

We take our obligation seriously to keep your home safe, healthy, and free from things that could cause you harm. We do this by carrying out safety checks on a routine basis on your home or when you report a concern to us.

We also expect you to take your responsibilities seriously, by reporting repairs or any concerns you have, allowing access for safety inspections and not doing anything in your home, which may cause a danger to you or your neighbours.

We will

- provide health and safety information on our website [keeping your home safe](#)
- create opportunities for you to be involved in our safety activities

To make sure you are safe, we will:

- notify you when a safety inspection is due (for example gas or electrical) and arrange a convenient appointment
- make it easy for you to report a safety concern through the customer portal or by contacting our customer service team on **0330 1234 034**
- provide an emergency repair service that operates 24 hours a day, 365 days a year
- provide a gas safety certificate at the start of your tenancy, and within 28 days of your annual safety check, if there is a gas installation
- carry out an electrical inspection every five years
- carry out regular fire risk assessments to our blocks of flats and properties where there are internal communal areas - see our [Customer Engagement Building Safety Strategy](#) for more information
- for our high rise blocks we will undertake an annual fire risk assessment, provide quarterly customer engagement sessions, share the building safety strategy and mechanism for reporting safety concerns linked to your block
- work with local fire services to give you free fire safety advice – take a look at [Fire Kills Lets Prevent It: Fire Safety in the Home](#) to find out more information about the home fire safety check
- complete periodic preventative planned maintenance service visits for any lift within our buildings and undertake a thorough examination of all passenger lifts every six months
- manage asbestos within our properties in accordance with our [Asbestos Management Policy](#) and Asbestos Management Plan
- monitor and manage water supplies in communal facilities in accordance with our [Water Safety Policy](#)
- introduce ourselves, wear appropriate workwear and show identification before entering your home

We ask you to:

- report any repairs or any concerns you have in respect to where you live or to any fire safety feature to us through the customer portal or by contacting our customer services team on **0330 1234 034**
- keep your communal corridors and spaces free from personal belongings within our blocks, preventing a build-up of combustible materials in escape routes

You must not:

- do anything that creates a risk to your building's structural safety
- do anything that creates a significant risk of causing or spreading fire in your building
- damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, fire extinguishers, sprinkler systems and smoke control systems - this includes internal doors to flats as these form part of the fire safety features for the whole building - please see our [Customer Alterations Policy](#) for information on making any changes to your home
- interfere with the gas or electrical supply to your home

If you smell gas or suspect a carbon monoxide leakage you must first contact the national gas emergency service at **0800 111 999** or use textphone at **0800 371 787**.

Please then let us know by calling us on **0330 1234 034**.



How we'll review this standard

We will:

- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report on how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

If you have any safety concerns relating to your home

- report it via the customer portal
- call our repairs line **0330 1234 034**
- email buildingsafety@bromford.co.uk

**How to
contact us**



Visit our website for the latest information at bromford.co.uk



Call us on **0330 1234 034**



Contact your neighbourhood coach bromford.co.uk/neighbourhoodcoach