



CLYDE VALLEY  
HOUSING  
ASSOCIATION



# Customer Health & Safety Handbook



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# Introduction

Dear Customer,

Welcome to your Clyde Valley Housing Association (CVHA) Customer Health and Safety Handbook.

Keeping Customers safe in their homes and neighbourhoods is a top priority for CVHA and we have a key objective to ensure the trust and confidence of Customers in the safety of their home.

Health and safety awareness has been heightened globally and it has been shown that when people work together, better health and safety outcomes can be achieved.

This handbook has been designed to give you information about the actions CVHA will take to ensure your home is a safe place to live and how you can help in that process. We have included lots of hints and advice on general home safety which I hope you find both informative and useful.

As a housing provider, CVHA must meet and maintain all regulatory standards and requirements to ensure homes are safe and we do this through routine inspection programmes and undertaking works as required e.g. annual gas safety checks and servicing.



Our programmes are monitored, including a number which are audited by independent bodies, and we report our performance through our governance structure and to the Scottish Housing Regulator.

Please take some time to read through your handbook, and if you have any questions or feedback please get in touch with us using the contact details at the end of the handbook.

I would like to thank Customers, including members of the CVHA Customer Panel, for their valuable input and feedback on the development of this handbook.

Stay safe,

*Carron Garmory*  
CHIEF EXECUTIVE

# Fire



## What CVHA is doing to keep you safe



All individual homes will have the required levels of smoke and heat alarms installed, appropriate to both the home and the needs of the Tenant.



Communal fire alarm systems in amenity housing blocks will be serviced annually by a certified professional company/partner.

**Let us know if you have a hearing issue which may make it difficult for you to hear an alarm – we can provide assistance to help you obtain specially enhanced equipment.**



Fire extinguishers and blankets in communal areas of amenity housing blocks and Houses in Multiple Occupation will be serviced annually.



Flats in enclosed communal blocks are fitted with an approved 30-minute fire door. Fire doors are essential to containing fires and preventing their spread into communal areas, allowing time for either escape or the Fire Service to respond.

**Please do not tamper with fire doors– they could save your life**



If you live in a block with a communal stairwell, we will carry out regular Fire Risk Assessment undertake a FRA with regular reviews and then would carry out regular inspections to ensure access/egress routes are clear

Emergency lighting in blocks will be tested regularly.

## Did you know...

Around 48% of domestic fires start in the kitchen, and are most commonly caused when cooking is left unattended.

## Fire safety in your home – what you can do

The major causes of domestic fires are; cooking, candles, smoking, heating and use of electrical gadgets. Fires can start suddenly and spread quickly, damaging your home and belongings and putting lives in danger. There are a few simple steps you can take to prevent a fire from starting:

- Don't leave chip / food pans unattended.
- Be careful not to overload electrical sockets.
- Use chargers for devices (e.g. mobile phones, laptops etc) supplied by the manufacturer of the device. Cheap replacements have an increased risk of catching fire. Unplug chargers when not in use – always unplug them overnight.
- Close living room and kitchen doors at night. In the event of a fire this will help to hold back smoke and flames giving you vital time to escape or call for help.
- Keep matches out of reach of children.
- Keep portable heaters away from curtains and furniture. Only use the type with safety cut out which will turn them off if they should fall over.
- Never dry washing in front of an open fire.
- Ensure your furniture is fire retardant, and keep combustibles away from any heat source.
- Keep an eye on lit candles – they should be on a stable surface, away from flammable items e.g. curtains, and kept out of reach of children.

# Safety



## Fire safety in communal blocks

If you live in a block with a shared stairwell or other communal areas, there are a few other things you need to think about.

- Keep communal electrical cupboards or other areas e.g. under stairs clear.
- Report issues of fly tipping, unauthorised storage, issues with door entry systems and any other communal issues promptly.
- Keep communal doors closed and do not wedge them open as this could affect the security of
- the block and/or allow fire to spread more easily.
- Keep bin stores tidy and take excess rubbish, unwanted household items to the recycling centre or tip.



### What's your plan?

Even with care, fires can happen. They can spread quickly, so you need to have a plan of how you would get out of your home, and make sure that everyone who lives there, as well as any visitors, are aware of it.

You can find an example of a fire escape plan on the Scottish Fire and Rescue web page

<https://www.firescotland.gov.uk/your-safety/for-householders/escape-plans.aspx>

You should check your route regularly to make sure that it's clear.

If there is a fire in your home  
GET OUT. STAY OUT. CALL 999

Closing doors behind you as you leave the house will slow down the spread of flames and help protect both people and your belongings from fire. Do:

- Stay low to the floor where the air is cleaner and cooler
- Shout to warn your family or anyone nearby – even outside
- If your clothing catches fire, stop, drop down and roll on the ground until the flames go out.
- If you cannot get out, stand by a window so firefighters can see you
- Never open a door if it's warm to touch, there could be fire inside
- Keep your keys somewhere that is easy to find

### Looking after your smoke Alarm

- Check your smoke alarm weekly to make sure that it's working.
- If your alarm beeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention (contact us if you need help with this). A continuous beeping is an activation that requires immediate action to stay safe.
- Never disconnect the alarm if it goes off by mistake.
- Vacuum the grill area of the smoke alarm every 12 months.
- Never cover smoke alarms.
- Report any issues to CVHA.

### **For you information.....**

CVHA have replaced all alarms to mains powered with 10 year sealed battery back up for your safety. Do not install alarms that have replaceable batteries in your home.



