



You matter | Ti'n cyfri

# Landlord Health & Safety communications: getting them right for tenants



a warm note to say

**THANK  
YOU**

***FireAngel***<sup>®</sup>

for sponsoring our  
**#HealthAndSafety**  
week





Diolch yn  
fawr i'n  
noddwyr

Thank you  
to our  
sponsors

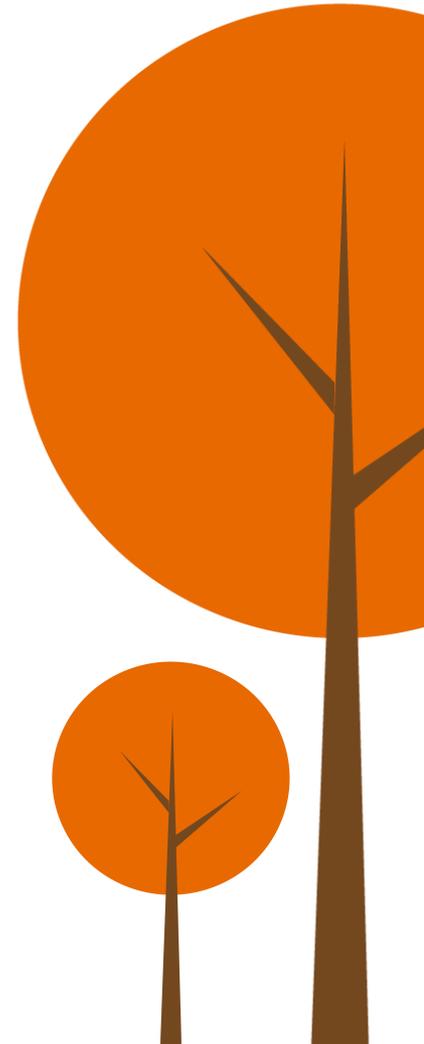


Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
**Welsh Government**



# Tweet us!

- @TPASCymru
- #healthandsafety



# **Landlord Health & Safety: some examples**

# Landlord Health & Safety: some examples

1. \_\_re

2. \_a\_

3. \_\_l\_c\_ri\_al

4. \_e\_io\_el\_\_

5. A\_b\_\_to\_

6. L\_f\_s

# Landlord Health & Safety: some examples

1. Fire
  - Slips, trips, falls
2. Gas
  - Security
3. Electrical
  - Trees, playgrounds etc
4. Legionella
  - Building renovation
5. Asbestos
  - Construction
6. Lifts
  - Mould growth

# Landlord Health & Safety: some more examples

- Entrapment
- Domestic hygiene
- Excessive cold
- Hot surfaces
- Vermin infestation
- Food Safety
- Collision
- Position & operability of amenities
- Specialist adaptors e.g. hoists, ramps

# Landlord Health & Safety: some more examples

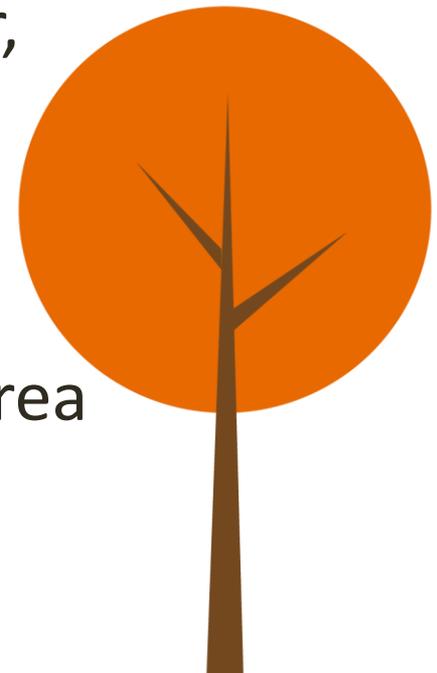
- Structural collapse –  
chimneys, boundary  
walls
- Lightning conductors
- Hoarding

# Context For H&S Comms

- *Safer Buildings Wales* Whitepaper.
- Multiple Comms methods.
- Diverse tenants & different needs and concerns.
- Lockdown – working at **home**.
- Visitors/'Anonymous tenants'
- 'Public Powered' comms & media.
- Grenfell tragedy and ongoing inquiry.

