



Tenants' Health & Safety Handbook

2025 / 2026

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WELCOME

Welcome to your ng homes' Tenants Health and Safety Handbook. It is a top priority for ng homes to keep our tenants safe in their homes and neighbourhoods.

One of our key objectives is to ensure the trust and confidence of tenants in the safety of their home.

This handbook has been designed to give you information about the actions ng homes will take to ensure your home is a safe place to live and how you can help in that process. We have included lots of hints and advice on general home safety which I hope you find both informative and useful.

As a housing provider, ng homes must meet and maintain all regulatory standards and requirements to ensure homes are safe and we do this through routine inspection programmes and undertaking works as required (e.g. annual gas safety checks and servicing).

Our work is audited by independent bodies and we also report our performance to the Scottish Housing Regulator. You can read more about our performance on their website at <https://www.housingregulator.gov.scot/>

Please take some time to read through your handbook. If you have any questions or feedback please get in touch on 0141 560 6000 or email us at info@nghomes.net

Catherine Rossine

Catherine Rossine
ng homes Chairperson





Asbestos Safety

Asbestos is a strong, durable, inflammable fibre widely used for reinforcing materials in buildings prior to 1999. It was also used to protect building structures from fire and excessive heat.

Where asbestos remains mixed, bound or sealed with other materials and not disturbed it does not pose a safety risk. If asbestos is disturbed serious health risks can arise (long term) from breathing in air containing asbestos fibres.

What ng homes is doing to keep you safe:

- Complete surveys of communal areas in blocks to identify, monitor and maintain any asbestos in these areas.
- Assess the asbestos information we have for properties before any major works and conduct further asbestos surveys if needed to ensure as far as possible asbestos is identified and taken into account when planning.
- Provide ng homes staff/contractors with the associated asbestos information for properties for day-to-day repairs.
- Ensure our staff and contractors undertake regular asbestos awareness training.
- Conduct asbestos checks each time one of our properties becomes empty; a full survey will be carried out if the property has not previously received one.
- Maintain a register of all asbestos identified (and assumed), including records of removals, to ensure the effective management and monitoring of the asbestos safety process.

Asbestos surveys and removal are carried out by our approved and licensed contractor.

If you think you may have found asbestos in your home, you should:

- Report the matter to us without delay by telephoning **0141 560 6000**;
- Make sure that the material is not disturbed.

Home Improvements

Your home may contain asbestos materials.

If you plan to make ANY home improvements to your property, to keep yourself safe please contact us immediately on 0141 560 6000.

Don't:

- Panic - material containing asbestos is only a problem if it is damaged.
- Drill, sand, cut, or in any way disturb, material which may contain asbestos.
- Use power tools on materials which may contain asbestos.
- Remove or disturb the material.
- Break the materials because this releases the small fibres into the atmosphere.



What We Will Do

Carbon Monoxide Safety

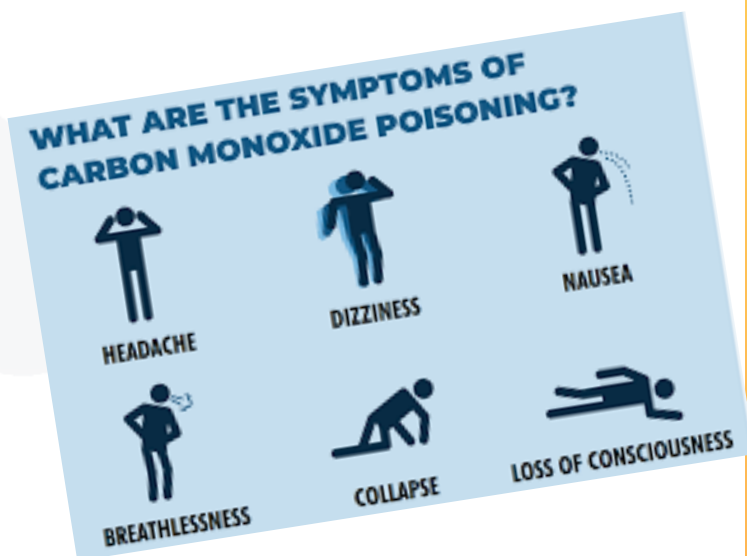


What is Carbon Monoxide?

Carbon monoxide (CO) is a poisonous gas that can make you seriously ill if you breathe it in.