# Gas



**Gas safety checks are vital for your safety and are required by law.**

## What CVHA is doing to keep you safe

By law Landlords must make sure that all gas appliances, flues and pipe work are safely maintained and checked once a year. This is to ensure your home is safe to live in. Unless gas appliances are serviced regularly, they can become dangerous and can kill. CVHA must carry out a service before the anniversary date expires on the previous gas safety certificate.



CVHA's gas contractor will arrange to carry out your gas safety check each year. We will take all reasonable steps to get in touch with you to arrange this. These checks are essential for your safety and required by law. If we are unable to arrange a suitable time with your consent we will commence our controlled entry process.



If additional works are identified during the safety check the contractor will call you to arrange an appointment to have the repair carried out.



A copy of the gas safety certificate will be sent to you within 28 days. Please keep this safe next to your appliance if possible, to assist with any inspections.



We will carry out gas safety checks on all empty homes, and cap the gas.



CVHA ensures our gas contractors are Gas Safe registered and are qualified to work on each relevant gas appliance



All gas cookers must be fitted with a stability bracket. At each annual service a gas engineer will check that they have been fitted correctly.



The gas inspection includes looking at all gas appliances in your home to check they are working correctly. We shall repair any appliance that we own such as boilers or fires. If there is a problem with an appliance that belongs to you, we will not carry out any repairs. Our contractor may fix a warning label to your appliance to warn you that it's not safe to use. It is illegal to remove this label and use the appliance until it has been made safe to use. You are responsible for arranging any repairs that are necessary.

## If you think you have a gas leak

1. Open all doors & windows.
2. Do not put off or on any electrical items or switches.
3. If any gas appliances have been left on, turn them off.
4. If the pilot light is still on and your gas appliances are all off, there may be a leak.
5. Turn off the gas at the mains.

**Phone the National Gas Emergency Number immediately on 0800 111 999.  
(This is a free phone number unless you are calling from a mobile phone).**

# Safety

## What you can do to help keep yourself gas safe

- Keep the appointment given for the annual safety check and service given by CVHA's gas contractor. If you can't, call the gas contractor to re-arrange for a time that is suitable and before the anniversary date (i.e. within a year of the last service).
- If you have a prepayment meter please make sure you have at least emergency credit available on your electric and gas meter for our gas engineers to complete a gas safety check.
- Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

## Staying gas safe - your appliances

- If you live in a flat, the law requires that any new gas cooker has a flame supervision device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished.
- Any new gas cooker you have fitted must be fitted by a qualified gas safety engineer and a certificate forwarded to CVHA.
- No gas fires can be installed in the property by Customers. Any works to gas systems must be approved in writing by CVHA before they are carried out.
- If you suspect any problems with your gas appliance, please call the repairs line on 0800 0193 222.

## Tips for boiler faults

If you have a problem with your boiler, please take the following steps before calling to report a fault:

- If you have a pre-pay meter, check it is in credit.
- Check there has not been a power cut and there is power to appliance.
- Check to see if the pilot light has gone out.
- Please try and reset the boiler- if you do not have an instruction manual, contact us and we will send you a copy.
- Check the pressure gauge on the boiler when system is cold; it should be between 1 and 1.5 bar. Generally, this is indicated by a green zone on the gauge. Do not overfill past the green zone or 2-bar level. Check that the boiler has not been turned on to hot water only settings or on to a timer.
- If you have a thermostat, check that this is set to the correct temperature or select 30 degree to test the boiler. You can then adjust to a comfortable temperature once the boiler is running.
- In cold weather your condensate pipe that comes from your boiler to the outside of your property can become frozen. This can cause your boiler to shut down. This can be fixed by pouring warm water over the pipe.



