



# HEALTH AND SAFETY COMPLIANCE GUIDE FOR CARE PROVIDERS







To provide the people we support with a home for life so they can live as independently as possible in a safe and supportive environment.



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# Section 1

Background,  
Purpose and  
Responsibilities





# SECTION 1

## Background, Purpose and Responsibilities

### BACKGROUND

Falcon Housing Association C.I.C. (FHA) is a national, not-for-profit, registered provider of social housing to vulnerable adults throughout England.

FHA work closely with tenants, family members, local authorities, and care providers to provide high quality, affordable and sustainable housing to those in need of care and support.

FHA's mission is to provide the people we support with a home for life – a home where they can live as independently as possible in a safe and supportive environment.

### PURPOSE

This guidance document is part of FHA's health and safety arrangements, to ensure effective cooperation and coordination between FHA as the responsible person for landlord responsibilities e.g. management of the building fabric and associated services, and care providers who have day to day responsibility for the management of health and safety compliance arrangements on site.





# SECTION 1

## RESPONSIBILITIES

### SERVICE LEVEL CONTRACT (SLC)

Each care provider enters an SLC with FHA. The agreement seeks to ensure:

- ✓ Cooperation and communication between the two parties to ensure the effective provision of housing and support services to tenants
- ✓ Clarify over respective roles and responsibilities
- ✓ Clarity over health and safety compliance requirements, to ensure legal compliance and high standards of tenant safety

This Health and Safety Compliance Guide for care providers supports the SLC, by providing additional information, in order that care providers understand FHA's responsibilities and their responsibilities under the SLC, and related health and safety legislation and guidance.

In addition, FHA will supply care providers with relevant information to support their role, which will include:

- ✓ Electrical installation condition reports
- ✓ Gas safety certificates
- ✓ Fire risk assessments
- ✓ Legionella risk assessments and associated maintenance requirements
- ✓ Asbestos information
- ✓ Lift safety certificates

These documents are in addition to information provided to tenants to meet FHA's statutory obligations and to ensure high standards of customer service.

NB In addition to this guidance, care providers are required under health and safety law to have their own policies and procedures for the identification and management of hazards and risk associated with their activities.

The Matrix of Responsibilities (see Appendix I) sets out key health and safety compliance elements against relevant duty holders and supports implementation of the SLC.



# SECTION 1

## WHISTLEBLOWING

Whistleblowing means speaking out against poor practice. A concern should be raised via your internal whistleblowing policy as soon as possible after poor practice has been observed. In the context of whistleblowing, poor practice is any action that compromises the health, safety and/or well-being of:

**→ an adult with care/support needs →  
any informal carer(s)**

It does not matter whether the poor practice is internal (within your service and/or the actions of your colleagues) or external (e.g., a visiting professional).

Internal concerns should be raised to your line manager, unless the concern(s) relate to them, in this case you need to raise this with their line manager. External concerns should be raised in line with the whistleblowing procedures of the relevant organisation.

## MONITORING

In addition to responsibilities placed on care providers to meet statutory requirements placed on them by health and safety law, including the requirement to regularly monitor and review their health and safety arrangements, FHA Housing Officers will use the SLC and FHA Property Inspection process to monitor compliance.

FHA Housing Officers will seek to work with care providers to ensure high standards of health and safety compliance are maintained and are subject to continuous improvement, to minimise risks to tenants and other persons on site.





# Section 2

## Introduction to SASSHA

Has the tenant/CP been issued with a Gas Safety Certificate (CP12) dated within the last 12 months?\*

Discuss with the CP/ Tenant as to whether they have received a Gas Safety Certificate within the last 12 months, if they have not raise an action for Compliance to organise.

Yes  No  N/A

Action

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Where there has been a change of occupancy has a new Gas Safety Check been completed?\*

Discuss with the CP/ Tenant as to whether they have received a Gas Safety Certificate within the last 12 months, if they have not raise an action for Compliance to organise.

Yes  No  N/A

Action

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Are there CO detectors installed?

Information only - no action required.

Yes  No  N/A

Action

# SECTION 2

## Introduction to

SASSHA is FHAs online housing management system. FHA use the system to manage properties, tenancies, repairs, compliance, and other housing related matters.

All care providers are given access to the care provider portal within SASSHA and have been provided with log on credentials. Further log in accounts can be created on request.

To access the compliance documentation as detailed below, use the following link:

[falcon.sassha360.co.uk](https://falcon.sassha360.co.uk)

FHA will ensure that all statutory certification and assessment that are required to ensure properties are provided and maintained in a safe condition, are made available to care providers and regularly updated through the Contractor Portal.

These will include assessments and certification for the following areas:

- ✓ Fire
- ✓ Gas
- ✓ Electrical
- ✓ Legionella & Water Hygiene including FHA Legionella and Water Hygiene Policy, Legionella Risk Assessments, Written Scheme of Maintenance, Emergency Arrangements)
- ✓ Asbestos Management
- ✓ Lifts
- ✓ Housing Officer Property Inspections





# Section 3

## Health and Safety Guidance



## Health and Safety Guidance



### FIRE

#### FHA RESPONSIBILITIES

In accordance with relevant statutory responsibilities and guidance, FHA will ensure that all required building fire safety equipment and systems of planned preventative maintenance where we are responsible, are provided and managed to minimise fire related risks. This will include processes to raise repairs and implement corrective action in appropriate timescales.

FHA will ensure Fire Risk Assessments (FRA's) are undertaken, which specifically consider the landlords responsibilities (the building and the physical fire protection measures) and that they are regularly reviewed and that actions identified which are our responsibility are completed within the recommended timescales.

Where the FRA identifies deficiencies that are the responsibility of the care provider such as fire doors being wedged open, or escape routes being blocked these will be brought to the attention of the care provider for their action.

