



**KEEPING YOU SAFE  
IN YOUR HOME**

**At Wythenshawe Community Housing Group, we follow the law to keep you safe in your home. We check key areas regularly to make sure everything works as it should.**

**The main areas we look after are:**

- fire safety
- gas safety
- electrical safety
- damp and mould
- water hygiene
- lifts
- asbestos management

We carry out checks at set times to ensure everything is safe, properly recorded, and up to date. In this guide, we explain what we do and why it matters.



If you need this translated or in a more accessible format, email [inclusionanddiversity@wchg.org.uk](mailto:inclusionanddiversity@wchg.org.uk) or call 0300 111 0000.

## FIRE SAFETY

The **Fire Safety Act 2021** makes sure we reduce fire risks, especially in communal areas and on the outside of buildings, like cladding, balconies, and doors.

- We carry out regular Fire Risk Assessments on all our buildings with shared spaces.
- These checks happen every 1, 2, or 3 years depending on the type of building.
- If we find any problems, we fix them within set timescales.
- Fire door information is sent out every year to blocks that are not over 18 metres high and do not come under the Building Safety Act.
- Fire evacuation information is provided in common areas.

**What this means for you:**

- We may ask you to keep communal areas clear (items here can catch fire or block escape routes).
- We check and replace fire doors if they are damaged.
- We check and replace **unsafe cladding** on high-rise buildings (this has now been done on all affected blocks).



## GAS SAFETY

This approved code of practice and guidance gives practical advice on the **Gas Safety (Installation and Use) Regulations 1998 (GSIUR)**. It is for anyone who may have a duty under the regulations, including those who install, service, maintain or repair gas appliances and other gas fittings.

- Every home with gas has either an **annual gas safety check** or a **health and safety inspection** by a **Gas Safe engineer**.
- We also check smoke alarms and **carbon monoxide (CO) detectors**.
- These inspections keep you, your home, and your neighbours safe.

### What this means for you:

- We will contact you to arrange your annual **gas check** or a health and safety inspection.
- If you smell gas, call the **National Gas Emergency Service** on **0800 111 999** immediately.

## ELECTRICAL SAFETY

The **Landlord and Tenant Act 1985** and the **Electricity at Work Regulations 1989** say we must check electrical wiring and systems regularly.

- Electrical systems are checked **every 5 years**, or when a new tenant moves in.
- We look for fire hazards and shock risks.
- These inspections help keep you, your home, and your neighbours safe

### What this means for you:

- We will contact you to arrange your **electrical safety check**.
- Don't overload plug sockets or use faulty appliances.



## DAMP AND MOULD

From October 2025, social housing landlords must look into and fix dangerous damp and mould within set timeframes. We must also repair all emergency hazards within 24 hours.

- If you report damp or mould, we must act within **set timeframes**.
- We also check for things that can make damp worse, like poor ventilation or leaks.

### What this means for you:

- Report damp or mould as soon as you notice it.
- Keep your home ventilated by opening windows and using extractor fans where possible.



## WATER HYGIENE

To prevent legionella, a bacteria that can make people very ill, we check water supplies regularly. Where necessary:

- We risk assess water supplies.
- Water systems are checked **every year** by external contractors.
- Water booster pumps are serviced **every 6 months**.
- Water tanks are checked regularly and cleaned when required.

### What this means for you:

- Run taps and showers regularly, especially if they haven't been used for a while.
- Keep your shower head clean to prevent bacteria build-up.

## LIFTS AND HOISTS

The **Lifting Operations and Lifting Equipment Regulations (LOLER)** make sure lifts are safe.

- Passenger lifts are serviced **every month** and checked by our insurance company **every 6 months**.
- Domestic equipment is checked by our insurance company **every 12 months**.
- Hoists, stairlifts, and through-floor lifts used by people with disabilities are serviced **every 6 or 12 months**.

### What this means for you:

- If a lift breaks down, report it straight away.
- Never overload a lift or force doors open.

## ASBESTOS MANAGEMENT

The **Control of Asbestos Regulations 2012** ensures we manage asbestos safely in communal areas.

- Each block has an **asbestos management plan**.
- If asbestos is found, we check it **every year** and remove it if needed.
- Asbestos is often safe if it's not disturbed (e.g., behind walls or in coatings).
- If any work needs to be done, trained workers check for asbestos first.
- As well as checking communal areas, we will also carry out **asbestos surveys** inside flats and houses if we think a material may contain asbestos and work is planned in that area.

### What this means for you:

- If you think asbestos has been disturbed in your home, let us know immediately.



### OTHER IMPORTANT CHECKS

Under the Building Safety Act 2022, we also check:

- **bin chutes** – every 6 months
- **dry risers** (for firefighting) – every 6 months
- **smoke ventilation systems** – every 6 months
- **emergency lighting** – every year
- **automatic doors and entry systems** – every year
- **lightning protection** (for taller buildings) – every year
- **smoke and carbon monoxide detectors** – every year
- **communal washing machines and tumble driers** – every year
- **fire alarms, sprinklers, and fire-fighting equipment** – regular checks



### HOW YOU CAN HELP

- Allow access for safety checks – they help keep **you and your neighbours safe**.
- Report any safety concerns as soon as possible.
- Keep communal areas clear and safe for everyone.

If you have any questions or need to report a safety issue, please email [neighbourhoodadvisors@wchg.org.uk](mailto:neighbourhoodadvisors@wchg.org.uk) or call our Customer Hub on 0300 111 0000.

**Thank you for helping us keep everyone safe!**