# Clear purpose and specific.

- Consider purpose for each communication – inform, reassure, support, raise awareness, instruct, ‘nudge’ or build trust?
- Purpose should reflect tone and style of message.
- Be specific - who’s the communication for, it could be shared!
  - All tenants?
  - Certain types of property or geographic area
  - “This information is relevant for.....”



# 2 key aims of H&S Comms.....



## Keep tenants /residents safe

- Practical guides
- Instructions
- How to..... etc
- Arrangements for reporting H&S concerns

## Tenants/Residents feel safe

- Accountability – H&S compliance, performance & responsibilities
- What you are doing to keep tenants safe: how and who's responsible?
- Local/physical presence – e.g. H&S signage, equipment, inspections
- Crisis Comms

# Keep tenants /residents safe

- Practical guides
- Instructions
- How to..... etc
- Arrangements for reporting H&S concerns

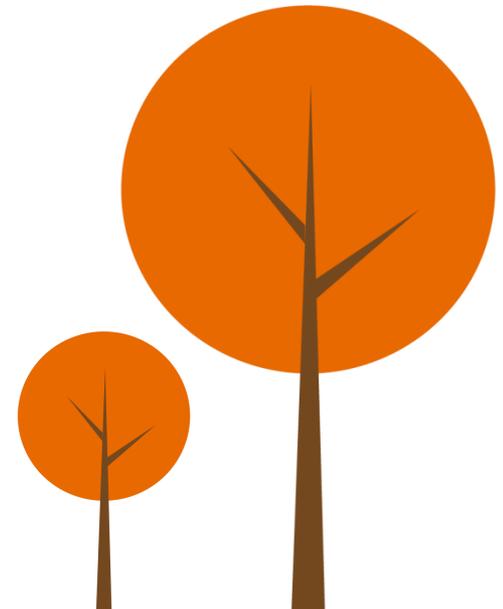
# Some examples.....

- [Fire safety | The Hyde Group \(hyde-housing.co.uk\)](#)
- [https://www.stockporthomes.org/keeping-safe-and-sound/](#)
- [Your-Home-Your-Safety\\_Torus-Customer-Safety-v1-March-2021\\_low-res.pdf](#)
- [https://www.tworivershousing.org.uk/custom-content/uploads/2017/03/HS-Tenants-Handbook.pdf](#)
- [http://online.fliphtml5.com/ylfz/tdch/](#)
- [https://www.tuntum.co.uk/im-a-tuntum-resident/your-home/gas-safety/](#)
- [https://www.wha.org.uk/health-safety-info/#1528443651919-5e423172-7844](#)
- [https://www.riverside.org.uk/you-your-home/safety-support/](#)



# Some examples.....

- [Your-Home-Your-Safety\\_Torus-Customer-Safety-v1-March-2021\\_low-res.pdf](#)





# Fire safety

Home / Tenants / Looking after your home / Safety in and around your home / Fire safety

Share this page

Print this page

## In this section

Resident handbook

MyAccount

Repairs and maintenance

Coronavirus - information for our customers

Rent and service charges

Antisocial behaviour

Managing your tenancy

Looking after your home

Home maintenance

Damp, mould and condensation

**Safety in and around**

## Fire safety and prevention in your Hyde home

As your landlord we are responsible for carrying out regular fire safety checks in the communal areas of buildings.

You should familiarise yourself with the exit routes for your property, and whether the policy is to 'Stay Put' or 'Evacuate'.

If you're a new resident, your Lettings Advisor will tell you this during your sign up process.

If you are unsure, [contact us](#) to check with your Property Manager, or with any concerns about fire safety.

### 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.
- > Keep exits from your home clear and keys to windows and doors in easy reach.



