

Keeping You and Your Home Safe

A Guide for Feldon Housing Residents

Your Safety is Our Priority

At Feldon Housing, we're committed to ensuring that you and your home are safe, secure, and comfortable. This guide explains how we work together to keep you, your family, and your community safe.

We take our responsibilities seriously and comply with all legal requirements including the Regulator of Social Housing's 2024 Consumer Standards. But safety is a partnership – we all have a role to play in keeping our homes and communities safe.

Property Health and Safety

Gas Safety - Our Responsibilities

What we do:

- **Annual gas safety checks** in every home with gas appliances
- **Emergency gas repairs** available 24/7
- **Only use qualified Gas Safe registered engineers**
- **Provide you with a copy** of your gas safety certificate within 28 days
- **Service and maintain** all gas appliances we've provided
- **Install carbon monoxide alarms** in homes with gas appliances

What you should do:

- **Allow access** for annual gas safety checks - this is a legal requirement
- **Never tamper** with gas appliances, pipes, or meters
- **Report gas smells immediately** - call the National Gas Emergency Service on 0800 111 999
- **Don't block** air vents or flues
- **Tell us immediately** if you smell gas or suspect a problem

Warning signs to watch for:

- Smell of gas (like rotten eggs)
- Yellow or orange flames instead of blue

- Soot or staining around appliances
- Pilot lights that keep going out
- Feeling unwell (headaches, dizziness, nausea) when using gas appliances

Electrical Safety - Our Responsibilities

What we do:

- **Electrical safety checks** every 5 years minimum
- **Install and test** smoke alarms and emergency lighting
- **Maintain** all electrical installations and common area lighting
- **Only use qualified electricians** for all electrical work
- **Provide electrical safety certificates** and test results

What you should do:

- **Allow access** for electrical safety testing
- **Don't overload** sockets or use damaged electrical items
- **Check plugs and leads** regularly for damage
- **Test smoke alarms** monthly using the test button
- **Report** any electrical problems immediately

Warning signs to report:

- Frequently tripping circuit breakers
- Burning smells from sockets or appliances
- Electric shocks from appliances or switches
- Scorch marks around sockets
- Lights flickering or dimming unexpectedly

Fire Safety - Our Responsibilities

What we do:

- **Install and maintain** smoke and heat detectors
- **Provide fire doors** and maintain escape routes in communal areas
- **Regular fire risk assessments** of all buildings
- **Maintain fire safety equipment** in communal areas

- **Keep escape routes clear** and properly lit
- **Fire safety improvements** where needed

What you should do:

- **Test smoke alarms** monthly and report if not working
- **Keep escape routes clear** - don't store items in hallways or on balconies
- **Close doors** when you go to bed - this slows fire spread
- **Have an escape plan** and make sure everyone in your household knows it
- **Never prop open** fire doors in communal areas
- **Be careful** with candles, cigarettes, and cooking

Fire safety in your home:

- Install your own additional smoke alarms if you wish
- Keep cooking areas clean and grease-free
- Don't smoke in bed
- Ensure electrical appliances are switched off when not in use
- Store matches and lighters safely away from children

Water Safety and Legionella Prevention

What we do:

- **Regular water system checks** and maintenance
- **Temperature monitoring** of hot water systems
- **Tank and pipework maintenance** to prevent stagnation
- **Risk assessments** for Legionella bacteria
- **Water quality testing** where required

What you should do:

- **Run taps weekly** if you've been away to prevent water stagnation
- **Clean shower heads** regularly
- **Report** unusual tastes, smells, or discoloration in water
- **Don't adjust** hot water temperature settings
- **Tell us** about any persistent water problems

Asbestos Management

What we do:

- **Asbestos surveys** of all older properties
- **Safe management** of any asbestos-containing materials
- **Risk assessments** before any work is carried out
- **Safe removal** by licensed contractors when necessary
- **Keep records** of asbestos location and condition