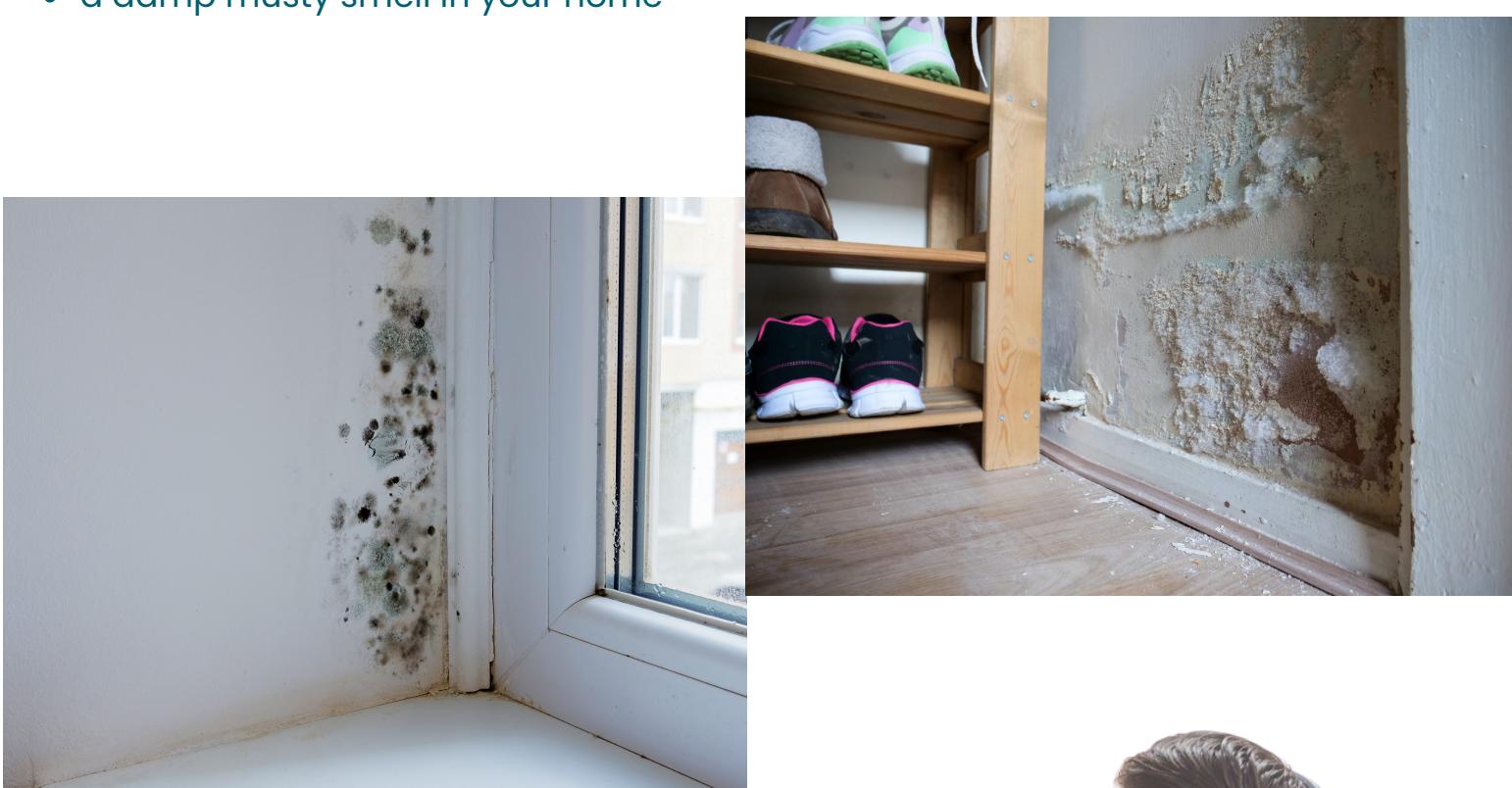
**Phone the National Gas Emergency Number immediately on 0800 111 999.  
(This is a free phone number unless you are calling from a mobile phone).**

# Managing damp & mould in your home

## What is damp?

Damp refers to the presence of excess moisture in a room. This can show as:

- condensation on your windows
- black mould on walls, around windows or on fabrics/soft furnishings
- staining rising from the floor or coming from a ceiling/window
- a damp musty smell in your home



## What to do if you have damp in your home

If you have damp in your home, please contact a member of our contact centre on 01698 268855.

Our friendly team are here to help. We will ask you some questions about the dampness in your home to better understand what type of damp may be affecting it.





In most cases we will send out one of our experienced Technical Inspectors to look at the issue. The team may ask an independent specialist to carry out a Damp Survey that will investigate the reasons dampness or mould has appeared, if the reasons are not immediately clear. We will discuss this with you and look to put in place any recommendations from the survey results where we can.

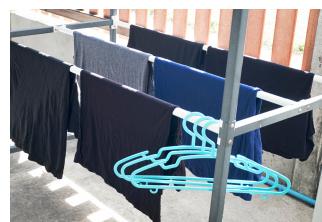
However, dampness that is not caused by a building defect may need to be managed by the household. We will help you do this by giving you all the information you need to control excess condensation in your home and we will support you in making small changes that should help manage the problem.

## **Managing condensation in your home – What causes moisture to build up?**

Some examples of household activities that can contribute to condensation and dampness are:

- Cooking – steam from cooking produces 2.3-2.6 litres of moisture
- Drying clothes inside our homes can produce 4-5 litres of moisture
- Washing and bathing can produce 0.4-0.5 litres of moisture

If this moisture isn't removed from your property, it will condense on cold surfaces and create the ideal environment for mould to grow. Mould spores can be dangerous to you and your household's health, so it is very important that their growth is prevented.



**Scan the QR Code to view our video**



## What you can do to reduce this moisture

1

Keep air moving in your house – do this by keeping all vents open and clear. Open windows every day for at least 15 minutes to let air out, even in cold weather. It's helpful to remember that moist, warm air takes longer to heat up than cold dry air, so if you let the moisture out regularly, your home will heat up quicker.

2

If you see condensation on your windows, remove the condensation using a wet cloth and wring the cloth out to remove the moisture.

3

Where possible dry clothes outside or in the tumble dryer. If drying clothes in your home, put your laundry in a well-ventilated room; for example hang your laundry in your bathroom with the bathroom extractor fan on or the window open and the door closed.

4

When cooking and bathing, keep the door closed and the window open and/or extractor fan on until all the moisture has been removed from the room.

5

If you have mould anywhere in your home, clean it off straight away using a fungicidal wash. This can be purchased in all supermarkets or from homeware/hardware stores etc.

6

Do not have furniture pushed hard against a wall to allow air to circulate. This reduces the risk of mould growing behind these areas.

7

Heat your home, where possible, to a minimum of 18 degrees, though this can be cooler when not at home and overnight. You don't need to keep your home at these temperatures all the time, but you should aim to bring it up to these temperatures at least some of the day.

CVHA will continue to support you in managing dampness in your home and will check in with you over a period of time to check that any measures put in place by ourselves and/or you are working.

# Our current service standards in respect of responding to Dampness and Mould

You can expect the following service standards from us in respect to the reporting of an instance of damp or mould in your home:

- We will visit a customer's home within 3 working days when they report dampness or mould to us
- We will complete remedial work within 6 working days unless a specialist contractor inspection is required. In such cases we will look to complete remedial work within the timescales proposed by the specialist contractor
- We will follow up each completed repair within 6 weeks of any damp and mould repair work being carried out.
- We will programme further visits every 6 months until both the tenant and the Association is happy that the issue has been resolved
- All logged repairs must have evidence of at least 3 attempts to contact the customer



01698 268855



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Aby wyświetlić ten dokument w preferowanym języku, użyj ikony zmiany języka w witrynie internetowej CVHA.

