



Safety in your Home Policy

Policy No: 14

Policy Reviewed on: 27th November 2025

Next Review Date: November 2027

Signed: Head of Housing & Property Services

1. Purpose of Policy

This policy is relevant to Littlehampton & Rustington Housing Society Ltd Property Management Services and the staff within the Estates Team.

2. Safety in Your Home Policy

At LRHS we are committed to helping residents live in safe, secure, and well-maintained homes. We work with residents, contractors, and local partners to promote health and safety across all our properties.

3. Our Responsibilities

We will:

- Maintain communal areas in a safe condition.
- Carry out required safety inspections and servicing, including:
 - Gas safety checks
 - Fire safety inspections
 - Electrical safety testing
 - Smoke and carbon monoxide alarm checks where applicable
- Respond to reported repairs and safety concerns within appropriate timescales.
- Ensure contractors working on our properties meet safety standards.
- Provide residents with important safety information and guidance.

4. Residents' Responsibilities

Residents can help keep everyone safe by:

- Allowing access for essential inspections, servicing, and repairs.
- Testing smoke alarms regularly and reporting faults promptly.
- Keeping exits, hallways, balconies, and communal areas clear of rubbish and obstructions.
- Using appliances safely and reporting electrical or gas concerns immediately.
- Reporting repairs, hazards, anti-social behaviour, or security concerns as soon as possible.
- Following fire safety guidance for their building.

5. Fire Safety

To reduce fire risks, residents should:

- Never block fire exits or escape routes.
- Store bicycles, prams, and personal belongings only in permitted areas.
- Take extra care when cooking.
- Dispose of cigarettes safely.
- Avoid overloading electrical sockets or using unsafe chargers and appliances.

In an emergency, residents should call 999 immediately.

6. Gas and Electrical Safety

If you smell gas:

- Open windows and doors.
- Do not use electrical switches or naked flames.
- Leave the property if necessary.
- Call the National Gas Emergency Service on 0800 111 999.

Residents should also report:

- Exposed wiring
- Faulty sockets
- Power failures affecting communal areas
- Unsafe appliances or lighting

7. Reporting a Safety Concern

Residents should report any health or safety concern as soon as possible, including:

- Fire risks
- Trip hazards
- Damaged doors or locks
- Unsafe communal areas
- Damp, mould, or leaks
- Suspicious activity or security issues

Contact us:

 estateoffice@lrhs.co.uk or  01903 787222

Emergency out-of-hours:  07501 253042

8. Safeguarding and Wellbeing

We take concerns about vulnerable residents seriously. If you are worried about the wellbeing or safety of a resident, please contact us confidentially.

9. Responsibility

9.1 LRHS Board will have overall governance responsibility for this policy and its implementation.

9.2 CEO & Head of Housing & Property Services have strategic responsibility for the operational day to day management of this policy.

10. Equality and Diversity

LRHS will ensure that this policy is applied fairly to all its tenants and employees and will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in LRHS' Policy.