In addition, FHA will ensure that there is a process to ensure all tenants and care providers are provided with relevant fire safety information, including the importance of fire doors in fire safety as required by the Fire Safety Act 2021.

#### CARE PROVIDER RESPONSIBILITIES

Care providers exercise day to day control over FHA properties and therefore, under fire safety legislation they are required to have suitable fire safety arrangements to ensure they can discharge their responsibilities.

Fire safety legislation requires each Responsible Person (FHA as landlord and the care provider as the person with day-to-day control) to carry out their own FRA and therefore, there is a need for close coordination between both parties to ensure that all relevant matters are considered, and that the measures required by the FRA action plan of each duty holder are implemented.





## CARE PROVIDER RESPONSIBILITIES (CONTINUED)

In accordance with fire safety legislation, related guidance and the FHA SLC, care providers must implement the following:

- ✓ Ensure all staff are given suitable fire safety instruction and training, commensurate with their role in fire safety.
- ✓ Ensure tenants, employees, contractors, and others can evacuate the building safely.
- ✓ Ensure escape routes are kept clear of obstructions.
- ✓ Undertake regular checks of fire doors and associated equipment such as door closers.
- ✓ Ensure all fire safety doors are kept closed and not held open.
- ✓ Ensure all fire safety doors and their fittings are in good order and where deficiencies are found, ensure these are reported immediately.
- ✓ Act to remedy situations where fire safety risks have been identified i.e., a fire door is wedged open.
- ✓ Engage with tenants as an essential part of their fire safety management arrangements.
- ✓ Person Centred Risk Assessments should be completed where there is reason to suspect that additional fire safety measures are required.
- ✓ Personal Emergency Evacuation Plans (PEEPS) should be implemented where tenants are particularly at risk from fire.
- ✓ Raise repairs where fire safety equipment is damaged or not working correctly i.e., a fire alarm panel is in fault mode, or a fire door is damaged.
- ✓ Undertake checks of fire safety equipment and procedures and record them in their fire logbook (Example attached).
- ✓ The creation of a Fire Safety Management Plan and associated information, instruction, and training to ensure employees, tenants and others can evacuate the building safely.
- ✓ Provide contractors with site inductions to ensure they understand fire safety arrangements on site.
- ✓ Care provider must have a plan that provides enough resources to evacuate all persons without the use of the Fire and Rescue Service, where this is not possible it must be brought to the attention of the Fire and Rescue Service to obtain additional advice.
- ✓ As appropriate, advise tenants of the availability of Fire and Rescue Service home fire safety checks.
- ✓ Liaise with FHA as the landlord, to ensure fire safety measures and equipment are working effectively and to ensure findings from FRA's have been implemented.



## FIRE

### CARE PROVIDER RESPONSIBILITIES (CONTINUED)

In circumstances where vulnerabilities are known to exist before tenants are placed in specialised supported housing, those responsible for the safety of the tenants (commissioning groups and care providers) must consider whether additional fire safety measures are necessary before placement or, more fundamentally, whether the property is suitable for the tenants.

#### Inspection of Fire Doors

The fire risk assessment process will identify if fire doors are suitable and sufficient based on the level of risk. Where fire doors are not adequate, the assessor will require the doors to be upgraded.

Thereafter, fire doors are required to be checked on a regular basis, to identify any signs of damage or wear and tear that may affect their safe operation. This will include regular checks by the care provider recorded within the site logbook and periodic checks by FHA Housing Officer's.

The UK Government web site (link below) provides a useful guide on fire door checks:

The responsible person(s) should consider:

- ✓ If there has been any alterations or damage to a door's glazing apertures or air transfer grille.
- ✓ If there are any excessive gaps around the door frame and that seals and hinges are fitted correctly.
- ✓ That the door closer shuts the door.
- ✓ That the door closes correctly around the whole frame.
- ✓ That there is no visible damage (either deliberate or from wear and tear) to the door or door closer.

NB It is vital to keep doors closed (including **flat entrance doors**), and to ensure that doors and self-closing devices are not tampered with and that any faults or damage to doors are raised immediately.







## FHA RESPONSIBILITIES

### Access for Gas Safety Checks

Tenancy agreements allow for access for any gas maintenance or safety checks. Therefore, FHA will implement procedures to work with the tenant and care provider as applicable, in order that all necessary gas safety checks/work are completed. Where access isn't granted, FHA will work through a process in accordance with Health and Safety Executive guidance that may include recourse to legal action.

### Gas Safety Records

FHA will ensure gas fittings and flues are maintained in a safe condition and, that annual safety checks are carried out on each gas appliance and flue within 12 months of the previous safety check.

Following successful completion of the Landlord's Gas Safety Check, the tenant will receive a copy of the Landlord Gas Safety Record (LGSR) for the property within 28 days of the annual safety check.

### Tenants Appliances

In respect of tenant's own gas appliances e.g., a gas cooker, FHA will ensure that basic safety checks are undertaken annually as part of the landlord's gas safety check. The safety checks will be performed to confirm if the appliance and any associated elements are still in a good state of repair and safe. Where appliances are found to be faulty these will be disconnected, and a warning notice issued, in line with Gas Safe requirements.

### Rooms used as Sleeping Accommodation

FHA will ensure that no gas fittings such as a gas fire or instantaneous water heater is fitted in any room occupied or to be occupied as sleeping accommodation.

### New Tenancies

FHA will ensure that gas safety checks are carried out prior to, or immediately following the commencement of any new tenancy\* and that the tenant receives a copy of the LGSR prior to, or immediately after moving in.