My home

My tenancy >

My rent >

Repairs >

Home improvements >

Home Ownership

Keeping safe and sound

Gas safety

Electrical safety

## Keeping safe and sound

We are committed to ensuring that all our customers are safe in their homes. Below you can find advice about safety in the home:

- > [Gas safety](#)
- > [Electrical safety](#)
- > [Fire](#)
- > [Asbestos](#)
- > [Condensation and mould](#)
- > [Legionella](#)
- > [Bogus callers](#)

6

Burns and scalds .....

7

Security.....

8

Firework hazards .....

9

Christmas hazards.....

10

Asbestos.....

11

Lead.....

12

Child's play .....

13

People and dogs.....

14

Product safety.....



## Fire safety tips - in the kitchen

**Our fire safety expert Kathryn has pulled together a short video with top tips for when you're in the kitchen.**

## Fire safety tips - balconies

**Our fire safety expert Kathryn has pulled together a short video about using a balcony if you have one.**

## Fire safety tips - Halloween

**Stay safe this Halloween! Here's a short video from our fire safety expert Kathryn.**

[Read](#)

# Gas Safety

## What do we need to do?

We need to carry out an annual service of your boiler, check pipework and any gas appliances. We also check any solid fuel appliances e.g. wood burners. We ensure smoke and carbon monoxide detectors are fitted and working correctly.

## Why do we do this?

Torus has a legal responsibility to comply with the Gas Safety (installation and use) regulations 1998 as amended. A gas safety check and service can identify risks and actions we need to take to ensure your gas installation remain safe to use.

A leaking gas appliance can cause explosions. Boilers, fires and cookers that aren't well maintained can produce carbon monoxide (CO) gas, that you can't see, smell or taste, but its affects can be fatal.

A regular inspection will help keep you safe and could save you money on your fuel bills.

# What's involved?

During an inspection we will:

- Check all gas appliances, boilers, flues, pipework, smoke and carbon monoxide alarms that are owned by Torus.
- Do a visual inspection of any gas cooker. Servicing and maintenance of a gas cooker is your responsibility since it belongs to you.
- Show you where the gas meter is and how to turn off the gas in an emergency.
- Record the safety checks we make and give you a copy.

# How often do we need to carry out the check?

A 45-minute safety check and service, once a year.

Gas Safety Check	
Type of Property	Frequency

Oxygen Therapy ..... 17

**Electrical Safety ..... 19**

    Electrical Safety ..... 20

    Mobility Scooters ..... 24

**Asbestos Safety ..... 26**

    Asbestos Safety ..... 27

**Water Safety ..... 32**

    Water Safety ..... 33

    Flood Risk ..... 36

**Lifts ..... 40**

    Lifts ..... 41

**Safety in communal areas and your neighbourhood ..... 43**

    Communal Areas ..... 44

    Your Neighbourhood ..... 46

**Spring Safety Tips ..... 47**

**Summer Safety Tips ..... 49**

**Autumn Safety Tips ..... 52**

**Winter Safety Tips ..... 54**

    Christmas Safety Tips ..... 57

**Shisha Pipes ..... 59**

# Breakout / Networking session

## Practical H&S Guides

- What formats work best?
- What do you use already?
- How can you make them accessible?
- What does the best H&S guide look like?

# Tenants/Residents feel safe

- Accountability – H&S compliance, performance & responsibilities
- What you are doing to keep tenants safe
- Local/physical presence – e.g. H&S signage, equipment, inspections
- Crisis Comms

## Compliance with Statutory Obligations

Gas Safety Certificates  
(SP12) up to date:

**100%**



Passenger/Vertical & Stair lifts  
within RSHP stock subjected to  
periodic inspection/maintenance  
regime:

**100%**



Gas Soundness/Flue Checks  
completed:

**100%**



Oil Fired Boilers Serviced:

**98.20%**



Required Fire Risk  
Assessments carried out:

**100%**



Required Carbon Monoxide  
Alarms fitted:

**100%**



Electrical Systems which  
Comply with Current  
Regulations:

