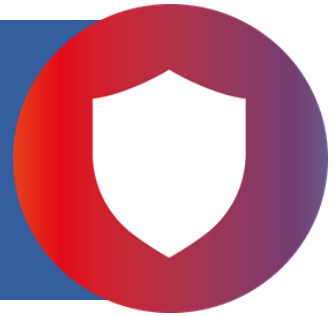


Building Safety Service Standards

We're committed to ensuring that the homes we provide are safe, secure, and compliant with all relevant health and safety laws.

The building safety service standards include: Fire safety, fire and carbon monoxide (CO) detectors, communal area safety, gas safety, electrical safety, water safety, asbestos safety, lifts and Lifting Operations and Lifting Equipment Regulations (LOLER).



What you can expect from us

Your safety is our top priority, and we'll continue to manage, monitor, and improve our safety measures to the highest possible standards.

We will:

- ✓ **Meet all statutory safety requirements** under relevant laws and regulations.
- ✓ **Inspect, service, and maintain safety systems** including fire, gas, electrical, water, and asbestos controls.
- ✓ **Respond promptly** to reports of safety concerns or hazards.
- ✓ **Communicate clearly** with you about planned works, inspections, and safety updates.
- ✓ **Act immediately** in emergencies or where there is a risk to life.



Your responsibilities

You must:

- ✓ **Allow us into your home** for safety inspections, maintenance, and repairs.
- ✓ **Follow safety rules** and evacuation procedures.
- ✓ **Report any concerns** or faults immediately.
- ✓ **Never tamper with or obstruct safety equipment** such as alarms, fire doors, or vents.



Fire safety

We will:

- ✔ Carry out **fire risk assessments** where required.
- ✔ **Maintain** fire alarms, smoke detectors, emergency lighting, and fire doors.
- ✔ Post **clear emergency instructions** and **evacuation routes** in communal / shared areas.
- ✔ Work with local Fire and Rescue Services to **maintain high safety standards**.
- ✔ **Inspect** fire doors and fire-fighting equipment.
- ✔ **Update** safety equipment in line with the latest standards.
- ✔ Provide **fire safety advice** and updates through newsletters and notices.

You must:

- ✔ **Keep escape routes clear** at all times.
- ✔ **Never wedge open fire doors**.
- ✔ **Know your evacuation/stay-put plan** and share it with household members.
- ✔ **Test your smoke alarm regularly** and report faults immediately.
- ✔ **Report damage** to fire doors, signage, or fire safety equipment immediately.
- ✔ **Allow access** for annual testing of sprinkler systems in communal areas.



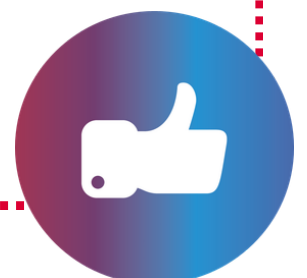
Fire and CO detectors

We will:

- ✔ **Fit smoke, heat, and CO alarms** to legal standards.
- ✔ **Replace or repair** faulty detectors.
- ✔ **Check detectors** at the start of tenancies and during inspections.
- ✔ **Provide information** on safe use of gas, solid fuel, and heating appliances.

You must:

- ✔ **Test alarms regularly** and after any power outage.
- ✔ **Never remove or disable alarms**.
- ✔ **Report** beeping, broken, or missing detectors.
- ✔ **Keep vents and flues clear** to allow safe airflow.





Safety in communal / shared areas

We will:

- ✔ **Inspect weekly** for hazards or obstructions.
- ✔ **Maintain** emergency lighting, signage, and fire protection systems.
- ✔ **Inform** customers promptly of any restrictions or safety works.

You must:

- ✔ **Keep all shared areas clear** of belongings and rubbish.
- ✔ **Never block or store items in corridors or stairwells.**
- ✔ **Report** dumped items, damaged fire doors, or blocked escape routes.



