

Supported Housing

Health and safety
information for tenants



This leaflet is to inform tenants of how to report concerns that they have about health and safety when living in a sheltered scheme.

This can be about a number of things. It can be about:

- The security of the building.
- Tenants personal security.
- Risks from other tenants.
- Risks about other tenants.
- Risks from staff.
- Risks about items in communal areas.
- Trip hazards.
- Electrical equipment.

The list is endless.

Tenants can report anything that is of concern to them.

To ensure that the concern is investigated properly please follow the procedure in this leaflet.

How to report a concern

Report the concern to the member of staff on duty at the time.

Tenants can ask for the staff member not to give their names if they do not want to.

If no staff are available tenants can pull the cord and report the issue to the Call Centre.

The Staff member will then fill in a health and safety report form. This will be sent to the office and a Housing Officer or Technical Officer will then investigate the issue within 5 working days.

Any recommendations will be followed as quickly as possible.

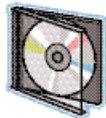
Where practical, temporary measures will be put in place where there is a delay in completing any recommendations.

If tenants wish, the Community Warden or Housing Support Worker can contact them to be informed of the outcome.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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