ਦਸਤਾਵੇਜ਼ ਨੂੰ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹਨ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ CVHA ਵੈੱਬਸਾਈਟ 'ਤੇ 'ਭਾਸ਼ਾ ਬਦਲੋ' ਆਇਕੋਨ ਦੀ ਵਰਤੋਂ ਕਰੋ

Щоб прочитати документ обраною вами мовою, скористайтеся значком «змінити мову» на веб-сайті CVHA

ویب سائٹ پر ' زبان بدلیں آئیکن کا استعمال کریں۔ CVHA دستاویز کو اپنی پسند کی زبان میں پڑھنے کے لیے براہ کرم



# Solid fuel safety



Solid fuel appliances such as open fires, multi stoves and Charnwood heating stoves produce poisonous gases that will require a clear and unobstructed flue to carry them away from the property. The property also needs to have an adequate ventilation system such as air vents that are appropriately sized to serve the appliance. Solid fuel appliances need to be serviced annually, including a chimney/flue clean to ensure they operate correctly.

## What CVHA is doing to keep you safe:

- We will ensure an annual service is carried out on the appliance and flue.
- We will ensure there is adequate ventilation for the correct burning of the appliance.
- We will ensure a carbon monoxide alarm is sited near to the appliance for your safety.

If you suspect any problems with your solid fuel appliance, please call the repairs line on 0800 0193 222.

## What you can do to assist and to keep yourself safe::

- Make sure the ventilation is not obstructed.
- Empty and check the ash can every day.
- Always use the correct fuel.
- Never leave an open fire unattended without a secured fireguard.
- Never let children near a fire and use a secured fireguard for their safety.
- Allow us access to carry out your annual service.

If your appliance begins to burn slowly, goes out frequently or if you smell or suspect fumes:

1. Open doors and windows.
2. Carefully put out the fire, or allow to burn out itself.
3. Do not stay in the room any longer than necessary.
4. Do not attempt to relight the appliance until it has been checked.

**Do not attempt to relight the appliance until it has been checked**

# Carbon monoxide

Carbon monoxide is a by product of burning fuels. It is always present and not just where fuels do not burn fully. Ventilation systems such as flues and chimneys if in working order prevent a build up of CO to concentration levels which can be dangerous.. The most common causes of accidental exposure to carbon monoxide are incorrectly installed, poorly maintained or poorly ventilated household appliances, for example cookers, heaters and central heating boilers. Carbon monoxide is a poisonous gas that has no smell or taste. Breathing it in can make you unwell, and it can kill if you are exposed to high levels.



## **What CVHA is doing to keep you safe:**

- We will ensure homes with gas heating appliances and solid fuel heating are fitted with a carbon monoxide detector and appropriate ventilation.
- We will carry out a check of your carbon monoxide detector during your annual gas or solid fuel check and service. Where a fault is identified a temporary alarm will be left in place until the repair can be carried out. Do not move alarms fitted by CVHA.
- We will respond to reports of a carbon monoxide alarm activation as an emergency and if required replace the detector. Depending on the situation a CVHA Technical Inspector may attend and carry out an inspection to assess the fault. This may be escalated to our procured gas contractors to carry out a more thorough investigation where required.

## **What you can do to assist and to keep yourself safe:**

- Do NOT remove carbon monoxide detection alarms from your property – they are there for your safety and can save you and your family's lives.
- Report issues or activations promptly.
- Do not cover vents, they are there to ensure effective ventilation to prevent build-up of fumes.

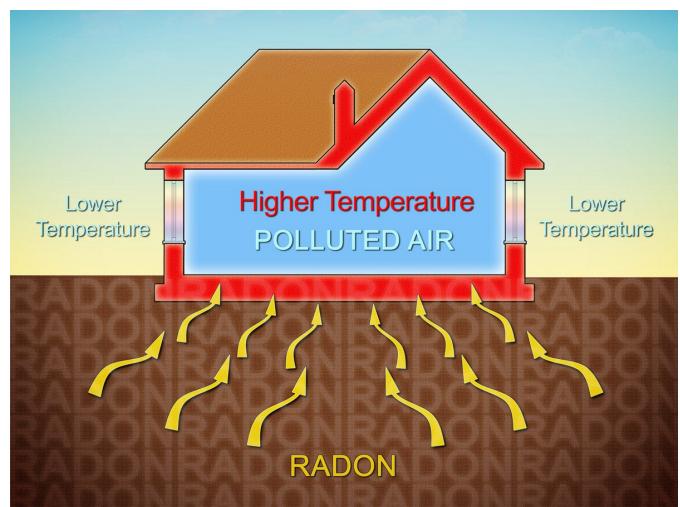
If your alarm bleeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention. Please call CVHA to have this rectified. CVHA have replaced all alarms to mains powered with 10 year sealed battery back up for your safety. Do not install alarms that have replaceable batteries in your home. Call CVHA if you have any alarm issue you are not sure about.

# Radon gas

Radon is a radioactive gas, which impacts a small number of our properties. We cannot see, smell or taste it. You need special equipment to detect it. It comes from the rocks and soil found everywhere in the UK. The radon levels we breathe outside are extremely low but can be higher in certain areas inside due to a lack of ventilation under the floor.