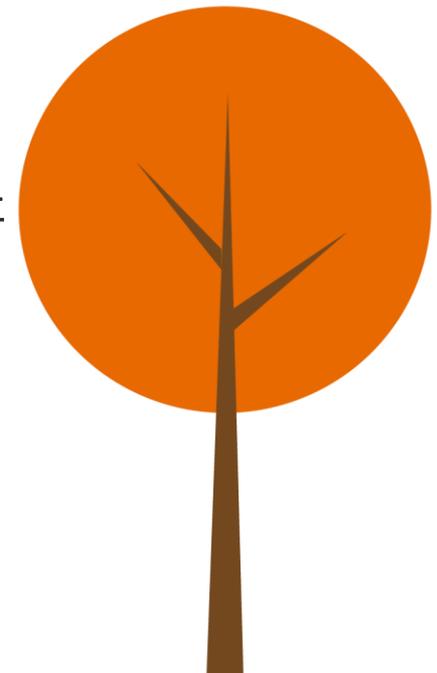
**99.55%**



**Want to know more?**

If you want to find out more about your Associations performance, contact them directly. We expect all

- <https://www.muir.org.uk/responsibilities/>
- <https://www.stockporthomes.org/my-home/keeping-safe-and-sound/fire/fire-risk-assessments/>
- <https://www.hyde-housing.co.uk/fire-safety-tall-buildings/>
- <https://www.optivo.org.uk/managing-your-home/fire-and-cladding/Fire-safety.aspx>
- <https://www.manninghamhousing.co.uk/health-safety/>





Finding a home

Managing your home

Support we offer

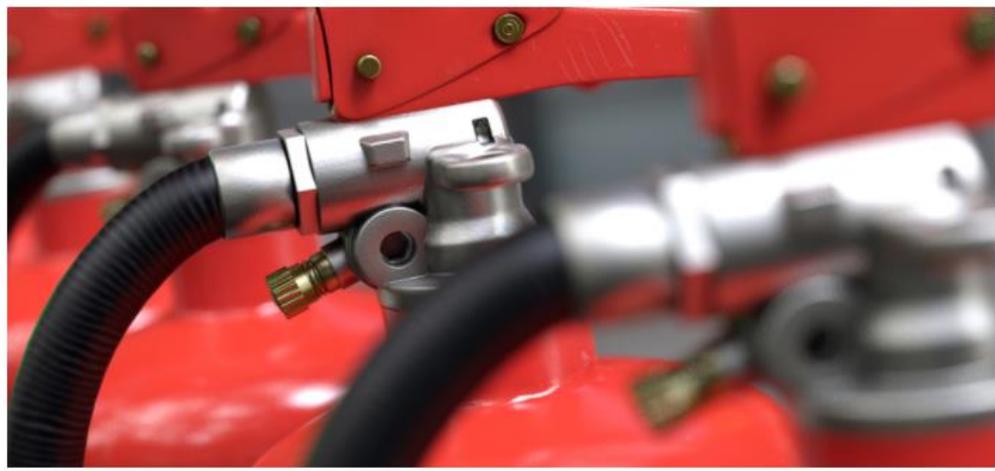
Get involved

About us

Contact us



# Fire safety advice



The safety of residents is our number one priority. We have robust procedures and comprehensive controls in place regarding fire safety which are reviewed and tested on a regular basis.

Each building has its own Fire Risk Assessment. [Contact us](#) if you would like to receive a copy of the risk assessment report for your building.

[Request your report](#)



### Also in this section:

- Repairs & home improvements (+)
- Making a payment (+)
- Making comments & complaints (+)
- Fire safety & cladding (-)
  - FAQs about cladding and fire safety remediation costs
  - Fire safety advice
  - Fire safety – robust procedures in place
  - Lobbying the government
  - Our commitment
- Safer communities (+)
- Leaseholder & Shared Owners (+)
- Living in your home (+)





- My home
- My tenancy >
- My rent >
- Repairs >
- Home improvements >
- Home Ownership
- Keeping safe and sound** >
  - Gas safety
  - Electrical safety
  - Fire Safety** >
    - Fire Risk Assessments**
    - Fire Safety in blocks
    - Sprinklers
    - Asbestos
    - Condensation and mould
    - Legionella

## Fire Risk Assessments

Fire risk assessments on each of Stockport Homes' multi-storey blocks were... have been reviewed regularly since then, following full inspections. Below you... latest reviews for each block, along with action plans to address any risks ider... carried out by independent fire engineers and are designed to identify prioritie... remain safe. Where timescales have been assigned to actions planned, these... identified by these experts.