\*Exceptions to the requirement to undertake a new gas safety check, are in situations where a tenant is in a shared property or a self-contained flat that does not include a gas appliance for their sole use or that is under their control i.e., the gas appliance is situated in a shared area.

### Void Properties

FHA will cap off gas supplies to all properties when the property becomes void and reinstate gas supplies to void properties at commencement of the new tenancy. This process will include a gas safety check and issuing of a new LGSR.



## FHA RESPONSIBILITIES (CONTINUED)

### Properties with no Gas Supply or an Inactive Supply

FHA will ensure an annual assessment of properties is undertaken where the gas supply is inactive (capped) or where there is no gas supply to the property. This is to ensure that gas supplies have not been connected or reconnected.

### Gas Appliance Warning Labels

If the Gas Safe engineer identifies an unsafe situation during a gas safety check or service, they will follow the Gas Industry Unsafe Situations Procedure (GIUSP):

- They must look to find the cause of the issue and rectify any faults.
- If this isn't possible, they will inform the tenant that the faults must be repaired before the appliance can be used again.
- If they can't correct the problem, they must request permission from the tenant or care provider where applicable to make the installation safe by disconnecting it or turning off the gas supply to the affected part.
- Certain faults or deficiencies may be reportable to the Health and Safety Executive

## CARE PROVIDER RESPONSIBILITIES

### Repairs

Any concerns with gas appliances or fittings must be raised immediately.

### Emergency Actions


Care providers must ensure emergency arrangements are in place and understood by all staff.

Gas leaks or Carbon Monoxide (CO) leaks are extremely dangerous and leaking gas has the potential to trigger an explosion in extreme circumstances. Carbon monoxide is undetectable, and exposure to its emissions can be fatal. If there is a suspected gas leak, the following action must be immediately taken:

- Turn off the supply at the meter control valve and immediately call National Grid's Gas Emergency freephone number: 0800 111 999.
- Open all the doors and windows.
- If in doubt, evacuate the building and inform the police as well as the National Gas Emergency Service or your gas supplier.
- Do not turn a gas supply back on until a leak has been dealt with by a competent person.

It is illegal for anyone to use a gas appliance if they suspect it is unsafe. Where possible turn the appliance off and do not touch it until it has been checked by a Gas Safe registered engineer.





# ELECTRICAL

## FHA RESPONSIBILITIES

### Access for Electrical Safety Inspections and Work

Tenancy agreements allow for access for electrical safety work or safety checks. Therefore, FHA will implement procedures to work with the tenant and care provider as applicable, in order that all necessary checks/work are completed. Where access isn't granted, FHA will work through a process in accordance with Health and Safety Executive guidance that may include recourse to legal action.

### Electrical Inspection Condition Reports (EICR)

In accordance with statutory requirements, FHA will ensure that electrical installations, including communal areas are safe when a tenancy begins and maintained in a safe condition throughout the tenancy.

Electrical installations will be inspected and tested at least every 5 years, resulting in the creation of an EICR, which will be issued to the tenant within 28 days of the test. Any remedial works will be completed as soon as possible after identification.

### New Tenancies

FHA will ensure that an EICR is completed following a new tenancy. Exceptions to the requirement to undertake a new EICR, are in situations

where a tenant is in a shared property. In these situations, the property must be subject to an electrical inspection prior to a new tenancy starting.

This will involve:

- **Portable Appliance Testing (PAT)**
- **Portable appliances provided by FHA will subject to annual PAT testing.**
- **Where a property has a commercial washing machine, FHA will ensure that the equipment is subject to a preventative maintenance programme based on manufactures guidance.**

NB FHA have no responsibility for portable appliances provided by the tenant or supplied by the care provider.





## ELECTRICAL

### CARE PROVIDER RESPONSIBILITIES

#### Care providers

In accordance with the Electricity at Work Regulations and associated legislation and guidance, care providers will be responsible for maintaining any electrical equipment provided to their employees or tenants.

Care provider risk assessments may also determine that they should provide support to tenants on the safe use of electrical equipment.

The type and frequency of electrical testing and inspections by care providers should be documented in their policies and procedures.

#### Visual Checks and Repairs

Care providers must ensure that they regularly undertake visual checks of electrical equipment and appliances in-line with their procedures to ensure tenants and others are not placed at risk.

Any concerns with the fixed electrical system (fuse board, switches and sockets etc) or electrical appliances provided by FHA, should be reported immediately to the FHA Customer Service Hub (0191 4064857) as well as measures taken to ensure persons are not placed at risk.

#### Emergency Action – Electric Shock

Electrical currents can cause serious injury and incidents due to faulty or loose switches, defective appliances, or frayed flexes. In the event of an electric shock the following action should be taken:

1. **Assess the situation. Do not touch the casualty if they're still in contact with the electrical source as you are at risk of electrocution.**
2. **Where possible call or ask someone to call 999 for emergency help.**
3. **If safe to do so, turn off the source of electricity to break the contact between the electrical supply and the casualty.**
4. **Alternatively, move the casualty away from the source if safe to do so. You may be able to stand on some dry insulating material (such as a plastic mat or wooden box) and use a broom handle or wooden pole to push the casualty's limb away from the source.**
5. **Do not touch the casualty.**
6. **Call 999 for emergency help.**
7. **Once you're sure the contact has been broken between the casualty and the electrical source, survey the area to ensure it is safe and treat any injuries.**

NB Electrical equipment provided by tenants or family for their personal use, is not governed by health and safety at work legislation. Therefore, there is no requirement on the landlord to undertake safety checks of their electrical appliances.