It can be made by fires and appliances that burn gas, wood, oil or coal.

Carbon monoxide gas is colourless and does not smell, so you cannot tell if it is around you.



Carbon Monoxide: What we will do.

- We will ensure homes with gas heating appliances are fitted with a carbon monoxide detector and appropriate ventilation.
- We will carry out a check of your carbon monoxide detector during your annual gas service.
- Where a fault is identified, a temporary alarm will be left in place until the repair can be carried out.
- We will respond to reports of a carbon monoxide alarm activation as an emergency and, if required, replace the detector.

Depending on the situation, an ng homes officer or contractor may attend and carry out an inspection to assess the fault. This may be escalated to our gas contractor to carry out a more thorough investigation where required.



Carbon Monoxide Safety

What You Should Do



What you can do to keep yourself safe:

- **Do NOT remove carbon monoxide detection alarms** from your property – they are there for your safety and can save you and your family's lives.
- **Report issues or activations promptly.**
- **Do not cover vents.** They are there to ensure effective ventilation to prevent build-up of fumes.
- If your alarm bleeps intermittently, this indicates a battery low fault or an alarm memory fault which needs attention. Please call ng homes to have this rectified. ng homes actively replace all alarms to 10 year sealed-for-life battery backup or battery alarms for your safety.
- **Do not install alarms that have replaceable batteries** in your home. Call ng homes if you have any alarm issues you are not sure about.

**Do not remove your CO detector:
it could save your life.**

If your alarm activates:

- **Switch off gas appliances immediately**
- **Open all windows to ventilate**
- **Leave the property**
- **Call Scottish Gas Networks (SGN) 0800 111 999**
- **Seek medical assistance**



Damp & Mould Awareness



Keeping your home free from damp and mould



A family of four can add moisture to the air equivalent to **30 to 40 litres (53 to 70 pints)** of water each week through everyday activities.

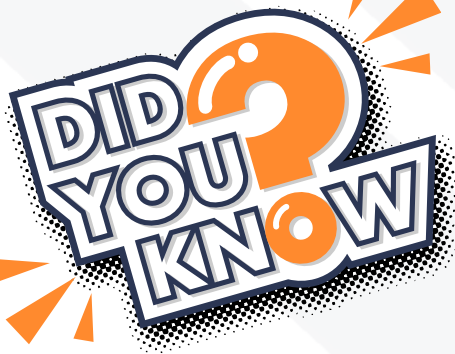


Drying clothes indoors can add **10 to 15 litres (18 to 26 pints)** weekly.



Cooking, showering and bathing add a further **15 to 20 litres (26 to 35 pints)** weekly.

Excess moisture in your home increases risk of damp and mould, which can damage your property and impact your health.



Understanding Types of Damp

Penetrating damp

This occurs when rainwater enters your home through external walls, roofs, or windows due to structural issues. Common signs include:

- Damp patches or discolouration on internal walls
- Peeling paint or wallpaper
- Visible mould growth

Typical causes include blocked or broken gutters, downpipes or damaged roofing which require repair to resolve the issue.



Rising damp

Rising damp is less common and happens when the damp-proof course (DPC) in your property fails, allowing moisture to rise from the ground. It usually affects ground-floor rooms and basements, showing similar signs to penetrating damp.



Rising damp requires professional repairs to rectify.

Defective Plumbing

Leaking pipes, faulty waste systems, or overflows can create damp patches that persist regardless of the weather.

Fixing plumbing issues is essential to prevent long-term damage.



Condensation (most common cause)

Condensation forms when warm, moist air meets cold surfaces like windows or walls. This often leads to black mould spots.

Certain health conditions, such as respiratory conditions, immune system conditions, asthma and allergies, can become worse if exposed to mould over a long time. It's important that you inform us of any health concerns promptly so that we can address mould issues quickly and prevent an impact on your health.



Tips to prevent damp and mould

- **Dry clothes effectively** - dry outside if you can. If drying inside, put them in the bathroom with the door closed and window open/fan on. Ensure tumble drier vents are directed outside (unless it's self-condensing).
- **Encourage air circulation** - avoid placing furniture directly against walls, particularly external walls. Leave gaps between items in wardrobes and cupboards for airflow.
- **Reduce moisture when cooking/bathing** - use lids on pans when cooking and don't over-boil kettles. Use extractor fans or open windows during and after cooking/bathing to remove the excess moisture from the air. Keep the doors closed to stop moisture travelling through your home.
- **Very cold rooms encourage mould to grow. Aim to keep your home at or above 16°C.** Use trickle vents or open windows slightly to allow fresh air circulation. Dry condensation off the windows in the morning to prevent any mould growth.