### Beaver House

Please see the Fire Risk Assessment and Action Plan Monitor below:

[Beaver House Fire Risk Assessment](#)

### Bowdon House



### Brecon Towers



- Back
- Forward
- Reload
- Save as...
- Print...
- Cast...
- Create QR Code for this page
- Translate to English
- View page source
- Inspect

## RESIDENTS INFORMATION

COVID-19 Information

Meet Your Housing Team

Rent and Money

Benefits and Welfare Support

Repairs and Maintenance

Report a Repair

Planned Works

Aids and Adaptions

Health and Safety Compliance Responsibilities

Gas

Electric

Water Hygiene

Fire

Lifts

Asbestos

## HEALTH AND SAFETY RESPONSIBILITIES

**Muir's Compliance Team ensures the Association's homes are safe and that they are serviced and inspected according to the law and housing regulations for landlords.**

Compliance with statutory requirements is a basic minimum to provide assurance that residents are safe.

However, Muir also goes beyond this to demonstrate that health and safety risks are effectively managed by delivering an effective Health and Safety strategy.

Our responsibilities cover:

[Gas](#) [Electric](#) [Water Hygiene](#) [Fire](#) [Lifts](#) [Asbestos](#)

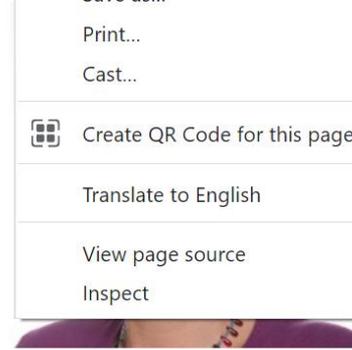
Muir's Compliance Team consists of:



Mike Proudfoot - Compliance Manager



Sharon Thomas - Compliance Officer



Nathalie Rees - Compliance Officer



- Back Alt+Left Arrow
- Forward Alt+Right Arrow
- Reload Ctrl+R
- Save as... Ctrl+S
- Print... Ctrl+P
- Cast...
- Create QR Code for this page
- Translate to English
- View page source Ctrl+U
- Inspect



# Message from our Group Chief Executive about fire safety

↪ Share this page

Home / Tenants / Looking after your home / Safety in and around your home / Fire safety in your home / Message from Group Chief Executive

## In this section

- Resident handbook
- Repairs and maintenance
- Rent and service charges
- Antisocial behaviour

## September 2018

Following the Grenfell tower fire last year, we have redoubled our efforts in ensuring buildings meet the highest safety standards. I set up a fire safety taskforce which is f checking the 48 buildings over six storeys that we own, completing extensive survey carrying out any necessary works to keep residents safe. We have already assessed buildings above ten storeys and have started remedial works for those building wher



# Health and Safety Law What you need to know

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.



## What employers must do for you

- 1 Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
- 2 In a way you can understand, explain these risks, will be controlled and tell you who is responsible for this.
- 3 Consult and work with you and your health and safety representatives in protecting everyone from harm at the workplace.
- 4 Free of charge, give you the health and safety training you need to do your job.
- 5 Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.

Your health and safety representatives

Other health and safety contacts



## What you must do

- 6 Provide visitors, washing facilities and drinking water.
- 7 Provide adequate first-aid facilities.
- 8 Report major injuries and fatalities at work to the Incident Contact Centre on 0545 300 9923. Report other injuries, diseases and dangerous incidents online at [www.hse.gov.uk](http://www.hse.gov.uk).
- 9 Have insurance that covers you in case you get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
- 10 Work with any other employees or contractors during the workplace or providing equipment such as agency workers, so that everyone's health and safety is protected.



## If there's a problem

- 1 Follow the training you have received when using any work areas your employer has given you.
- 2 Take reasonable care of your own and other people's health and safety.
- 3 Co-operate with your employer on health and safety.
- 4 Tell someone (your employer, supervisor, or health and safety representative) if you think the work or machine/precisions are putting someone's health and safety at serious risk.

