



Safety first

It's our legal duty to manage the 'Big 5' safety risks in your home to keep you safe and well.



Fire

We regularly carry out fire risk assessments to buildings with communal areas and specialist housing such as Houses of Multiple Occupation and sheltered accommodation. We also carry out high-risk inspections to homes to meet fire safety standards. Check out the fire safety tips on our website at www.broadlandgroup.org (search 'fire safety') or at Norfolk Fire & Rescue.



Gas

A gas leak can cause fire and explosions. It can also lead to carbon monoxide poisoning. We visit your home every 12 months to carry out a gas safety check. Please make sure you are home for your appointment*.



Electricity

We have a 5 year electrical test and inspection schedule to ensure your wiring and electrics are safe. Please make sure you are home for your appointment*.



Asbestos

Any house built before 2000 may contain asbestos. Left alone, asbestos doesn't pose any risk to health. We regularly inspect the condition of any Broadland homes containing asbestos materials for damage and keep a register of the assessments. To be safe, always ask our permission before making any home improvements.



Water

We regularly assess the risks of legionella bacteria spreading in communal water systems. If you have been away from your home for more than a week, you should run your shower and taps for a minute, while you leave the room, to flush out any stagnant water.

** Legal action will be taken if you fail to provide reasonable access to your home.*

Controlling condensation and mould in your home

Damp in the home is one of the most common enquiries we receive. However, in most of the cases we investigate, the damp is caused by condensation.

If your home has a damp problem because of a building failure (such as water getting into the property or a water leak), it will require a technical solution. Please report it to us immediately so we can carry out the necessary repairs.

It is more likely that the build-up of moisture in your home is causing the damp or mould problem. This is how we deal with condensation:

1. First we ask you to read our guide to managing condensation, available on our website at www.broadlandgroup.org (search 'controlling condensation').
2. If there has been no improvement after 2 months, contact us and we'll arrange for a member of staff to visit your home and check whether there is anything else we can do to help.
3. In severe cases, which is often the exception, we may need to control the moisture levels in your home by installing an automatically operated ventilation system to resolve the problem.



Planned works 2019-20

We carry out planned works to your home based on the lifespan and condition of the various elements in it. We survey homes to decide when the required planned works are due, using the lifecycle (see below) as a useful guide.

Example: if your kitchen is 20 years old and scheduled for replacement but is in a very good condition, the work will

probably be rescheduled to a later date.

We aim to provide both value for money and fairness by ensuring we maintain homes to a consistent standard, and do not carry out planned works unnecessarily.

Certain planned works, such as roofs and boiler replacements, are more difficult to predict on lifespan only, and these elements are more likely to

be replaced based on their condition. If you wonder why your neighbour's home is getting a new boiler, this is probably because their boiler is uneconomical to repair and therefore it is being replaced as a one-off.

The table below provides more information about the life expectancy of the elements that make up your home.

Planned works	Lifecycle (years)
Roof replacement	60
Windows replacement*	32
External doors replacement*	32
Kitchen refurbishment	20
Bathroom refurbishment	32
Boiler replacement	17
Central heating system replacement*	40
Storage heater upgrades*	17
Hot water cylinder	17
External decoration*	5-7



We visit your home every 5 years to carry out a Stock Condition Survey to ensure that the planned replacement dates are accurate. Where necessary, we adjust the lifecycle.

You can view works scheduled for completion between April 2019 and March 2020 on our website at www.broadlandgroup.org (search 'planned works').

*= more likely to be completed on scheme basis

We have scheduled for our homes in 2019-20:



292 Kitchen refurbishments



63 Bathroom replacements



45 Scheme external decorations



Alterations to your property



We understand that an alteration can often make your house feel like a home. However, it's really important that you get **written approval from us before** you start any works. This is because:

- We want to ensure that works are completed by qualified contractors, so you are not put at any risk.
- We have health and safety information about your home, such as the presence of asbestos, which may be important before any works start.
- As well as our approval, you may need consent from the local Building Control or Planning Department.
- Getting our approval first will avoid future complications and unnecessary costs if you are moving home, or we identify unauthorised works that will require you to return the property to its original condition.

Please see our website www.broadlandgroup.org for the types of improvement that need our permission – search for 'making alterations'. You can also complete an online permission form on this webpage.

Aids & adaptations

If you have an illness or are becoming less mobile, we can help you remain independent in your own home. For major adaptation works, you will need to meet specific eligibility criteria. An occupational therapist will carry out an assessment of your needs and may ask your GP, consultant, physiotherapist or other health professional for more information about your condition.

Major adaptations can include (but are not limited to): level access shower; over-bath shower; ramped access to your home; stairlift; hoist; or other specialist mobility aid equipment for the home.



Your assessment will be prioritised according to the level of your need. Broadland or your local council will make the necessary arrangements for the works to be completed.

Not all adaptations need a referral to an occupational therapist. We may be able to carry out some minor adaptations for you, such as: hand/grab rails; lever taps; lowering thermostats and other electrical switches/sockets; levelling thresholds; changing ironmongery on doors/cupboards that is more suitable to your needs.



To request a minor adaptation, please contact us with further details of what you want and why. We may visit you at home before confirming we will carry out the works.

If you need to talk to Customer Services, see the clock for the best times to call. Our **0303 303 0003** phone lines are open Monday to Friday, 8am-5pm. An out-of-hours service operates at all other times.

Need to contact us?

Log in to Tenants Online at any time!

<https://portal.tenantsonline.org/>