# LEGIONELLA

## FHA RESPONSIBILITIES

### Management Arrangements

FHA will ensure they have systems in place to implement the following measures:

- ✓ Identify and assess sources of risk, including the vulnerability of tenants and the risk of scalding where this information is provided by commissioners or care providers.
- ✓ Eliminate risk where these are identified as part of the Legionella risk assessment and on-going planned preventative maintenance arrangements.
- ✓ Appoint a 'Responsible Person' to oversee, control and coordinate the control of the risk of Legionellosis.
- ✓ As required, appoint competent consultants and contractors to take measures needed for FHA to comply with the Law.
- ✓ Provide emergency arrangements to support tenants and care providers in the event of an emergency.
- ✓ Keep suitable records.
- ✓ Implement, manage and monitor precautions taken to control legionella and associated risks.

### Controls

FHA adopts temperature control as its primary control measure, maintaining water temperatures and throughput, configuration and cleanliness so as to avoid conditions under which Legionella can proliferate. All water systems must be maintained to ensure that cold water temperatures below 20°C and hot temperatures above 50°C are supplied to outlets. All stored hot water should be maintained at temperatures of 60°C or above.

Risk assessments will be reviewed regularly (at least every two years) and specifically whenever there is reason to suspect it is no longer valid. Examples include:

- ✓ Changes to the water system or its use
- ✓ Changes to the use of the building in which the system is installed
- ✓ The availability of new information about risks or control measures
- ✓ The results of checks indicating that control measures are no longer effective
- ✓ A case of legionnaires' disease associated with the system

Written schemes of precautions will be prepared for all properties, where it is appropriate to do so. Such schemes will include schematic drawings of the water systems to show and identify components and maintenance procedures. This information will be provided to the Care provider.



An icon showing a water drop with a magnifying glass over it, symbolizing water safety or inspection.

# LEGIONELLA

## CARE PROVIDER RESPONSIBILITIES

### Service Level Contract (SLC)

The SLC details the responsibilities of the care provider, including their responsibility to undertake regular checks in line with the Written Scheme of Maintenance, clean and descale shower heads every three months (or more frequently if required), check water temperatures at sentinel points and record these checks in the Legionella Logbook, along with planned preventative maintenance requirements.

The care provider must also have their own Legionella Management Policy, which details their measures for complying with relevant legislation and associated guidance.

### Scalding

Where a care provider has identified a risk of scalding to tenants and informed FHA, provision will be made for the installation of thermostatically controlled devices to limit the temperature of the water to which they are exposed.

### Repairs

The care provider must ensure repairs are raised where faults may compromise Legionella and water hygiene i.e., if the hot water is not heating properly or if there are any other problems with the system, so that appropriate action can be taken. This includes 'out of hours' contact information to cover emergencies.

### Resources and Training

Care providers must ensure their staff are adequately resourced and have sufficient skills, knowledge and experience to undertake their required tasks.

The following documents for each scheme are available on the SASSHA care provider portal:

- Legionella Contact Details
- Legionella Written Scheme
- Legionella Emergency Arrangements



# ASBESTOS

## FHA RESPONSIBILITIES

### Asbestos Management Arrangements

FHA have a duty to manage asbestos where they have maintenance and repair responsibilities, either through a contract or tenancy agreement or because the properties are owned or managed. This includes all workplaces such as offices, the common areas of residential premises and construction and maintenance work undertaken on behalf of FHA, within tenants homes. Common areas include foyers, corridors, lifts, lift shafts, staircases, boiler houses, vertical risers, gardens, yards and outhouses.

All works undertaken by FHA or on its behalf, which may create risks from asbestos containing materials will be managed to ensure risks are eliminated or controlled.

The presence of asbestos does not in itself constitute a danger. However, asbestos may pose a hazard if disturbed or damaged and therefore construction, maintenance work and asbestos that may be more prone to damage will be subject to the FHA asbestos management plan.

Fundamental to the management of asbestos is that all materials in buildings must be presumed to contain asbestos unless there is strong evidence to presume otherwise e.g. the property was built post 2000, an asbestos survey has been completed and confirmed that asbestos is not present, or visual inspections identify other materials such as glass, solid wooden doors, brick or stone etc.

Key principles:

- ✓ Asbestos is only dangerous when disturbed. If it is safely managed and contained, it does not present a health hazard.
- ✓ Asbestos should not be removed unnecessarily - removing it can be more dangerous than leaving it in place and managing it.
- ✓ Not all asbestos presents the same risk. The measures that need to be taken for controlling the risks from materials such as pipe insulation are different from those needed in relation to asbestos cement.
- ✓ If you are unsure whether materials contain asbestos, you should presume they do and seek further guidance.
- ✓ The duty to manage asbestos is about putting in place the practical steps necessary to protect maintenance workers and others from the risk of exposure to asbestos fibres - it is not about removing all asbestos.

NB The importation, supply and use of all asbestos has been banned in the UK since 1999 and therefore any properties built after this date should not contain asbestos.





# ASBESTOS

## FHA RESPONSIBILITIES (CONTINUED)

### Responsibilities

FHA will implement the following:

- ✓ Identify an Appointed Person to manage asbestos.
- ✓ Appoint asbestos consultants to undertake asbestos surveys to inform the FHA asbestos management plan.
- ✓ Presume materials contain asbestos unless there is strong evidence that they do not.
- ✓ Make and keep up to date a record of the location and condition of asbestos - or materials which are presumed to contain asbestos.
- ✓ Assess the risk of anyone being exposed to fibres from the materials identified. Provide asbestos information to tenants, care providers and contractors.
- ✓ Put in place emergency arrangements in the event of an uncontrolled asbestos disturbance.
- ✓ Prepare a plan that sets out in detail how the risks from these materials will be managed.
- ✓ Take the necessary steps to put the plan into action.
- ✓ Provide information on the location and condition of asbestos to anyone who is liable to work on or disturb it.