Please inspect the sealant around baths and showers regularly and report any damage or gaps as soon as possible.



**What We
Will Do**



Electrical Safety

What ng homes is doing to keep you safe

- **Conduct electrical safety checks** every 5 years in your home, and in communal areas of all blocks, addressing any works promptly.
- **Ensure electrical safety checks are completed for properties during our void process**, with any required works completed prior to the property being let.
- **Maintain a register** of all electrical checks carried out to ensure the effective management and monitoring of the electrical safety process.
- **Ensure ng homes staff/contractors are fully trained** for works undertaken in ng homes properties.

Electricity is a major cause of fires and electricity can cause injury such as electric shock, burns and falls.

What you can do to keep yourself safe:

- **Give access** for all electrical safety checks.
- Ensure your main electrical board is clear of belongings and easily assessable at all times.
- **Do not overload** power circuits with multiple extension cables.
- **Do not attempt to carry out any electrical works yourself.**
- Ensure you switch off chargers etc. when not in use and check for overheating.
- Please contact us if your electrical meter is in debt prior to any electrical safety checks being undertaken.
- Ensure your personal electrical items are in good working order.





What We
Will Do



Electrical Safety

Mobility & E-Scooters

The health and safety of our tenants, visitors and fire protection of our buildings are our top priority. **Under-stairs spaces & communal landings must not be used as they compromise the means of escape in the event of a fire.**

No alterations can be made to the communal areas, a tenant's home or other spaces within a development without written consent from ng homes which will not be unreasonably withheld. It is the owner's responsibility to ensure they comply with legislation including registering (all class 3) vehicles with DVLA for road use.

Mobility & E-Scooters should not be charged overnight or left on permanent charge, and only charged for the manufacturer's recommended time.

Tenants are advised to refer to their mobility scooter manufacturers guidelines for further information.



Lost power? Here are a few things to try before you call to report a fault

- Check your trip-switch or fuses to make sure you do not have a fault with an appliance
 - **If the trip switch is on, turn the switch off and back on again.**
 - **If the supply is not restored, push the "test" button.**

If the switch trips, there may be a fault with one of your appliances.

- Turn off all appliances and turn the switch back on.
- Switch your appliances on one by one. If the power trips when you turn on an appliance, that is the faulty appliance. It may be as simple as a light bulb needs to be replaced.
- Check with your neighbours; if they are having a problem, it may be a power cut.



What We Will Do



Fire Safety

Fire Safety in the Home: What we will do.

- All individual homes will have the required number of smoke and heat alarms installed, appropriate to both the home and the needs of the tenant.
- Communal fire alarm systems, including smoke vents in communal areas of amenity housing blocks, will be tested monthly by a member of our team or residential staff and serviced annually by a certified professional company/partner.

Let us know if you have a hearing issue that makes it difficult for you to hear an alarm. ng homes can assist you in obtaining specially enhanced equipment. Please report this to your Housing Officer in the first instance.

- Emergency lighting fitted in communal areas will be tested regularly.
- Fire extinguishers and blankets in communal areas of amenity housing blocks will be serviced regularly.
- If you live in a block with a communal stairwell, we will also carry out regular fire risk assessments to make sure that they are kept free of flammable items and obstructions.

Fire Doors – Protecting Your Safety

- Fire doors are a critical safety feature designed to slow the spread of fire and smoke, giving you and your family time to escape in an emergency.

Do not tamper with, damage, or remove any fire doors.

This includes internal fire doors, such as those often found in kitchens. **Removing or altering these doors compromises their ability to protect you and could put lives at risk.**

- If you have any concerns about fire doors in your home, please contact ng homes immediately.

Learn more about keeping your home fire safe with the Scottish Fire and Rescue Service (SFRS) by scanning the QR code here.





