove it. It is against the law for anyone except trained, licensed professionals to attempt to remove and dispose of asbestos.

- Do not attempt to clean it up or repair it yourself.
- Do not brush or vacuum as this will spread the fibres into the air.
- Contact us for advice and assistance.

How does Trident manage asbestos?

We have a duty to manage asbestos in the communal areas of our buildings and regularly undertake asbestos surveys. We also carry out surveys in individual dwellings when a property becomes empty or before our contractors do some types of works in your property.

If we find asbestos, we have a number of options to utilise and will pick the best one for your safety and to ensure any works in your property can be completed. Some of these options are:

- Leave in place - often the best and safest option.
- Removal – this will be completed by licensed contractors.
- Encapsulation - this is where a special coating is applied to the material.

Further guidance

If you plan to carry out any DIY to material that could contain asbestos, or you require any further guidance, please contact us.



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Condensation And Mould

Many reports of 'damp' turn out to be caused by condensation, which is usually a result of the way we use our homes. Condensation happens when warm, moist air meets a cold surface such as a window, mirror or wall. The water vapour in the air turns back into water droplets on the cool surface.

Condensation occurs mostly during periods of cold weather and can damage decorations, floor covering, clothes and bedding and can also form in places where airflow is reduced, such as in cupboards or behind furniture. Given time, the affected damp areas then attract black mould that grows on the surface.

Common causes

Moisture from kitchens and bathrooms is a major cause and affects other colder parts of the property. Common causes include too much moisture being produced in your home, not enough ventilation and the temperature in your home not being kept on to an even level temperature.

How you can prevent condensation

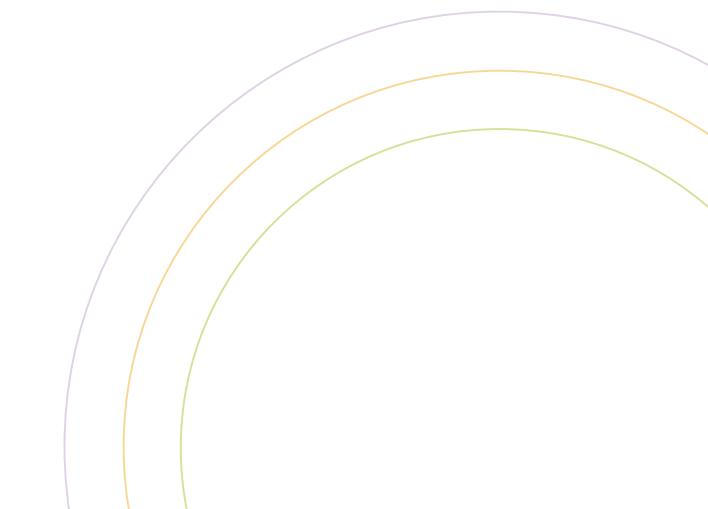
Condensation can be reduced by increasing ventilation and reducing the amount of moisture in the air and maintaining heat in your property. You can take some simple steps, such as the following, to reduce condensation, helping to prevent damp and mould.

- Open windows a little if they become misted up.
- Provide some ventilation if you have to dry clothes indoors.
- Keep the kitchen door closed when cooking or washing, and open a window to allow steam to escape.
- Keep the bathroom door closed after having a bath and open a window to let steam out. If you have an extractor fan, the fan should be left on until the steam has cleared.
- Do not allow kettles and pans to boil longer than necessary.
- Do not overfill cupboards and wardrobes so air cannot circulate.

- Where possible do not dry washing on radiators or in front of a radiant heater.
- Heating one room to a high level and leaving other rooms cold makes condensation worse in the unheated rooms. Try to leave some background heat on throughout the day in cold weather.

Reporting a problem

Please report any problems with damp and mould in your property to Trident or contact us if you would like further advice.



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Home Security

By taking a few simple precautions, you can prevent danger and damage to your home.

Lock doors

Up to 70% of burglaries, the offender mainly gains entry through a door. This may sound like a basic measure, but making sure you lock your doors when you leave the house or go to bed makes a burglar's chance of entering your home much more difficult. Don't forget to lock your shed, garage and any side and/or back gate.