## What CVHA will do to keep you safe:

- Ensure properties in identified areas defined by UK radon maps are tested to ensure adequate ventilation is available to reduce the risk to an acceptable level.
- We will notify you of any identified radon risk in your location requiring further investigation.



## What you can do to assist and keep yourself safe if your property has been identified as being impacted by Radon:

- Allowing any mobile monitoring equipment to be installed in your property for a small period until returned for analysis.
- Do not block any ventilation installed in your floors or walls – these are designed to allow any potential gases to escape into the fresh air.

# Electrical Safety



We need to carry out regular electrical inspections and tests because electrical installations deteriorate due to issues such as damage, wear and tear, corrosion, excessive electrical loading, ageing and environmental influences. Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

## **What CVHA is doing to keep you safe:**

- Carry out an electrical safety check every 5 years on your home and undertake any works identified during the check promptly.
- Carry out an electrical safety check every 5 years in communal area of all blocks and undertake any works identified during the check promptly.
- During the empty homes process we will ensure every property has a safety check and any required works completed prior to the property being let.
- Maintain a register of all electrical checks carried out to ensure the effective management and monitoring of the electrical safety process.
- Ensure any CVHA Operative or contractor undertaking works in CVHA homes are properly electrically qualified for the works they are undertaking.

## **What you can do to assist and keep yourself safe:**

- Ensure you give access for all electrical safety checks.
- Do not overload power circuits with multiple extension cables.
- Do not attempt to carry out any electrical works yourself, except plug changes.
- Switch off chargers etc. when not in use and check for overheating.

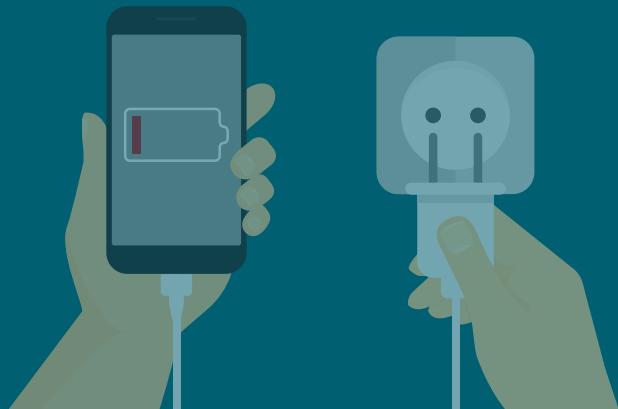
## **Tips for Loss of power**

Lost power? Here are a few things to try before you call to report a fault:

1. Check your trip-switch or fuses to make sure you do not have a fault with an appliance:

- If the trip switch is on, turn the switch off and back on again.
- If the supply is not restored, push the "test" button. If the switch trips, there is a fault with one of your appliances. You should then turn off all appliances and turn the switch back on. Now switch your appliances on one by one and if the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb needs replaced.

2. Check with your neighbours, if they are having a problem it may be a power cut. You should call your electricity supplier to advise them, and to ask if they are aware of the problem and how long the power may be off for.



# Water Safety

There are several water-borne bacteria/diseases, but the most well-known is Legionnaires' disease (legionella) which is a potentially fatal form of pneumonia, caused by infected water droplets/mist. This disease can affect anybody, but mainly affects those who are more vulnerable because of age, illness, immunosuppression, smoking etc. It is caused by the bacteria Legionella Pneumophila and related bacteria. It can be present in stagnant water taps or unused pipework with water enclosed, pipes, water tanks and shower heads. Breathing in small droplets of contaminated water is how the legionella bacteria infect your lungs.

## What CVHA is doing to keep you safe:

- Undertake a monthly check of communal water outlets in communal areas of amenity housing blocks and Houses in Multiple Occupation. Any resulting works found during these checks will be undertaken promptly.
- Carry out cyclical water checks to communal water tanks where required. This may require access to your property to access the communal tank. Any resulting works found during these checks will be undertaken promptly. Where applicable communal water tanks not required will be removed.
- During the empty homes process we will carry out a water pipework system flush and replace a shower hose and head prior to a property being allocated.
- Maintain a register of all water checks carried out to ensure the effective management and monitoring of the water safety process.
- Ensure any CVHA Operative or Contractor undertaking works in CVHA homes is properly trained for the works they are undertaking.
- We will ensure that your boiler is set at the correct temperature to prevent any risk of legionella.

## What you can do to assist and keep yourself safe:

- Grant prompt access where required to a communal water tank so the inspection and any works can be carried out.
- Ensure you run water through all your taps and showerheads regularly.
- Do not allow water to stagnate e.g. when water outlets are not in regular use.
- Unscrew your showerhead regularly and immerse in disinfectant for a couple of minutes.
- When you get back from longer holiday / breaks, you should run water through all your taps and showerheads for a few minutes and immerse your shower head in disinfectant for several hours.
- Before using garden hose pipes, turn the water on without a spray nozzle attached and run for 5 minutes.
- Do not alter the settings on your boiler for water temperature as this will have been set to a level to ensure your safety.

# Asbestos safety

Asbestos is a strong, durable, non-inflammable fibre widely used for reinforcing many materials in buildings pre 2000. It was also a good insulator, so it was used extensively to protect building structures from fire and excessive heat. Because of its many uses, materials containing asbestos can be found in all types of buildings, especially those built between 1950 and 1999 and was widely used in the construction and refurbishment of homes. Where asbestos remains mixed, bound or sealed with other materials and not disturbed it does not pose a safety risk. If asbestos is disturbed and fibres released, serious health risks can arise in the long term from breathing in air containing asbestos fibres.