Fire Safety

What You Should Do



Fire safety in the home: what you should do

- Don't leave chip / food pans unattended.
- Clean extractor fans to prevent dust buildup.
- Avoid overloading electrical sockets.
- Use manufacturer-supplied chargers for devices (e.g. mobile phones, laptops etc). Cheaper replacements have an increased risk of catching fire.
- Unplug chargers when not in use - always unplug them overnight.
- Never charge phones/tablets under pillows or cushions to prevent overheating.
- Close living room and kitchen doors at night. In the event of a fire, this will help to hold back smoke and flames giving you vital time to escape or call for help.
- Keep matches and lighters out of reach of children.
- Position portable heaters away from curtains and furniture. Only use the type with safety cut out which will turn them off if they should fall over.
- Portable Calor-gas type heaters are **NOT** permitted.
- Never dry washing in front of an open fire.
- Ensure your furniture is fire-retardant, and keep combustibles away from heat sources.
- Keep an eye on lit candles - they should be on a stable surface, away from flammable items e.g. curtains, and kept out of reach of children.
- Never spray aerosols near an open flame or lit candle.

Oxygen Cylinders

- If you have been supplied with an oxygen cylinder **you must ensure you inform us** and that you have been fully trained by the supplier in their use and safe storage of full and empty cylinders.
- You must advise your House Contents Insurance provider that you have oxygen cylinders.

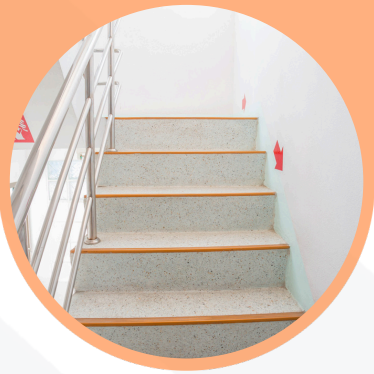


Plug-in Air Fresheners

Reduce fire risks by following some basic safety precautions:

- Don't cover plug-in air fresheners.
- Make sure there is plenty of space around them.
- Switch air fresheners off when you go to sleep or leave the house.
- Check plug-in air fresheners regularly for scorch marks or melting.





Fire Safety

What You Should Do



Fire safety when you live in a tenement or have a communal stairwell

If you live in a **block with a shared stairwell or other communal areas**, there are a few other things you need to think about:

- **Keep communal stairs, landings and cupboards clear of all belongings.** It is a legal requirement to keep communal areas clear (*Civic Government (Scotland) Act 1982 Section 93*).
- **Report issues of fly tipping to Glasgow City Council** and inform your Housing Officer of any unauthorised storage.
- **Keep communal doors closed** and do not wedge them open as this could affect the security of the block and/or allow fire to spread more easily. Report issues with door entry systems and any other communal issues promptly.
- **Keep bin stores tidy** and take excess rubbish or unwanted household items to the recycling centre or tip.

Looking after your smoke alarms

- **Check your smoke alarm weekly** by pressing the test button to make sure that it's working. If your alarm beeps intermittently this indicates a battery low fault or an alarm memory fault, which needs attention (contact us if you need help with this). A continuous beeping is an activation that requires immediate action to stay safe.
- **Never disconnect the alarm** if it goes off by mistake.
- Clean the grill area of the smoke alarm every 12 months to remove any dust.
- **Never cover smoke or heat alarms.**
- Report any issues to ng homes .

ng homes replaces all alarms to 10 year sealed-for-life battery backup or battery alarms for your safety.

Do not install alarms that have replaceable batteries in your home.



Fire Safety

What You Should Do



Staying safe: Tips for storage and use of e-scooters and e-bikes (lithium-ion batteries)

E-scooters, e-bikes and mobility scooters can be useful tools for many people.

The main fire risk is the lithium-ion (Li-ion) battery used to charge these appliances. These types of batteries are found in mobility scooters, mobile phones, powerpacks, laptops, walkie-talkies, children's toys, power tools and e-cigarettes.



Follow these key tips to minimise the risk of fire:

- Buy from reputable retailers. Make sure to register your product with the manufacturer so that you will be informed about any product recalls.
- Always use the manufacturer approved charger for the product. If you spot any signs of wear and tear or damage, buy an official replacement charger for your product from a reputable seller.
- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials. Store the batteries in a cool, dry place.
- Do not store or charge e-bikes or e-scooters on escape routes or in communal areas.
- Never charge overnight or when you are away from the property – always keep it in sight and follow the manufacturer's instructions.
- Make sure you charge your appliance in a well-ventilated area and do not cover the battery. Never charge smaller items, such as your mobile phone, under your pillow.
- Don't overcharge - always unplug your charger when it is finished charging.