- ✓ There is also a requirement on tenants and care providers to co-operate as far as is necessary to allow FHA to comply with the above requirements.
- ✓ Regularly monitor the effectiveness of the arrangements to ensure that the risks are controlled
- ✓ Ensure that all employees and others who are appointed are suitably trained and have the right skills, knowledge, and experience to undertake their role.

### Asbestos Condition Monitoring

Asbestos that is in good condition will not be removed and will be subject to regular inspection. The frequency of these condition re-inspections will be based upon findings within the asbestos survey determined by the foreseeable risk of deterioration, damage and addressing the relevant risk factors.

Workplaces such as offices and common areas will be re-inspected at least annually as part of a formal program. Tenant areas will be re-inspected periodically, subject to risk assessment and guidance from the asbestos consultant. The results of the re-inspections will be recorded and regularly updated.



## ASBESTOS

### FHA RESPONSIBILITIES (CONTINUED)

#### Contractors

Asbestos can be difficult to recognise and therefore all contractors who undertake work that may have the potential to disturb asbestos must be competent and have completed asbestos awareness training.

In addition, all relevant contractors will be provided with access to the FHA Asbestos Register and will be required to check the register before undertaking works that may have the potential to disturb asbestos. All works orders will contain guidance on the safety measures required to avoid disturbing asbestos.

In the event that a contractor disturbs asbestos they must immediately implement emergency procedures in line with HSE guidance and their own policies and procedures to prevent further exposure and the spread of asbestos fibres. This will include sealing off the affected area and taking steps to prevent further exposure.

#### Information for care providers

Care providers will be provided with access to relevant asbestos surveys, guidance on FHA asbestos management arrangements and a copy of the tenant's asbestos advice leaflet.

Where surveys or routine inspections indicate remedial action is needed, care providers will be advised on the nature of this action, the reasons why it is needed and the likely timescales for work to commence / be completed.

#### Emergency Arrangements

Contractors must ensure that they have in place emergency arrangements that can be implemented in the event of an uncontrolled release of asbestos.

FHA employees will be provided with sufficient information and training in order that they know what action to take in the event of an uncontrolled release of asbestos.

#### Asbestos Removal Works

FHA will ensure all contractors it employs to carry out asbestos works including surveying, analysis and removal meet the required criteria and have appropriate accreditations.

If the asbestos is classed as high risk (e.g. pipe insulation and asbestos insulating panels, etc) and it needs to be sealed, encapsulated or removed, FHA will appoint a licensed asbestos removal contractor, in line with statutory guidance.

If materials are lower risk (e.g. asbestos cement sheets and roofing, etc) an unlicensed competent contractor may carry out this work, following the provision and approval of an appropriate risk assessment and method statement in-line with HSE guidance **non-licensed work with asbestos**.





## ASBESTOS

### CARE PROVIDER RESPONSIBILITIES

There is legal requirement on care providers to co-operate with the landlord to ensure health and safety risks associated with asbestos and other associated risks are effectively managed.

### Emergency and Out of Hours Reporting

If care providers or tenants have any concerns that an area within a property containing Asbestos is damaged or effected by some form of defect or emergency, e.g. as a result of a water leak, they must report this as they would for any other emergency as soon as possible, using the FHA Emergency Repair Contact Number and clarifying their concerns.

### Emergency Procedures

Any accidental damage, disturbance or suspected disturbance of asbestos will require all persons to be removed from the vicinity of the damage and measures taken to prevent any spread.

Emergency procedures based on Health and Safety Executive guidance ([HSE - eml.pdf \(hse.gov.uk\)](https://www.hse.gov.uk/eml/pdf)) must be implemented to prevent or minimise any spread of asbestos.

Where a property emergency requires a response from the emergency services e.g. fire service, measures must be taken to inform them of the potential risk from asbestos were these are known or presumed to be present.





## LIFT

### FHA RESPONSIBILITIES

#### General Requirements

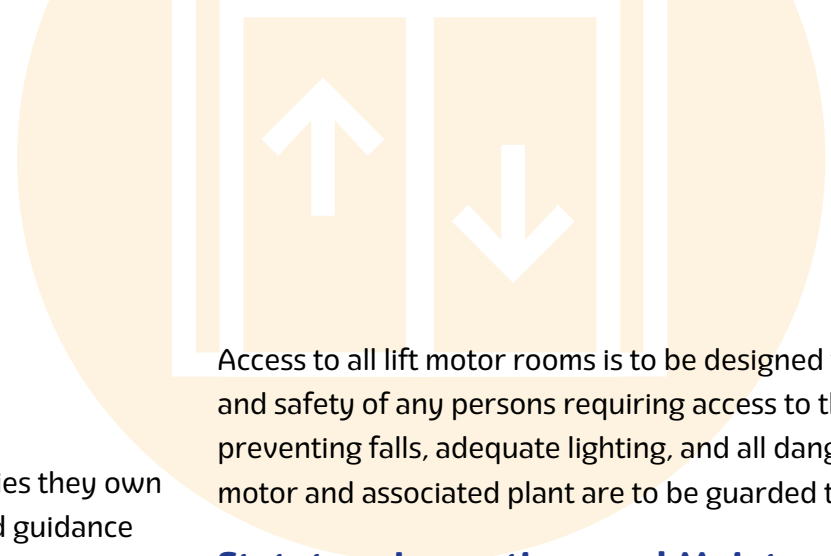
FHA have a duty to ensure passenger lifts used at properties they own or manage comply with relevant legislation and associated guidance on the use and maintenance of lifting equipment.

The key requirements are to ensure lifts are:

- ✓ Properly designed, installed and that all dangerous parts are securely guarded.
- ✓ Maintained and inspected, with appropriate records being kept in accordance with statutory requirements and manufacturer's instructions.
- ✓ Provided with emergency alarms and communication that are subject to regular testing for use in the event of any person becoming trapped.
- ✓ Provided with suitable arrangements for rescuing any person in the event of an emergency.