What you should do:

- **Don't drill, sand, or damage** materials that might contain asbestos
 - **Tell us before** doing any DIY work in pre-1980s properties
 - **Report** any damaged materials we've identified as containing asbestos
 - **Don't panic** - asbestos is only dangerous when disturbed and fibres become airborne
-

Structural Safety and Maintenance

Building Safety

What we do:

- **Regular building inspections** to check structural condition
- **Maintain safe access** including stairs, handrails, and balconies
- **Monitor building stability** and address any concerns promptly
- **Ensure adequate lighting** in all communal areas
- **Maintain secure building entry** systems

What you should do:

- **Report** any cracks, damage, or structural concerns
- **Use handrails** and take care on stairs
- **Don't overload** balconies or storage areas
- **Keep communal areas tidy** and free from hazards
- **Report** broken lighting or security systems

Window and Balcony Safety

What we do:

- **Install safety features** including window restrictors where needed
- **Maintain balcony barriers** to appropriate heights
- **Regular safety inspections** of windows and balconies
- **Repair damaged** windows, locks, and safety features promptly

What you should do:

- **Check window restrictors** are working, especially if you have young children
 - **Don't lean out** of windows or over balcony barriers
 - **Keep balconies clear** of stored items that could fall
 - **Report** damaged windows, locks, or safety features
 - **Supervise children** around windows and balconies
-

Home Security

Keeping Your Home Secure

What we do:

- **Provide secure doors and windows** with appropriate locks
- **Maintain communal door entry systems** and security lighting
- **Install security measures** appropriate to the property type
- **Respond promptly** to reports of security issues
- **Work with police** on crime prevention initiatives

What you should do:

- **Lock doors and windows** when you go out and at night
- **Don't let strangers** into communal areas
- **Keep keys safe** and don't leave them visible from outside
- **Report** damaged locks, doors, or security features
- **Be security conscious** and look out for your neighbours

Preventing Crime

Simple steps to protect your home:

- Use timer switches on lights when you're away
 - Don't leave valuables visible from windows
 - Mark your property with your postcode
 - Consider home contents insurance
 - Get to know your neighbours - community spirit deters crime
-

Anti-Social Behaviour

Our Commitment

We're committed to ensuring all residents can enjoy their homes peacefully. Anti-social behaviour (ASB) can range from minor nuisances to serious criminal activity, and we take all reports seriously.

We will:

- **Investigate all reports** of anti-social behaviour promptly
- **Work with residents** to resolve issues wherever possible
- **Take appropriate action** which may include mediation, warnings, or legal action
- **Support victims** throughout the process
- **Work with partner agencies** including police and local councils
- **Keep you informed** of progress and actions taken

What Counts as Anti-Social Behaviour

Examples include:

- Excessive noise (loud music, shouting, banging)
- Harassment or intimidation of neighbours
- Drug dealing or drug-related activity
- Vandalism or damage to property
- Dumping rubbish or fly-tipping
- Threatening or violent behaviour

- Hate incidents based on race, religion, sexuality, or disability

How to Report Anti-Social Behaviour

Contact us:

- **Phone:** 01608 686626
- **Email:** info@feldonhousing.co.uk
- **In person/in writing:** Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW

For emergencies or immediate danger:

- **Call 999** for police emergency response
- **Call 101** for non-emergency police matters

What information to provide:

- What happened and when
- Who was involved (if known)
- Any witnesses
- How it's affecting you
- Any evidence (photos, recordings, diary entries)

Our Response Process

We will:

1. **Acknowledge your report** within 1 working day
2. **Assess the case** and agree an action plan with you
3. **Investigate thoroughly** speaking to all parties involved
4. **Take appropriate action** which might include:
 - Informal warnings and advice
 - Mediation between neighbours
 - Formal warnings
 - Acceptable Behaviour Contracts
 - Legal action including eviction in serious cases
5. **Keep you updated** on progress and outcomes

Support for Victims

We can provide:

- Emotional support and practical advice
 - Referrals to specialist support services
 - Safety planning and security improvements
 - Temporary relocation in serious cases
 - Support with police reports and court proceedings
 - Liaison with other agencies
-

Safeguarding

Protecting Vulnerable Adults and Children

Everyone has the right to live free from abuse, neglect, and harm. We're committed to safeguarding all residents, particularly those who may be vulnerable.