What to do in the event of a lithium-ion battery fire

In the event of a fire, do not attempt to tackle it yourself. Get out, stay out, and call 999. Remember, disposing of lithium batteries must be done at a Household Waste Recycling Centre (HWRC).



What We Will Do



Gas Safety

Gas Safety in the Home: What we will do

By law, Landlords must make sure that all their gas appliances, flues and pipework are safely maintained and checked once a year or on change of tenancy. This is to ensure your home is safe to live in.

Gas appliances must be serviced regularly, otherwise they could become dangerous and could kill.

- **ng homes** must carry out a service before the expiry date of the previous certificate.
- **ng homes'** gas contractor will arrange to carry out your gas safety check each year. **We will take all reasonable steps to get in touch with you to arrange this. These checks are essential for your safety and required by law.** If we are unable to arrange a suitable time with your consent, we will commence our No Access Policy.
- If additional works are identified during the safety check, the contractor will call you to arrange an appointment to have the repair carried out.
- Our Gas Safe Engineers will leave confirmation with the tenants to confirm their boiler has been serviced; **please keep this document safe.** If you require a copy of your gas safety certificate, please contact us.
- We will carry out gas safety checks on all empty homes, cap the gas during our void repair process, and uncapped and service the appliance prior to a new tenant moving in.

All ng homes operatives or contractors carrying out works in our properties are properly gas qualified for the works they are undertaking.



Gas Safety

What You Should Do



Gas Safety Checks

It is important that you keep the appointment given for the annual safety check and service given by ng homes' gas safety contractor.

If you can't, please call the gas contractor City Building (0800 595 595) or ng homes (0141 560 6000) to re-arrange to a time that suits you.

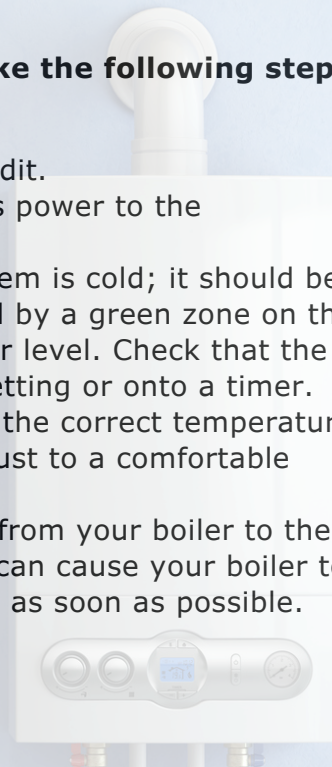
If you have a prepayment meter, please make sure you have enough credit available on your electric and gas meters for our gas engineers to complete a gas safety check on the arranged day.

Ensure you have cleared the area surrounding your boiler to enable the engineer easy access to the boiler.

Tips for boiler faults

If you have a problem with your boiler, please take the following steps before calling to report a fault:

- If you have a prepayment meter, check it is in credit.
- Check there has not been a power cut and there is power to the appliance.
- Check the pressure gauge on the boiler when system is cold; it should be between 1 and 1.5 bar. Generally, this is indicated by a green zone on the gauge. Do not overfill past the green zone or 2-bar level. Check that the boiler has not been turned on to hot water-only setting or onto a timer.
- If you have a thermostat, check that this is set to the correct temperature or select 30°C to test the boiler. You can then adjust to a comfortable temperature once the boiler is running.
- In cold weather your condensate pipe that comes from your boiler to the outside of your property can become frozen. This can cause your boiler to shut down. Please contact ng homes to report this as soon as possible.





Gas Safety

What You Should Do



Staying Gas Safe: Your Appliances

If you live in a flat, the law requires that any new gas cooker has a flame supervision device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished.

Make sure you check with us before you buy a new cooker. **Any new gas cooker you have fitted must be fitted by a qualified gas engineer and a certificate forwarded to ng homes.** No gas fires can be installed in the property by tenants. Any works to gas system must be approved in writing by ng homes before they are carried out.

If you suspect any problems with your gas appliance, please call ng homes on 0141 560 6000 or if you have an emergency, call 0800 595 595.

Gas Cookers

All gas cookers must be fitted with a stability bracket. At each annual service, a gas engineer will check that they have been fitted correctly. The gas inspection will look at all gas appliances in your home to check they are working correctly. We shall repair any appliance that we own such as boilers or fires.