## **What CVHA is doing to keep you safe:**

- We carry out surveys of communal areas in blocks to identify, monitor and maintain asbestos in these areas.\*
- Where major works are required we assess the asbestos information we have for the property and where required carry out a further asbestos survey to ensure as far as possible asbestos is identified and taken into account when planning.
- Where day to day repairs are required we provide CVHA operatives and Contractors with the associated asbestos information for that property.
- We ensure CVHA Operatives and Contractors undertake regular asbestos awareness training to identify issues on site.
- We carry out an asbestos check each time one of our properties becomes empty. A full survey will be carried out if the property has not previously received one.
- We maintain a register of all asbestos identified and assumed and where removals have taken place to ensure the effective management and monitoring of the asbestos safety process.
- If your home is known to have, or is at risk of having asbestos, we will let you know, and will tell you what you need to do to either ensure asbestos is not disturbed, or have it removed.

**\*Asbestos surveys and removal are carried out by our approved and licensed contractor.**

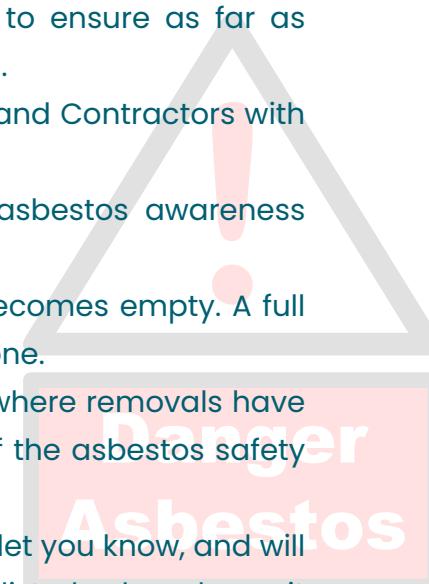
## **What you can do to assist and keep yourself safe:**

Contact us before undertaking DIY work which would disturb the fabric of the building. Standard decorative work, such as scraping wallpaper or painting, is perfectly safe. You must however call us in advance of carrying out any work if you plan to:

- Remove, sand, drill or scrape any artex coatings to surfaces.
- Drill (other than minor work, for example to put up a picture frame or a hook).
- Plan work which would disturb any material in the loft area.
- Plan work in the heating cupboard, on or around pipes which are lagged.

If you think you may have found asbestos in your home, you should:

- Report the matter to us without delay by telephoning 01698 268 855
- Make sure that the material is not disturbed



# General Household Safety



**Each year, more people are killed or injured by accidents in the home, than any other type of accident. Here is a checklist to help remind you to avoid some of the more common risks:**

- Keep floors and floor coverings in good condition.
- Replace used or broken light bulbs at once.
- Keep stairs well lit.
- Use non-slip polishes and mats.
- Do not put mirrors above fires, as this could encourage people to stand too close to the fire to look into it.
- Keep children away from cookers and turn pan handles away from the front of the cooker.
- Keep all medicines and cleaning products out of children's reach.
- Avoid long flexes and replace worn flexes immediately. Keep flexes away from cookers.
- Do not mix toilet cleaners and bleaches as this can cause harmful gasses.
- Do not leave matches or lighters around if there are young children about.

## **Lofts**

Loft spaces are not designed for storage purposes. Any articles you store in your loft are there at your own risk. If we need to get access to your loft for maintenance work, you may be asked to remove any items you have stored there. If you vacate the property, ensure the loft is clear of items or you may be recharged by CVHA for disposing of items. Be aware there is potential fire risk in attics if you cover electric cables with combustibles.

## **Pests and vermin**

Common pests which can be found in and around the home include rats and mice, wasps, fleas, bees, and bats.

Rats can spread disease such as Weil's disease, salmonella and rat bite fever. Mice are a nuisance and can cause considerable damage to plumbing (causing flooding) and cabling (causing fires).

Traps for rats and mice can be bought from most hardware stores - follow the instructions for their use carefully.

Pest control is the Tenant's responsibility but for infestations of rats, mice, bees, cockroaches please contact us to seek further professional advice and treatment as these can be difficult to eradicate on your own.

## **Bats**

Bats are mostly harmless and classed at worst as a nuisance. Most people live happily beside bats, not noticing they are there most of the time. There is only one known disease associated with bats in the UK, which is Lyssavirus, a rabies-type virus. It has only ever been found in a very small number of bats. There is no risk to you if you do not handle bats. All bats are protected by the Wildlife and Countryside act 1981. It is an offence to kill, capture, keep bats, destroy or obstruct their roosts. It is a legal requirement to consult Scottish Natural Heritage before you do anything to disturb or affect bats or their roosts. See [www.snh.org.uk](http://www.snh.org.uk). An increasing number of new build properties including CVHA developments have bat boxes built into the gable ends of houses as a planning requirement. It is an offence to interfere with bat boxes or roosts. Please contact us if bats are causing a nuisance to you for further advice.

# Safety in communal areas

## What CVHA will do to keep you safe:

- Where blocks are fitted with door entry systems these will be maintained to ensure they are in good working order.
- Carry out visual inspections of the blocks to identify and remove hazards.
- Provide a bin store for household day to day rubbish.

## What you can do to assist and keep yourself safe:

- Only 'buzz in' people you know or are expecting where a door entry system is fitted to avoid unwanted access to the block.
- Keep communal passageways free from obstruction to avoid trip and fire hazards.
- Keep communal electrical cupboards or other areas e.g. under stairs clear.
- Report issues of fly tipping, unauthorised storage, issues with door entry systems and any other communal issues promptly.
- Keep communal doors closed and do not wedge them open as this could compromise the security of the block and/or allow fire to spread more easily.
- Keep bin stores tidy and take excess rubbish, unwanted household items to the recycling centre or tip.