Our responsibilities:

- **Train our staff** to recognize signs of abuse or neglect
- **Report concerns** to appropriate authorities
- **Work with social services** and other agencies
- **Support residents** who may be at risk
- **Maintain confidentiality** while ensuring safety

Please see our Safeguarding Adults and Safeguarding Children Policy. These are available on our website or contact us for a copy or if you have any questions or need our help.

Domestic Abuse

Our Commitment to Supporting Survivors

Domestic abuse affects people of all ages, backgrounds, and circumstances. We're committed to supporting residents experiencing domestic abuse and helping them access the help they need.

How We Can Help

We can provide:

- **Confidential support** and someone to talk to
- **Safety planning** to help keep you and your children safe
- **Housing advice** including emergency rehousing if needed
- **Referrals to specialist services** for ongoing support
- **Help with security improvements** to your home
- **Support with legal proceedings** including injunctions
- **Flexible rent payment arrangements** if financial abuse is an issue

Contact Feldon Housing:

- Phone: 01608 686626 (ask to speak confidentially about domestic abuse)
- Email: info@feldonhousing.co.uk
- In person: Ask to speak privately with a housing officer

Confidentiality and Support

- **We will keep information confidential** unless there's a risk to life
- **We won't contact the perpetrator** without your permission
- **We'll work at your pace** and respect your decisions
- **We can refer you to specialists** who understand domestic abuse
- **We'll help you access legal advice** if you want it
- **We can support you through court proceedings**

Please see our Domestic Abuse Policy. These are available on our website or contact us for a copy or if you have any questions or need our help.

Working Together

Your Responsibilities

Help us keep everyone safe by:

- Allowing access for essential safety checks

- Reporting safety concerns promptly
- Looking out for vulnerable neighbours
- Treating your home and community with respect
- Following our policies and tenancy conditions
- Being a good neighbour

Our Responsibilities

We're committed to:

- Maintaining your home to high safety standards
- Responding promptly to safety concerns
- Providing clear information about safety
- Supporting residents who need help
- Working with partner agencies to keep communities safe
- Continuously improving our services

Partnership Working

We work with:

- **Emergency services** (police, fire, ambulance)
- **Local councils** on community safety and environmental health
- **NHS and health services** on health and wellbeing
- **Social services** for safeguarding and support
- **Specialist charities** for domestic abuse, mental health, and other support
- **Community groups** to build strong, safe neighbourhoods

Contact Information

Feldon Housing

General enquiries and reports:

- **Phone:** 01608 686626
- **Email:** info@feldonhousing.co.uk
- **Website:** [Insert website]

- **Office:** Unit 7 Brailes Industrial Estate, Lower Brailes, Banbury OX15 5JW
- **Emergency out-of-hours:** 01608 686626

Emergency Services

- **Emergency (Police/Fire/Ambulance):** 999
- **Police non-emergency:** 101
- **Gas Emergency:** 0800 111 999

Support Services

- **National Domestic Abuse Helpline:** 0808 2000 247
- **Samaritans:** 116 123
- **NSPCC:** 0808 800 5000
- **Age UK Silver Line Helpline:** 0800 470 8090
- **Citizens Advice:** 0800 144 8848

Remember: Your safety and the safety of your family and community is our shared responsibility. If you're ever unsure about anything or need help, please don't hesitate to contact us.

This guide is available in alternative formats including large print, audio, and other languages on request.

Last updated: August 2025

Next review: August 2026