### Fire safety

You can get advice on fire safety from the Fire and Rescue Service at your workplace for advice.

### Employment rights

Find out more about your employment rights at [www.hse.gov.uk](http://www.hse.gov.uk)



Health and Safety Executive



# + SITE SAFETY NOTICE BOARD ✓

### Warehouse Rules

Under the Health & Safety at Work Act 1974 all persons entering this site must comply with all regulations under this act.

- Report all accidents or near misses immediately
- High visibility jackets must be worn at all times
- Protective footwear must be worn
- Visitors must report to reception
- Beware of moving vehicles in yards
- First Aid available at First Aid stations
- Walkways must be kept clear
- Beware of moving manual handling equipment

### Fire Wardens

Your fire wardens are:


Your nearest fire assembly point is:

### First aid

Your first aiders are:


Your nearest first aid box is situated:

### Fire action

If you discover or suspect a fire

- 1 Sound the alarm by operating the nearest fire alarm call point
- 2 Dial  to call the fire brigade
- 3 Leave the site by the nearest available exit
- 4 Report to person in charge of assembly point at
- 5 Do not stop to collect personal belongings. Do not use lifts.

Any Other Info

Missing

Insurance Certificate

Missing

Health And Safety Policy

Missing

Fire Evacuation And Fire Point Plan

Missing

## SITE SAFETY

--	--	--	--

Days since the last lost time accident on this site

# Health & Safety Communication



### Fire Safety

In the event of a fire or discovery of a fire...

Step 1: ...

Step 2: ...

Step 3: ...

Step 4: ...

...  
...  
...  
...  
...

...  
...  
...  
...  
...

...  
...  
...  
...  
...

### Health & Safety Strategy

...  
...  
...  
...  
...

### Manual Handling

...  
...  
...  
...  
...

...  
...  
...  
...  
...

### AUGUST

...  
...  
...  
...  
...

### Slips, Trips & Falls

Are you reducing the risks?

...  
...  
...  
...  
...

### Safety Alert

August 2015

...  
...  
...  
...  
...

### Safety Alert

July 2015

...  
...  
...  
...  
...

# DESTINATION ZERO

Simply Brilliant Food



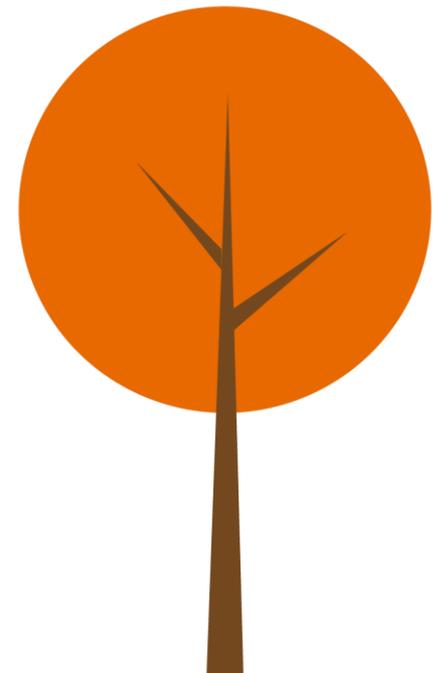
# Breakout / Networking session

## H&S Reassurance

- What formats work best?
- What do you use already?
- How can you make them accessible?
- What does good look like?

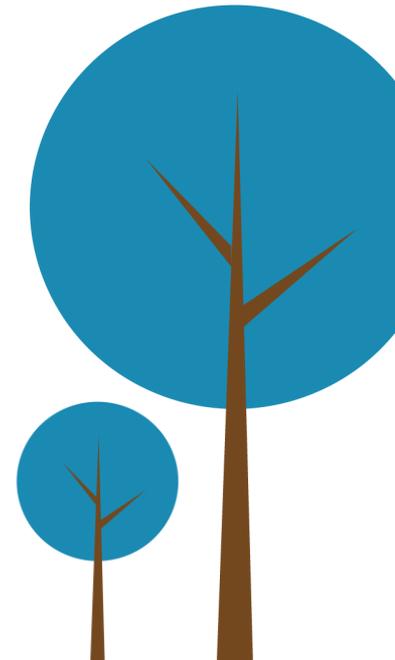
# Some more Information & Guidance ideas:

