



Keeping your home safe – Building Safety

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 take your responsibilities seriously, by reporting defects, allowing access for safety inspections and not doing anything in your home, which may cause a danger to you or your neighbours.

We work in partnership with West Midlands Fire Service and other fire specialists to make sure we are delivering to the highest standards in fire safety.

We ensure senior level oversight of building safety governance through the Building Safety Group, Executive Leadership Team and SCH Board.

These are our Safer Homes Team Service Standards

We will:

- Provide Health and Safety information on our website.
- Provide online access to your tenancy agreement and help you understand your responsibilities and ours, for health and safety.
- Create opportunities for you to be involved in our safety activities for our high and low rise buildings – Linked to customer representatives Building Safety Advocates.

To make sure you are safe, we will:

- Notify you that a safety inspection will be carried out and keep our appointment.
- Make it easy for you to report a safety defect, book an appointment 24 hours a day online using My SCH Account.
- Make it easy for you to discuss Building Safety with a member of the Safer Homes Team.

To make sure that you're safe, we will:

- Provide an emergency repair service that operates 24 hours a day for every day of the 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 annual fire risk assessments to our high rise buildings (more than three storeys) and every 3 years to low rises.
- Provide you with information on the whereabouts of asbestos (if any) within your home. You can easily download your asbestos report from our website.
- Monitor and manage water supplies at homes with more than three storeys and with communal areas.
- Check that our lifts are in safe working order.
- Work in partnership with West Midlands Fire Service to check our homes and give you free fire safety advice.
- Introduce ourselves, wear a uniform and appropriate PPE and show identification before entering your home.

- Be polite, courteous and helpful at all times.
- Explain what we will be doing, how the work will affect you and keep you informed of progress.
- Leave your home in a safe, secure and clean condition following completion of any works.

After our visit, we will:

- Ask if you're satisfied with the works carried out by sending you a text message.
- Respond to any queries you raise and will learn from your feedback so we can improve our service.
- Discuss any concerns you may have with regard to Building Safety and provide you additional information if applicable.

You can help us to achieve our Service Standards by:

- Becoming a Building Safety Advocate to work with us to challenge current practice and promote safety.
- Keeping you and your neighbours safe by complying with your responsibilities for safety in your home and follow fire safety advice we provide.
- Reporting safety concerns by contacting us via the **My SCH Account** or by telephone.
- Informing us of any specific access or personal requirements that we may need to be aware when completing our inspections and checks.
- Do not clutter or hoard items in your home in a way that creates a fire risk.
- Keep your appointment or tell us in advance if you need to re-arrange.
- Allowing us access to your home so that we can complete the safety checks and works.
- Being respectful and polite to our staff, we will always do our best to help.
- Refrain from smoking inside your home when a repair is being carried so our staff can work safely.
- Give us feedback about your experience with us to help us learn and improve our services.
- Providing us with as much information as possible about the safety repair that is required so that we can be prepared to carry out works.

How we will keep a check on our Service Standards

Maintain oversight and governance of Building Safety Service Standards via the Building Safety group, Executive Leadership Team and SCH Board.

- We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.
- Use feedback from surveys, compliments, complaints and general comments to improve our service.

How we will update you on how we are doing

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our Key Performance Indicators as part of our annual service delivery plan.
- Update our policies or review our services.
- When safety related legislative changes require us to do so.
- When your valued feedback is telling us we need to look at things again.