#### Lift Motor Rooms

All lift motor rooms are to be kept locked and provided with signs indicating, where necessary, the following hazards: electricity, dangerous parts, noise.

A large, light-colored circular graphic containing a stylized diagram of a lift shaft. It shows three vertical shafts with an upward-pointing arrow on the left and a downward-pointing arrow on the right, representing the movement of the lift car.

Access to all lift motor rooms is to be designed to ensure the health and safety of any persons requiring access to the room e.g., a means of preventing falls, adequate lighting, and all dangerous parts of the lift motor and associated plant are to be guarded to prevent injury.

#### Statutory Inspections and Maintenance

All passenger lifts will be thoroughly examined and inspected by a competent person at least every 6 months and copies of tests and inspections will be held on file and made available to the care provider.

Any maintenance that is required as a result of any inspection or examination will be carried out as soon as possible.

Where any lift has been subject to damage, or an event which has the capacity of causing damage, the lift will be taken out of use and a further examination will be required before the lift is put back into use.

#### Emergency Procedures

All lifts will be fitted with an emergency alarm or telephone, which can be used in the event of persons becoming trapped in the lift. All alarms and telephones are to have recorded tests once a week by the care provider.

Arrangements are in place for attending to any persons who become trapped in a lift, though a call out contract with the lift maintenance company.





## LIFT

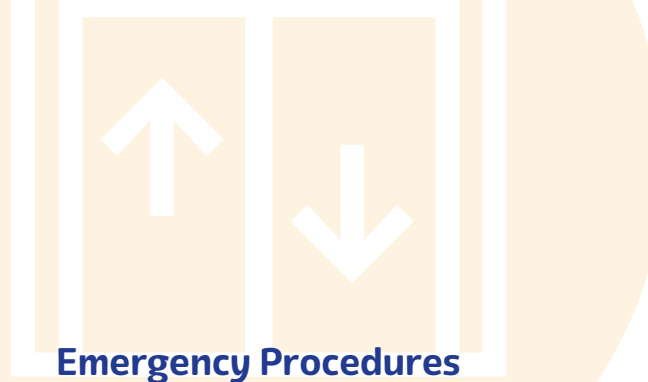
### CARE PROVIDER RESPONSIBILITIES

#### General Requirements

Care providers must ensure that lifts are used as intended and that any damage or concerns are immediately reported to prevent injury or further damage.

#### Lift Motor Rooms

All lift motor rooms are to be kept locked and any concerns raised through the repairs reporting line or to the relevant FHA Housing Officer.



#### Emergency Procedures

Care providers must have emergency arrangements to ensure they know what measures to take in the event of persons becoming trapped in a lift. This should include a full understanding of the emergency service provided and timescales.

All lifts will be fitted with an emergency alarm or telephone, which can be used in the event of persons becoming trapped. All alarms and telephones are to have recorded tests once a week by the care provider.

The care provider must ensure that staff have adequate information, instruction, and where necessary training to deal with an emergency. This can normally be provided by the lift maintenance company.



## DAMP AND MOULD

### FHA RESPONSIBILITIES

#### General Requirements

FHA recognises there are many and varying root causes that lead to damp and mould and therefore will implement proactive interventions and a transparent approach.

This process will also reduce a reliance on residents to report issues, with proactive interventions and the implementation of a 'Zero Tolerance' approach to damp and mould. A zero-tolerance approach does not mean zero cases, it means FHA will take proactive measures to implement timely solutions.

#### Key objectives

- ✓ To ensure the provision and maintenance of dry, warm, healthy homes for tenants.
- ✓ Ensuring that properties are maintained to avoid issues that can lead to damp and mould being created.
- ✓ To ensure that the fabric of properties are protected from deterioration and damage resulting from damp and mould.

### CARE PROVIDER RESPONSIBILITIES

Care providers should support tenants to ensure that measures provided that help prevent or reduce factors that lead to damp, and mould are correctly utilised i.e., the use of extractor fans in bathrooms / kitchens, the use of shower screens and ensuring room vents are kept clear, etc.

Ensure cases of damp and mould are reported, in order that the issue can be resolved, and causes can be investigated to prevent recurrences.



## CONTRACTORS

### FHA RESPONSIBILITIES

#### Competent Contractors

FHA have a legal duty to ensure that any contractors they appoint are competent and hold relevant accreditation where required, such as Gas Safe Registration. This includes a process to assess competence prior to appointment and ensuring they have adequate information to enable them to identify and control risks regarding any known or suspected hazards associated with the work, e.g. asbestos information, fire evacuation procedures and tenant information etc., where appropriate.

#### Stakeholder - Cooperation and Communication

In order to ensure tenants and others are kept safe during contractor activities, it is vital that coordination and cooperation takes place between all stakeholders (FHA employees, contractors, care providers and tenants as applicable). This should include regular meetings and briefings, which specifically include health and safety issues and requirements. This will facilitate the sharing of information whilst allowing any concerns to be raised and managed quickly. In particular, it will enable the care providers site team to provide a contractor induction, to ensure emergency arrangements and any specific needs of the tenants are understood and considered as applicable to ensure their safety and wellbeing.

The measures implemented to control the risks associated with the work of contractors should be proportionate to the level of risk, i.e. the greater the risk, the more that needs to be done to control the risk.

#### Monitoring

To ensure contractors are working safely and provide a high-quality, value-added service, FHA will undertake regular monitoring of performance using a range of key performance indicators. These arrangements will seek to ensure continuous improvement in the service standards and will also include customer and care provider feedback and any information that forms part of the complaint's procedure.

