

Safety & Security

Hanover homes have been designed with your safety in mind. You can help by always being safety conscious.

Safety in your Home

Hanover must follow certain health and safety standards which apply to rented homes. By law, your home must be safe and fit to live in when your tenancy starts. And this must continue throughout the tenancy.

Hanover has an obligation to repair and maintain the safety of:

- The gas supply and gas appliances they provide (annually);
- Electrical wiring and electrical appliances they provide (every 5 years);
- Smoke & Heat detection within your dwelling (annually);
- Test and record the hot and cold-water temperatures within your dwelling (annually);
- Cleaning of your shower head (every three months)
- Test the pullcords and warden call system within your dwelling (six monthly basis).

You have a legal obligation to allow access for these safety tests to be carried out. You will receive adequate notice when access will be required.

Condensation, damp, and mould are also common problems which could happen within your home. You must report any issue immediately to the Development Manager/ Housing Officer or Area Office.



Your Safety

The following simple guidelines could help protect you, your neighbours and your home:

- When cooking, do not leave pans (particularly frying pans and chip pans) unattended; it is better and safer to use air fryers or similar
- Make sure electrical flexes are not left across the floor where someone could trip over them
- Make sure that electrical plugs are correctly wired and fused
- Do not overload electrical sockets
- Do not smoke in bed
- It is better not to use candles or other naked flames because of the fire risk. Alternatives could be battery candles for the same light effect or scent diffusers as an alternative to perfumed candles
- Where your windows have safety catches ensure these are used
- Never block ventilation grilles
- Keep matches, medicines, household cleaners and solvents in a secure place where young children cannot reach them.

Fire Safety

Please take the time to read the **Staying Safe from Fire Booklet** as this contains information about Fire Prevention and how to organise a Home Safety Fire visit from the Scottish Fire & Rescue Service (this visit is free of charge).

Hanover operates a **Stay Put Policy**, please take the time to read this section within the Staying Safe from Fire Booklet and if you have any questions, please contact your Development Manager or Housing Officer in the first instance.



Security in your Home

Employees will keep you informed about special security procedures affecting your development, for example, times when external doors must be kept locked.

There are some precautions you can take to keep your home safe:

- If your development has a controlled door entry system, ensure you identify any callers before giving access.
- Do not let anyone into your home or any other part of your development unless you know who they are and why they are calling.
- Do not allow access to anyone claiming to be a contractor or other service provider unless they can show an identification card.
- Some developments have self-closing doors at the main entrance. These are designed to ensure doors remain closed when not in use. To ensure that security is maintained do not wedge door open.
- Make sure that all your doors are locked, and windows closed when you are away from home.
- To ensure that our employees can have access to your house in an emergency do not fit any locks, bolts or chains in addition to the locks we have already provided.