If there is a problem with an appliance that belongs to you, we will not carry out any repairs. Our contractor may fix a warning label to your appliance to warn you that it's not safe to use. It is illegal to remove this label and use the appliance until it has been made safe to use.

You are responsible for arranging any repairs that are necessary.

If you think you have a gas leak

- Open all doors & windows.
- Do not put off or on any electrical items or switches.
- If any gas appliances have been left on, turn them off
- If the pilot light is still on and your gas appliances are all off, there may be a leak.
- Turn off the gas at the gas meter.

Contact Scottish Gas Networks immediately on 0800 111 999.



What We Will Do



Lift Safety

Safety in Lifts

ng homes has passenger lifts in various buildings within our stock. These lifts are vital for tenants who, for whatever reason, do not wish to or physically cannot use the stairs to access their home.

We have a duty of care to ensure the lifting equipment is kept, and maintained, to a safe standard for use.

What ng homes will do to keep you safe:

- Conduct monthly lift checks and promptly address identified issues.
- Undertake regulatory inspections, upgrading and replacing lift parts as needed.
- Respond and act upon recommendations and guidance provided by our specialist lift consultancy service.
- Periodically upgrade and modernise lifts in line with ng homes investment plan.
- Quickly respond to reports of individuals trapped in lifts and operational problems.
- Maintain a register of our passenger lifts to ensure the effective management and monitoring of the lift safety process.

What you can do to keep yourself safe:

- Follow the instructions that will be clearly displayed in each individual lift. Directions and emergency contacts details will be shown. Please follow the weight restrictions that will be displayed.
- Promptly report issues affecting any lift. Smoking is not permitted in lifts. Any spillages should be cleaned up as soon as possible.
- **DO NOT use a lift in the event of a fire.**





Water Safety

There are several water-borne bacteria/diseases but the most well-known is **legionella**. This can cause Legionnaires' disease, a potentially fatal form of pneumonia caused by infected water droplets or mist. It can be present in stagnant water, taps or unused pipework, water tanks and shower heads.

What ng homes is doing to keep you safe:

- **Monthly checks of communal water outlets** in Houses in Multiple Occupation, with any resulting works or issues addressed promptly.
- **Cyclical inspections of communal water tanks** (where required), with prompt action on any findings and the removal of unnecessary tanks. This may require access to your property to access the communal tank.
- **Complete a water pipework system flush during our void process**, replacing the shower hose, shower head and curtain (if fitted) prior to a property being allocated.
- **Maintain a register of all water checks** carried out to ensure the effective management and monitoring of the water safety process.
- **Ensure ng homes staff/contractors are fully trained** for works undertaken in ng homes properties.
- **Ensure that your boiler is set at the correct temperature** to prevent any risk of legionella. Most of our properties have combi boilers (with no water storage) so any chance of legionella is kept to a minimum.



What you can do to keep yourself safe:

- **Grant prompt access** to communal water tanks for inspections and maintenance.
- **Regularly run water through all your taps and showerheads** to prevent water from becoming stagnant (which can happen when outlets are not in regular use).
- **Disinfect your showerhead and hose regularly** by immersing them for a couple of minutes.
- **After being away for more than 48 hours**, run all taps/outlets for 2 minutes upon your return. **For longer holiday/breaks**, you should run water through all your taps and showerheads for a longer period (5 minutes) and immerse your shower head in disinfectant for 10 minutes.
- **Do not alter the settings on your boiler** for water temperature as this will have been set to a level to ensure your safety.



Useful Information

Repairs

You can report repairs on our website <https://nghomes.net/repairs/> or call **0141 560 6000**.

For more information or to receive this information in another format, please call us on 0141 560 6000 or email us at info@nghomes.net

You can also visit us online: <https://nghomes.net/> or get in touch via the ng homes app.

Download the ng homes app FREE by scanning the QR codes here:



Other Useful Numbers

- **In an emergency call 999**
- **If you smell Gas:** If you have or suspect a gas leak or loss of supply, call the Scottish Gas Network on **0800 111 999**
- **Power cut:** If you have or suspect a power cut, call the National Power Cut helpline on **105**
- **Environmental Health Concerns** (Pests, Fly tipping, Noise) please report to Glasgow City Council Environmental Health or call **0141 287 1059**

Contact ng homes

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G21 4LS

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ng homes is a trading name of North Glasgow Housing Association Ltd.

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