

General health, safety and security



Carrying out your own improvements

You can make improvements to your home, as long as you get our written permission first. All alterations must be done safely, using the correct materials and must comply with relevant building controls and planning regulations.

A suitably qualified person must carry out all work involving gas or electrical installations. You must obtain a safety certificate from the person carrying out the work and let us have a copy of it. Any gas appliance you have had installed, will be serviced by us after the first 12 months, except cookers.

If you carry out work without our written permission we may ask you to put it back the way it was. If you do not we can carry out the work and charge you for it.

ID cards and security

- Always ask for identification.
- Only allow people with identity cards bearing the name 'Nottingham City Homes' into your home. All our employees and contractors carry one.
- If in doubt, do not let the person in and call our Repairs Contact Centre on **0115 915 2222**.

Children and pets

Your children may find the noise and disturbance of any work exciting, rather than potentially dangerous, while your pets may be uncomfortable with strangers around.

We recommend you arrange for your children and pets to stay with a friend or neighbour when work is taking place. If this isn't possible, please keep children and pets away from work areas and don't leave children unsupervised. Don't let children climb on ladders, scaffolds (or play under them), work equipment and skips.

Scaffolding

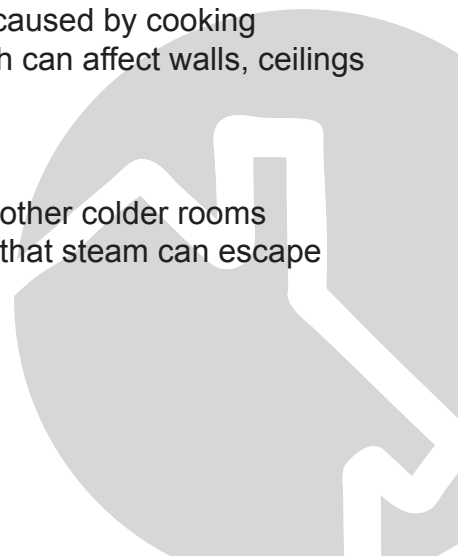
Please do not do work yourself from our scaffolding. Under no circumstances allow children to climb on the structures or use the scaffolding platform for barbecues and parties.

Condensation

This is caused by damp air touching a cold surface. The damp air is often caused by cooking or by drying clothes indoors. Condensation often causes black mould which can affect walls, ceilings and window frames as well as your clothes, bedding and decorations.

You can reduce condensation by:

- Closing kitchen and bathroom doors to prevent steam from going into other colder rooms
- Opening kitchen and bathroom windows when cooking or washing so that steam can escape or use an extractor fan if you have one fitted
- Not blocking air vents
- Not using paraffin or liquid gas heaters.



Smoking

We have to look after the health and safety of our employees. When a member of our improvement team, or a contractor, comes to your home you have to make sure it is free of cigarette smoke.

Please take extra care smoking if you are drowsy, taking prescription drugs or if you have been drinking. It's too easy to fall asleep and not notice that a cigarette is still burning.

Do not smoke in bed. It is too easy to fall asleep and set the bed on fire.

Always use a proper ashtray and make sure when you put out a cigarette, it is really out.

Gritting

Where a path / ramp is maintained by Nottingham City Homes and is also a direct access to a corporate building, we will do the gritting. Other gritting will be carried out according to our gritting policy, which is available on-line.