## Safety in lifts

**CVHA has some passenger lifts and a stair lift in communal and Amenity Housing blocks. These lifts are vital for Tenants who for whatever reason do not wish to or physically cannot use the stairs to access their home. CVHA has a duty of care to ensure the lifting equipment is kept and maintained to a safe standard for use.**

## What CVHA will do to keep you safe:

- Carry out annual cyclical checks of our lifts and ensure any works identified during these checks are carried out promptly.
- Upgrade and replace lift parts based on their useful life.
- Respond promptly to reports of people getting trapped in lifts.
- Respond promptly to reports of issues affecting use and operation.

## What you can do to assist and keep yourself safe:

- Follow the instructions that will be clearly displayed in each individual lift. Directions and emergency contact details will be shown.
- Please follow the weight restrictions that will be displayed.
- Promptly report issues affecting any lift.



All the topics in this booklet have potential risks which could cause harm to Customers and damage property.

Please follow the guidance given to help keep you and others safe.

## Contact Us

By Phone: 01698 268855 for general enquiries or  
0800 073 0703 for repairs and out of hours

By Email: [cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)



### **Repairs**

You can report certain types of repairs via Clyde Valley or via the report a repair form on our website at [www.cvha.org.uk/report-repairs/](http://www.cvha.org.uk/report-repairs/) this will be sent directly to CVHA's Repair Team.

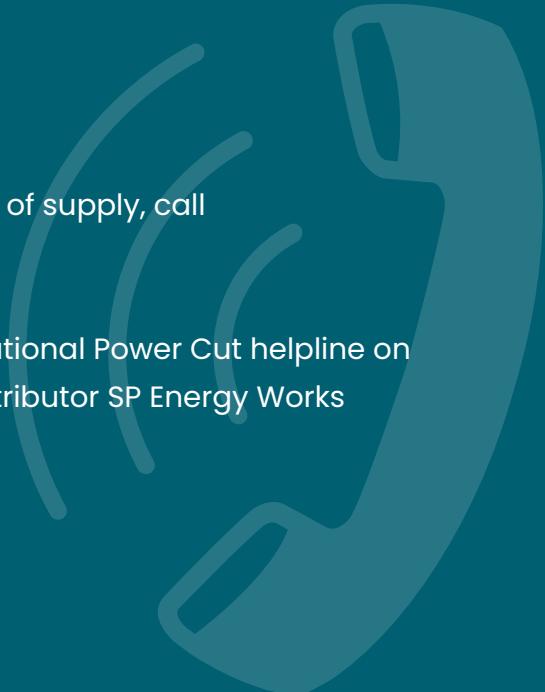
### **Other Useful Numbers**

In an emergency Call 999.

If you smell Gas If you have or suspect a gas leak or loss of supply, call the National Gas Helpline on 0800 111 999 (24hrs, 7days)

Power cut If you have or suspect a power cut, call the National Power Cut helpline on 105 (24hrs, 7 days a week) South of Scotland electric distributor SP Energy Works helpline on 0800 092 9290

Bat helpline 0345 1300 228  
[www.bats.org.uk](http://www.bats.org.uk)



