



If you have any questions about anything in this guide, please get in touch

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safe homes
safe places



Homeowner safety guide

Working together to
keep your home safe



Keeping your home and block safe

As a leaseholder or shared ownership customer, you play an important role in keeping your building safe and secure.

Gas safety: Simple steps to stay safe



Annual gas safety checks

You are responsible for ensuring any gas appliances in your home, such as your boiler or cooker, are serviced every 12 months.

You must arrange your own annual gas service and ensure that the engineer is on the Gas Safe Register to carry out gas work legally. You can check at gassaferegister.co.uk

After the check, you'll receive a Gas Safety Record. Keep this safe - you might need it later.

If you sublet your home you remain responsible for complying with all the terms of your lease, However, you will have additional legal responsibilities towards your tenants you will need to be aware of.



Preventing carbon monoxide poisoning

- Carbon monoxide is a dangerous gas that you can't see or smell.
- Make sure your home is well-ventilated, never use gas appliances for heating, and consider installing a carbon monoxide detector as an extra precaution.

If you think you have a gas leak or can smell gas, leave the house and phone the National Gas Emergencies number immediately on **0800 111 999**





Electrical safety

You should make sure that all your electrical wiring installations like light and plug sockets are safe. You can do this by having them checked and tested by a registered electrician at least once every five years.



Fire safety

There are lots of things you can do to reduce the risk of a fire happening in your home and it's important to know what to do if a fire does happen.

- Test your smoke alarm regularly. A working fire alarm could save your life.
- Know your escape route. How would you get out if a fire happened?
- Don't block escape routes.
- Keep doors, especially fire doors, closed.

More information is available at West Midlands Fire Service (wmfs.net) Additional safety information is available at whg.uk.com



Balcony safety

- Keep your balcony free from clutter.
- Never use barbecues on your balcony or store anything flammable such as cylinders or bags of rubbish.
- Don't throw ash or cigarette butts over the side of your balcony.



E-bike/e-scooter safety

Here's some tips you can take to stay safe:

- Don't charge in bedrooms or where escape routes can be blocked.
- Don't charge your battery when you are out or while you are asleep.
- Unplug your charger once it's finished charging.
- Always use the correct charger for your batteries and buy any replacements from a reputable seller.

Did you know?

In 2023 11 people lost their lives to fires involving e-bikes and e-scooters, with hundreds injured as a result of the fires caused by the lithium-ion batteries



Water safety

Sitting or stagnant water can be a breeding ground for deadly bacteria such as legionella. Breathing Legionella can cause a potentially fatal form of pneumonia.

In individual homes, the risk of legionella is minimal. Taking the following simple precautions will help keep you safe:

- Flush through showers and taps for ten minutes following a period of no use (i.e. after you have been on holiday or if a room is not in regular use).
- Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth.
- Keep hot water on your boiler system at a temperature of 50°C or greater.