### CARE PROVIDER RESPONSIBILITIES

#### Stakeholder - Cooperation and Communication

In order to ensure tenants and others are kept safe during contractor activities, it is vital that coordination and cooperation takes place between all stakeholders (FHA employees, contractors, care providers and tenants as applicable). This should include regular meetings and briefings, which specifically include health and safety issues and requirements. This will facilitate the sharing of information whilst allowing any concerns to be raised and managed quickly. In particular, it will enable the care providers site team to provide a contractor induction, to ensure emergency arrangements and any specific needs of the tenants are understood and considered as applicable to ensure their safety and wellbeing.

The measures implemented to control the risks associated with the work of contractors should be proportionate to the level of risk, i.e. the greater the risk, the more that needs to be done to control the risk.





# HOUSING OFFICER PROPERTY INSPECTIONS

## FHA RESPONSIBILITIES

### Purpose

FHA's Housing Officer's undertake proactive inspections of all properties within a set framework (Attached). It provides evidence of our commitment to continuous improvement to deliver high quality safe housing and health and safety compliance for our tenants.

The findings of all completed inspections and audits are analysed as key performance indicators (KPIs) and provide a focus for strategic and operational improvement, create an analytical basis for decision making and help focus attention on what matters most for tenants.

### Cooperation and Coordination

The process covers a wide range of indicators that are focused on ensuring our tenants are provided with quality housing that is safe and feels like home. To be effective, it requires the cooperation and coordination of all stakeholders, with particular emphasis on FHA Housing Officers who will undertake the inspections and care providers who will be responsible for implementing many of the day-to-day controls, such as completing fire safety and legionella checks and recording findings in site logbooks.

Any deficiencies identified will be monitored to ensure they are resolved within appropriate timescales, based on the level of risk or concern to the tenant.

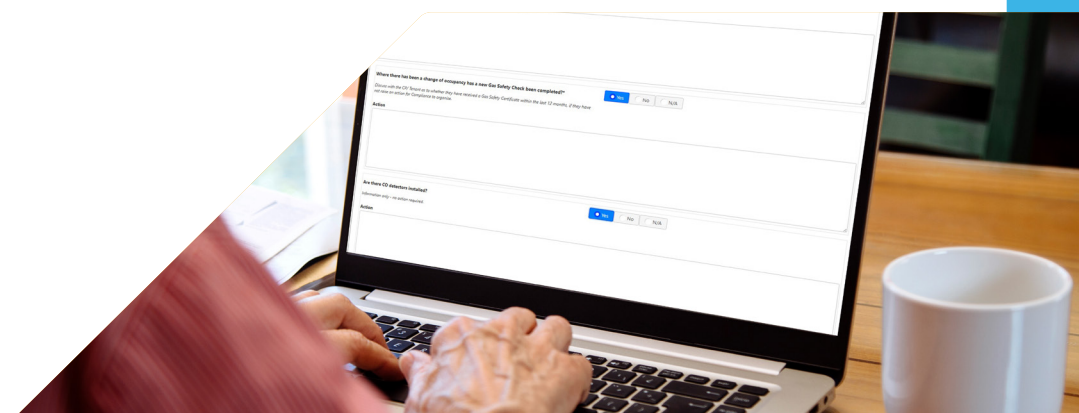
## CARE PROVIDER RESPONSIBILITIES

### Service Level Contract (SLC)

Each care provider enters an SLC with FHA. The agreement seeks to ensure:

- ✓ **Cooperation and communication between the two parties to ensure the effective provision of housing and support services to tenants**
- ✓ **Clarity over respective roles and responsibilities**
- ✓ **Clarity over health and safety compliance requirements, to ensure legal compliance and high standards of tenant safety**

This Health and Safety Compliance Guide for care providers and the Housing Officer Inspection process supports the SLC, by providing additional information, in order that care providers can deliver the requirements of the SLC, and meet requirements placed on them by relevant legislation including health and safety regulations and associated guidance.





## HOUSING OFFICER PROPERTY INSPECTIONS

### CARE PROVIDER RESPONSIBILITIES (CONTINUED)

In addition to this guidance and the site inspections, FHA will supply care providers with relevant information through the SASSHA Portal to include:

- ✓ Fire risk assessments
- ✓ Legionella risk assessments and associated maintenance requirements
- ✓ Asbestos information
- ✓ Electrical test certificates
- ✓ Gas safety certificates
- ✓ Lifts

These documents are in addition to information provided to tenants to meet FHA's statutory obligations and to ensure high standards of customer service.

NB In addition to this guidance, care providers are required under health and safety law to have their own policies and procedures for the identification and management of hazards and risk associated with their activities.

The Matrix of Responsibilities (See Appendix 1) sets out key health and safety compliance elements against relevant duty holders including care providers and supports implementation of the SLC.

### Monitoring

In addition to responsibilities placed on care providers to meet statutory requirements placed on them by health and safety law, including the requirement to regularly monitor and review their health and safety arrangements, FHA Housing Officers will use the SLC and FHA Property Inspection process to monitor compliance.

FHA Housing Officer's will seek to work in partnership with care providers to ensure high standards of health and safety compliance are maintained and are subject to continuous improvement, to minimise risks to tenants and other persons on site.