Gas safety

We will:

- ✔ **Carry out annual gas safety checks** in all homes with a gas supply and provide a certificate.
- ✔ Use only **Gas Safe registered engineers.**
- ✔ **Upgrade or replace** faulty gas appliances and pipework.
- ✔ **Take legal action** if we repeatedly can't get into your home to carry out gas safety checks.

You must:

- ✔ **Let us in your home** for your annual gas check – it's a legal requirement.
- ✔ **Report faults** with gas appliances to us immediately.
- ✔ **Never carry out gas work yourself.**
- ✔ **Know where your gas meter is** and how to shut it off in an emergency.



Water safety

We will:

- ✔ Carry out **risk assessments** for legionella and other water safety hazards.
- ✔ **Maintain water systems** to prevent bacterial growth.
- ✔ **Provide customers with advice** on preventing stagnation and contamination.

You must:

- ✔ **Flush taps** and showers if unused for a week or more.
- ✔ **Clean and descale** showerheads and taps regularly.
- ✔ **Report problems** with water temperature or flow.



Electrical safety

We will:

- ✔ **Carry out an Electrical Installation Condition Report (EICR)** every 5 years and provide certificate .
- ✔ **Complete any repairs** or upgrades required.
- ✔ **Upgrade systems** through planned maintenance programmes.

You must:

- ✔ **Report electrical issues** such as flickering lights, sparks, or burning smells to us immediately.
- ✔ **Never attempt electrical repairs yourself.**
- ✔ **Avoid overloading** sockets or using damaged appliances.
- ✔ Report any electrical work and **always use qualified electricians.**
- ✔ **Keep appliances in good condition** and replace damaged ones.



Asbestos safety

We will:

- ✔ **Maintain an asbestos register.**
- ✔ **Manage and monitor asbestos safely.**
- ✔ **Carry out a survey** before we start any work that may disturb asbestos.
- ✔ **Remove or safely manage asbestos** in line with regulations, when required.

You must:

- ✔ **Never drill, cut, or sand materials that may contain asbestos.**
- ✔ Report any damage **immediately.**
- ✔ **Always check with us** before doing DIY or home improvements.



Lifts and LOLER

What is LOLER?

LOLER stands for the Lifting Operations and Lifting Equipment Regulations 1998 (SI 1998/2307). It is a set of UK health and safety laws enforced by the Health and Safety Executive (HSE) that dictates the safe planning, operation, and statutory examination of lifting equipment



Lifts and LOLER continued

We will:

- ✓ **Inspect and service lifts** in line with LOLER (Lifting Operations and Lifting Equipment Regulations)
- ✓ **Carry out statutory examinations** by a competent person as required.
- ✓ **Go beyond legal requirements** by carrying out LOLER inspections in our residential homes, even though this is not required by law. This ensures we meet the highest safety standards.
- ✓ **Respond promptly** to lift faults and breakdowns.
- ✓ **Display out-of-service notices** where needed.

You must:

- ✓ **Report** lift faults or unusual noises immediately.
- ✓ **Never attempt to force lift doors** or interfere with lift controls.
- ✓ **Avoid overloading lifts.** Make sure you check the maximum weight limit.
- ✓ **Supervise children** when they're using lifts.
- ✓ **Follow safety notices** displayed inside lifts.



How we'll know we're getting things right

We will:

- ✓ **Report monthly** on all aspects of compliance.
- ✓ **Commission Independent Assurance Reviews** to validate our internal monitoring and provide additional assurance.
- ✓ **Track all building safety actions**, ensuring they're assigned and completed within agreed timescales.
- ✓ **Gather resident feedback** through ongoing surveys, complaints and engagement panels, to understand and address issues.
- ✓ **Provide a yearly report** to customers on performance against building safety standards, including lessons learned and planned improvements.

We also monitor gas safety checks, fire risk assessments, asbestos management surveys and reassessments, legionella risk assessments and communal passenger lift safety checks through Tenant Satisfaction Measures (TSMs).

Find out more about keeping your home safe at:

<https://www.lfha.co.uk/repairs/keeping-your-home-safe/>