

# Home Safety



Important information for shared owners and leaseholders



## Useful information about your tenancy

### Fire safety in communal areas and balconies

**Communal areas are the places in buildings such as apartment blocks, that other people share - like landings, entrance lobbies, corridors, meter cupboards, lifts or open walkways.**

A fire in a communal area or balcony can spread between homes. It could make it more difficult for the emergency services to reach you and might prevent you from leaving the building in an emergency.

#### **Never use communal areas or balconies to keep or store anything that could:**

- Stop you escaping quickly
- Prevent emergency services reaching you or your neighbours
- Give off toxic smoke or gas when burning
- Explode in high temperatures
- Cause fire to spread more quickly

This includes e-bikes and e-scooters. For information about the dangers of e-bike conversion kits, please see overleaf.

**We carry out regular safety inspections in apartment blocks and as part of that work, we remove and recycle objects left in communal areas for your safety.**



### Gas safety in your home

**You are responsible for the gas appliances within your property such as the gas boiler, gas cooker, gas hob or gas fire, pipework and flues. All installation, maintenance and safety checks need to be carried out by a Gas Safe registered engineer.**

Remember to ask to see the engineer's Gas Safe Register ID card to confirm they are registered and able to carry out the necessary work. Please keep your documentation safe as we may also ask to see evidence that you have had a gas service.

### Fire door checks

We check all fire doors in our flats and retirement living communities routinely throughout the year.

If your home is in one of these buildings, then please be aware that your doors – including the entrance to your apartment – will be included in this inspection programme.

If you live in a flat or one of our retirement living communities and have any concerns or think your building has a faulty fire door, please don't walk by. Report it to us immediately on **0800 048 8955**.

### Damp and mould

#### **See it – report it!**

**If you spot signs of damp and mould in your home or have any questions or concerns, please call our customer service team, send us a private message on Facebook or complete the online form on our website.**

### Have you seen our Top Tips to help you cut condensation?

Useful information as well as advice about what to do when you spot signs of damp and mould, is in one easy-to-find area of our website.

Take a look at [www.homesplus.co.uk/damp-and-mould](http://www.homesplus.co.uk/damp-and-mould)

## Dangers of e-bike conversion kits

**Converting pedal bikes into e-bikes using DIY kits bought online can be extremely dangerous.**

Cheaper batteries bought online may not reach UK safety standards and are more likely to fail and catch fire. DIY installations can also damage the kit, increasing the chances of a fire.

If you are planning to convert your bicycle to an e-bike, get a professional to carry out the conversion. When buying batteries for your conversion, make sure you are buying from a reputable seller and that they aren't second hand.



## Alterations and improvements

**Before you consider improvements, additions or alterations to your home, check your lease to see what is allowed. You must also obtain our written permission before undertaking any work of this kind.**

Some home improvements – including structural alterations – are not permitted. We will not refuse consent without good reason, for example, if the proposed alterations would make the property unsafe or could jeopardise fire safety.

If you would like to make an alteration to your home, please visit the shared ownership or leaseholder section on the Homes Plus website to complete our online alteration request form. For informal advice about an alteration you are considering, please call our leasehold team on **0800 048 8955**.

## Subletting your property and your responsibilities

**If you are a leaseholder and you would like to rent your home to someone else, this is called subletting.** Your lease will specify if you are allowed to sublet your home, but you need to get written permission from us first.

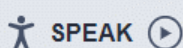
It's important to remember that if you sublet your home, you're still the legal owner and so remain responsible for maintenance, as well as for the behaviour of your tenant and any service charges.

To find out more and to submit a subletting application, visit our website at [www.homesplus.co.uk/my-home/leaseholders/subletting/](http://www.homesplus.co.uk/my-home/leaseholders/subletting/)

## Did you know that our website offers 24/7 accessibility support?

Access speech, reading and translation assistance at any time, from any page of [www.homesplus.co.uk](http://www.homesplus.co.uk)

Look out for this button



## WE'RE HIRING

#BEMOREHPG



See all our latest vacancies and apply at [www.housingplusgroup.co.uk/careers](http://www.housingplusgroup.co.uk/careers)