## APPENDIX 1 – MATRIX OF RESPONSIBILITIES



Matrix of Responsibilities - Aspects	Owner/ Landlord REIT	Housing Provider FHA	Care provider	Commissioner of Services
<b>FIRE SAFETY</b>				
Building - fire risk assessment/reviews completed		X		
Building - fire risk assessment/reviews issued to CP		X		
Operational - Fire risk assessment/reviews for day-to-day operation completed			X	
Operational - Fire risk assessment/reviews for day-to-day operation issued			X	
Person centred - fire risk assessment			X	X
Testing of fire alarms			X	
Maintenance of fire alarms		X		
Testing of emergency lighting			X	
Maintenance of emergency lighting		X		
Testing of sprinkler system			X	
Maintenance of sprinkler system		X		
Testing of smoke vents (where fitted)			X	
Maintenance of smoke vents (where fitted)		X		
Testing of door release mechanisms			X	
Maintenance of door release mechanisms		X		
Testing of social alarm system				
Maintenance of social alarm system				
Routine housekeeping inspections, including checking fire doors, fire exit doors, detectors, alarm panel and condition of fire extinguishers, etc.			X	
Maintenance of fire doors		X		



## APPENDIX 1 – MATRIX OF RESPONSIBILITIES



Matrix of Responsibilities - Aspects	Owner/ Landlord REIT	Housing Provider FHA	Care provider	Commissioner of Services
<b>FIRE SAFETY</b>				
Maintenance of fire extinguishers provided by CP		X		
Maintenance of fire extinguishers provided by FHA		X		
Maintenance of rising mains		X		
Maintenance of lightning protection system		X		
Provision of fire safety information to residents		X	X	
Ongoing engagement with residents regarding fire prevention			X	
Ongoing engagement with residents to remind them of fire procedures			X	
Fire drills (if applicable)			X	
Maintaining a record of the fire safety arrangements		X	X	
Ensuring that fire procedures are up to date			X	
Liaison with local fire and rescue service crews		X	X	
Training of staff		X	X	
Inspections during contractors' works		X	X	
Provision of information to contractors, including site inductions		X	X	
Recording false alarms			X	
Holding of relevant records re-testing maintenance, training, drills, etc.		X	X	
Fire safety guidance issued to tenant to include fire doors		X		
Fire safety guidance issued to CP to include fire doors		X		

## APPENDIX 1 – MATRIX OF RESPONSIBILITIES



Matrix of Responsibilities - Aspects	Owner/ Landlord REIT	Housing Provider FHA	Care provider	Commissioner of Services
<b>GAS SAFETY</b>				
LGSR* completed annually (within 12 months)		X		
LGSR* issued to tenant within 28 days		X		
LGSR* issued to CP within 28 days		X		
LGSR completed for new tenancies** (before occupation)		X		
All LGSR remedials/actions completed in line with Gas Engineer advice		X		
Carbon Monoxide (CO) detectors checked periodically		X	X	
Repairs raised where deficiencies are identified		X	X	
Gas safety guidance issued to CP		X		
Gas safety guidance issued to tenant		X		
Emergency arrangements including access to 'gas cut off'			X	

NB\* Landlords Gas Safety Record\*\*New tenancy's where a gas appliances is situated within an area under their control

## APPENDIX 1 – MATRIX OF RESPONSIBILITIES



Matrix of Responsibilities - Aspects	Owner/ Landlord REIT	Housing Provider FHA	Care provider	Commissioner of Services
<b>ELECTRICAL SAFETY</b>				
EICR* completed every <5 years		X		
EICR issued to tenant within 28 days		X		
EICR issued to CP within 28 days		X		
EICR completed for all new tenancies (before occupation)		X		
All EICR remedials/actions completed in line with Electrical Engineer advice				
Annual PAT testing of white goods provided by FHA		X		
Annual PAT testing of white goods provided by CP (or in-line with CP policy)			X	
Annual contract for commercial washing/drying provided by FHA		X		
FHA white goods to be registered with manufacturer to support any product recalls				
Re-wire or new build Electrical Installation Certificate (EIC) provided to CP		X		
Repairs raised where deficiencies are identified		X	X	
Electrical guidance issued to CP		X		
Electrical guidance issued to tenant		X		
Emergency arrangements including access to 'electrical cut off'			X	

NB\* Electrical Installation Report (EICR)



## APPENDIX 1 – MATRIX OF RESPONSIBILITIES



Matrix of Responsibilities - Aspects	Owner/ Landlord REIT	Housing Provider FHA	Care provider	Commissioner of Services
<b>LEGIONELLA AND WATER HYGIENE</b>				
LRA* completed		X		
LRA issued to CP				
Asbestos guidance issued to CP		X		
Asbestos guidance issued to tenant		X		
LRA remedials complete		X		
LRA reviews complete (every 2 year or following significant changes)		X		
Landlords maintenance schedule (refer to schedule)		X		
CP maintenance schedule (refer to schedule)			X	
CP site logbook maintained			X	
Void/new properties assessed & treated as required before occupation		X		
Repairs raised where deficiencies are identified		X	X	
Emergency arrangements including access to 'water isolation'			X	

NB\* Legionella Risk Assessment (LRA)

## APPENDIX 1 – MATRIX OF RESPONSIBILITIES

Matrix of Responsibilities - Aspects		Owner/ Landlord REIT	Housing Provider FHA	Care provider	Commissioner of Services
<b>ASBESTOS</b>					
Asbestos Survey completed			X		
Asbestos Survey issued to CP			X		
Asbestos guidance issued to CP			X		
Asbestos guidance issued to tenant			X		
Remedials completed where required			X		
Annual condition monitoring programme in place			X		
Repairs raised where deficiencies are identified			X	X	
Emergency procedures			X	X	
					
<b>LIFTS</b>					
Written examination scheme is in place			X		
6 monthly thorough examinations completed			X		
Planned preventative maintenance contract in place & completed			X		
All faults remedied within timescales			X		
Thorough test and examination cert issued to CP			X		
Weekly test of lift alarm				X	
Lift guidance issued to CP			X		
Lift guidance issued to tenant			X		

NB refer to SLC & care provider guidance booklet for further information



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