- 'Co-designing' information with Tenants
- Estate/Scheme specific videos/info
- 'Practical' videos – how to....
- Presentations/info by authorities: fire/EH
- Newsletter articles
- Social Media
- New Development/Improvements presentations/video
- 'Seasonal' stories and information



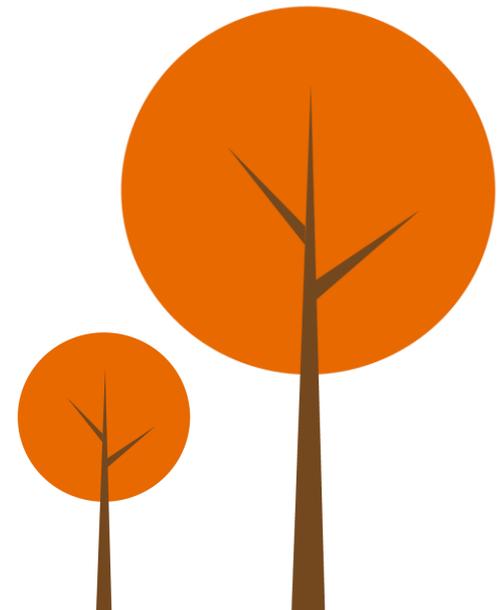
# 1. Website & Social media

- Yes not everyone has access!
- Use it a hub of 'approved' information.
- Family/friend/Community 'Connectors'
- Scheme or estate specific FB groups.
- Stakeholder circulation groups
- Email updates – tenants & contacts



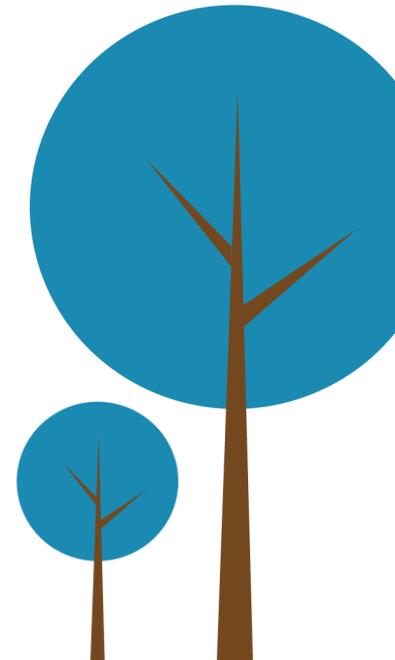
## 2. Use your tenant profile data to shape comms work

- Use what tenant profile data you have. Do comms/PR staff have access to it?
- Anecdotal Tenant profile data – insight from front –line staff etc
- Try to overcome comms barriers – literacy, language, sensory loss, terminology, digital poverty.



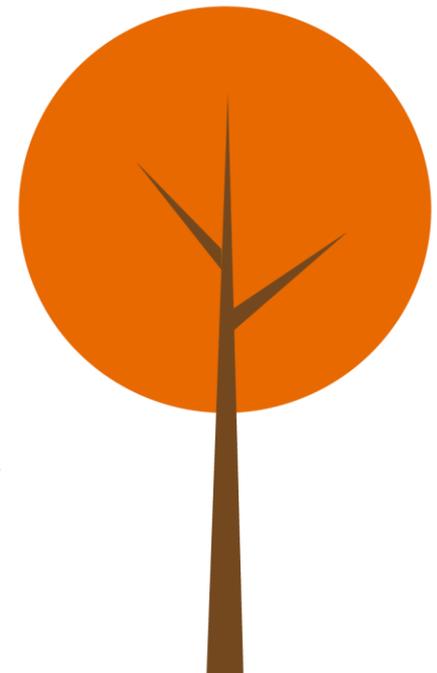
### 3. Consider how your tenants are feeling.