Lock windows

Where window locks are fitted, do keep the keys safe as it's your responsibility to replace these. Lock windows when not in use, even if you are in for the evening and especially when you are leaving the house or going to bed.

Lights on

60% of burglaries take place between 6pm and 6am. Leaving the lights on when you go out in the evening will create the illusion that

there's someone at home and reduce the chance of a potential break in. Consider leaving lights on a timer, leaving the radio playing and ensuring valuables are out of sight.

Install alarms

A home without a security system is more likely to be burgled. Installing an alarm in a place where it can be easily seen is an effective visual deterrent. An alarm will alert neighbours of a potential intrusion, giving you peace of mind while you are away from home.

Hide keys

Leaving a spare key outside your home under the doormat or flowerpot is extremely risky. If you need to leave a spare key for a forgetful family member, consider a secure key lock box mounted to a wall.

Insurance

Only 9% of property taken during burglaries is recovered - make sure your home and its contents are insured

Callers to your home

If you don't know the caller, ask to see an identification card and check it carefully. If you are not sure the caller is genuine ask them to wait outside while you phone the organisation they claim to be from.

Further guidance

For further guidance on home security in your home, contact the Police Community Support Officer for your area.

Ask your Housing Officer for advice or visit the police website:

<https://www.police.uk/crime-prevention-advice/burglary/>

and

<https://www.met.police.uk/advice/advice-and-information/wsi/watch-schemes-initiatives/neighbourhood-watch/>

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Window Restrictors And Safety

There are a number of serious, sometimes fatal accidents every year involving people falling out of their windows. There is a particular danger for households that contain young children and toddlers.

In order to protect you and your family, the windows in your home will be fitted with restrictors (typically limiting gaps to 100mm), which prevent them from opening fully. When your new tenancy starts, restrictors will be fitted to the windows in your property. These should never be removed.

To help us to keep you safe, it is important that you:

- Check your windows regularly to ensure that any window restrictors are in good working order.
- Report any defects to window restrictors to us as soon as possible to arrange a repair free of charge.
- Avoid placing furniture underneath or immediately next to windows which could be used as a climbing aid for young children.

Report a problem

If you feel that you need to have window restrictors fitted to any windows that currently don't have them, please contact the Customer Contact Team who will be able to assist in arranging this for you.





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Repairs And Emergency Service

Reporting a repair

To report a repair or book a gas service, between our office opening hours (9am - 4pm), please call; 0121 633 4633 and press option 1.

When you contact Trident Group to report a repair, you will speak to one of our Customer Contact team members, who will log your repair and confirm the date when the repair will be carried out. For some repairs (not emergencies or communal repairs) we will offer you an appointment.

Repairs may be delayed if you are unable to describe the problem clearly. In some cases, to ensure the repair is carried out effectively, we may need to arrange an appointment to inspect the problem before logging the repair.

Emergency out of hours service

If you experience an emergency outside of Trident Group's normal office opening hours, please contact our out-of-hours service on 0121 643 6060.

We will only attend if the repair cannot wait until the next working day. Therefore, we ask that you are honest when telling us how bad the problem is and what steps you have taken.

If a contractor attends an out-of-hours emergency, they will only be required to make it safe or to isolate the problem.

Any follow up repairs will be carried out at a later date. If we tell you that we are sending a contractor on an out-of-hours call, we ask that you wait in for them to arrive. If you do not wait and they are unable to gain access to your property, we may recharge you for the cost of the visit.

An emergency is something that needs to be fixed quickly because it is a danger to a persons health or safety. This could be:

- No heating or hot water (during extreme weather).
- No electricity.
- No cold, clean drinking water.
- Dirty water coming up through plug holes or toilets.

- A damaged door or window has left your home unsecure.
- A severe leak or burst pipe
- A leak that is affecting the electrics.
- An unsafe electrical fitting that is sparking, smoking, or there is exposed wiring.

For all out of hours emergencies please call: 0121 643 6060.





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