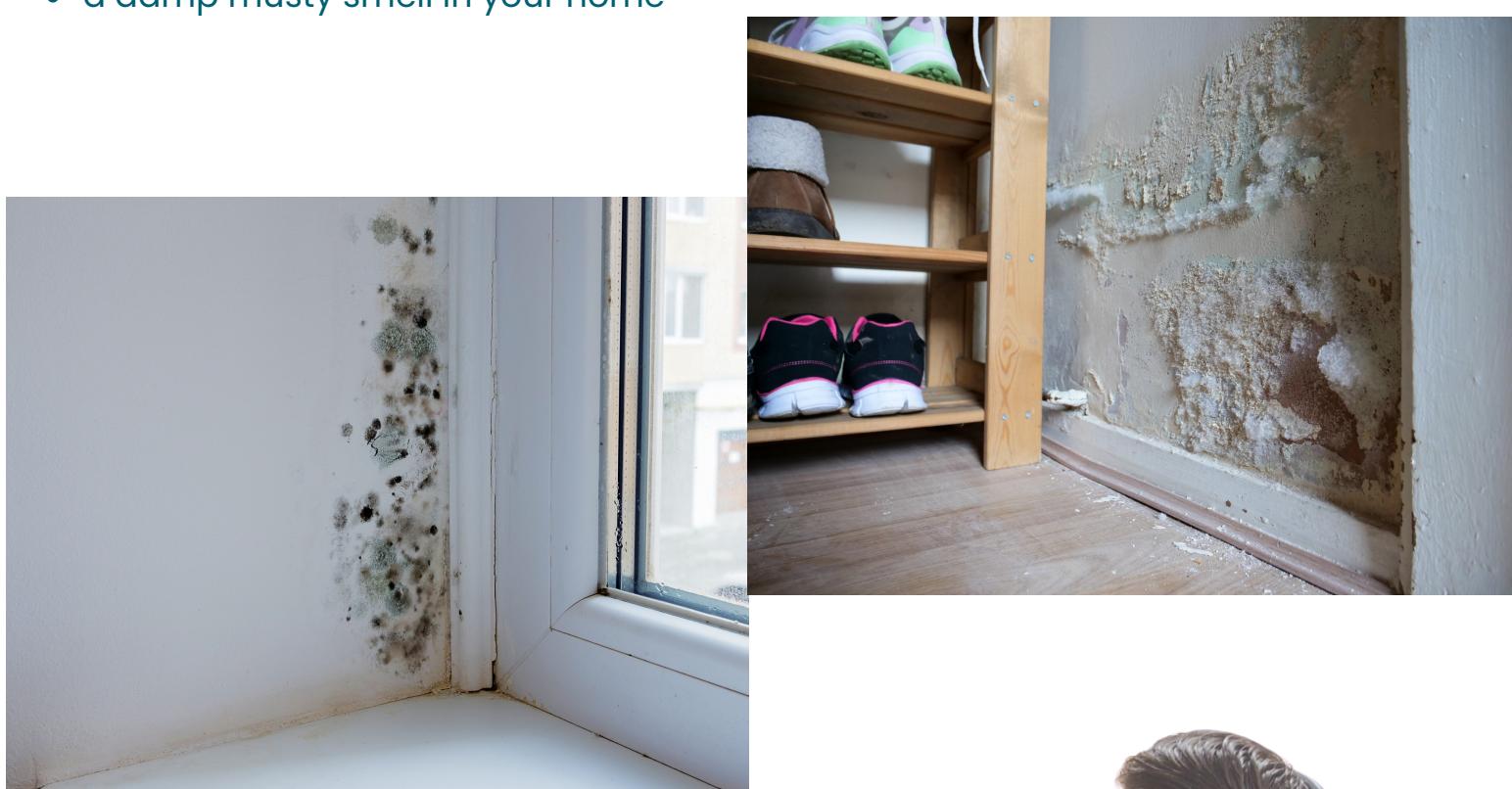


# Managing damp & mould in your home

## What is damp?

Damp refers to the presence of excess moisture in a room. This can show as:

- condensation on your windows
- black mould on walls, around windows or on fabrics/soft furnishings
- staining rising from the floor or coming from a ceiling/window
- a damp musty smell in your home



## What to do if you have damp in your home

If you have damp in your home, please contact a member of our contact centre on 01698 268855.

Our friendly team are here to help. We will ask you some questions about the dampness in your home to better understand what type of damp may be affecting it.





In most cases we will send out one of our experienced Technical Inspectors to look at the issue. The team may ask an independent specialist to carry out a Damp Survey that will investigate the reasons dampness or mould has appeared, if the reasons are not immediately clear. We will discuss this with you and look to put in place any recommendations from the survey results where we can.

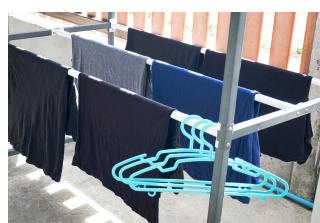
However, dampness that is not caused by a building defect may need to be managed by the household. We will help you do this by giving you all the information you need to control excess condensation in your home and we will support you in making small changes that should help manage the problem.

## **Managing condensation in your home – What causes moisture to build up?**

Some examples of household activities that can contribute to condensation and dampness are:

- Cooking – steam from cooking produces 2.3-2.6 litres of moisture
- Drying clothes inside our homes can produce 4-5 litres of moisture
- Washing and bathing can produce 0.4-0.5 litres of moisture

If this moisture isn't removed from your property, it will condense on cold surfaces and create the ideal environment for mould to grow. Mould spores can be dangerous to you and your household's health, so it is very important that their growth is prevented.



**Scan the QR Code to view our video**



## What you can do to reduce this moisture

1

Keep air moving in your house – do this by keeping all vents open and clear. Open windows every day for at least 15 minutes to let air out, even in cold weather. It's helpful to remember that moist, warm air takes longer to heat up than cold dry air, so if you let the moisture out regularly, your home will heat up quicker.

2

If you see condensation on your windows, remove the condensation using a wet cloth and wring the cloth out to remove the moisture.

3

Where possible dry clothes outside or in the tumble dryer. If drying clothes in your home, put your laundry in a well-ventilated room; for example hang your laundry in your bathroom with the bathroom extractor fan on or the window open and the door closed.

4

When cooking and bathing, keep the door closed and the window open and/or extractor fan on until all the moisture has been removed from the room.

5

If you have mould anywhere in your home, clean it off straight away using a fungicidal wash. This can be purchased in all supermarkets or from homeware/hardware stores etc.

6

Do not have furniture pushed hard against a wall to allow air to circulate. This reduces the risk of mould growing behind these areas.

7

Heat your home, where possible, to a minimum of 18 degrees, though this can be cooler when not at home and overnight. You don't need to keep your home at these temperatures all the time, but you should aim to bring it up to these temperatures at least some of the day.

CVHA will continue to support you in managing dampness in your home and will check in with you over a period of time to check that any measures put in place by ourselves and/or you are working.

# Our current service standards in respect of responding to Dampness and Mould

You can expect the following service standards from us in respect to the reporting of an instance of damp or mould in your home:

- We will visit a customer's home within 3 working days when they report dampness or mould to us
- We will complete remedial work within 6 working days unless a specialist contractor inspection is required. In such cases we will look to complete remedial work within the timescales proposed by the specialist contractor
- We will follow up each completed repair within 6 weeks of any damp and mould repair work being carried out.
- We will programme further visits every 6 months until both the tenant and the Association is happy that the issue has been resolved
- All logged repairs must have evidence of at least 3 attempts to contact the customer



01698 268855



[www.cvha.org.uk](http://www.cvha.org.uk)



[cvha@cvha.org.uk](mailto:cvha@cvha.org.uk)



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ML1 1PN



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