- Relatable & empathic comms work.
- How are your tenants feeling? -  
Overwhelmed, Scared, Concerned
- Ask them! So you can pitch your comms right.
- Everyone different



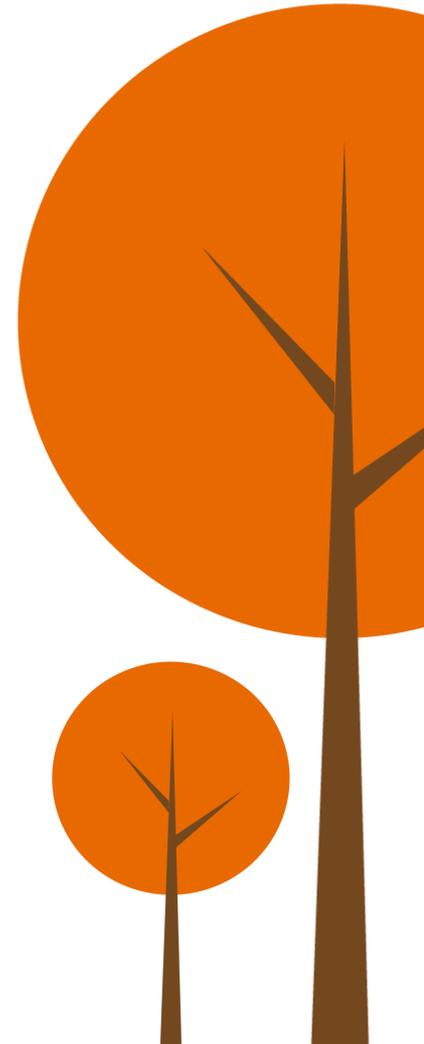
## 4. Relatable & Visual

- Videos or messages by local staff
- Videos in specific languages or by community leaders
- Photo of relevant staff in comms messages
- Photos/videos of reality – e.g. repairs staff in PPE, head/area offices closed, staff working from home.
- Easy read ‘how to’ or ‘what to expect’ guides e.g. how essential repairs/safety checks will be carried out



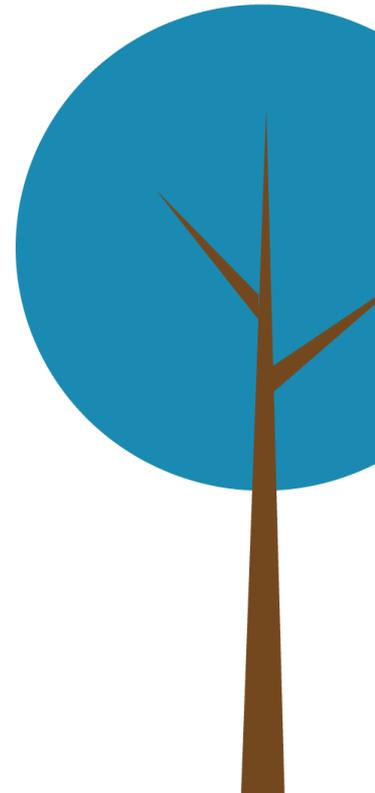
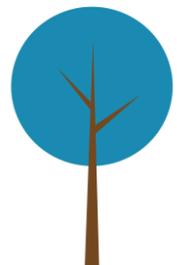
# 5. Copy in staff & stakeholders

- Give staff a 'heads up ' about important tenant & public comms.
- Include advise about how to respond/who to refer to.
- Share with relevant stakeholders/partner organisations.



# Evaluation link

■ <http://doo.vote/views>





You matter | Ti'n cyfri

**Questions?**  
**Comments?**  
**Thoughts?**

## South Wales Office

Unite Building  
1 Cathedral Road  
Cardiff  
CF11 9SD

02920 237303  
enquiries@tpas.cymru

## North Wales Office

77 Conway Road  
Colwyn Bay  
Conwy  
LL29 7LN

01492 593046  
enquiries@tpas.cymru

@DavidTheLloyd  
@tpascymru

[www.tpas.cymru](http://www.tpas.cymru)

