



Safety First Charter

Tenants are Newydd's biggest stakeholders and play a significant role in shaping the services delivered. Newydd considers the health and safety of tenants of highly important and recognises it as a shared responsibility.

The commitments in this charter have been developed in collaboration with tenants and in line with the Safety First in Housing: Our shared responsibilities with residents document issued in June 2020 by Welsh Government and Community Housing Cymru.



NEWYDD, THE LANDLORD will:

- Ensure that we provide you with relevant and understandable health & safety information about your home.
- Make it easy for you to access further information about your property if you want to, and that the information is in an accessible format to suit you.
- We will provide necessary support to you so you can understand any information or any safety features relating to your property.
- Make it easy for you to raise concerns and complaints and know that we will manage such issues appropriately and professionally.
- Create a culture where staff are empowered to act where appropriate so your concerns or complaints can be quickly resolved.
- Provide a safe secure and well maintained home. We will keep the structure and exterior of the property, all services (water, electricity, gas) and any appliances and furniture that we have provided in working order and ensure you have access to basic facilities including heating and hot water. We will also ensure our homes meet Welsh Housing Quality Standards (WHQS).
- Carry out repairs within a reasonable time. Some repairs are urgent and will be dealt with very quickly e.g. a gas leak while others might be less urgent and take longer e.g. a broken drawer.
- Arrange an annual gas safety check. This is a legal health & safety requirement. You will be given a copy of the gas certificate completed by a Gas Safe engineer which shows a check has been done.
- Where required, undertake Fire Risk Assessments - we will identify fire risks and hazards and take appropriate action and make assessments available to all tenants, residents and leaseholders.

YOU, OUR TENANT will:

- Provide access for planned and reactive maintenance, repairs, inspections, and testing, and provide a safe working environment for staff and contractors during these works.
- Work with us to maintain your home and be considerate in your actions to ensure the health, safety, and wellbeing of your neighbours.
- Keep your contact details up to date.
- Please let us know of any adjustments we can make when contacting you or visiting your home e.g. disability, religious or language requirements etc.
- Inform Newydd staff of any concerns or health and safety risks in a timely manner.
- Will not make significant changes such as alterations and adaptations to your home without written gaining permission from Newydd.
- Refer to and comply with additional health & safety information in and around your home or communal areas.
- Keep up to date with communications issued by Newydd which impact you or any other tenant's health, safety, and wellbeing.

NEWYDD, THE LANDLORD will:

- Give reasonable notice of any necessary visits. The law entitles you to enjoy your home in privacy. This means that we cannot just walk in whenever we like. But to comply with our repairing obligations we will need access to visit to carry out any necessary inspections and repairs. If so, we will contact you to give reasonable notice and arrange a suitable time. The minimum notice required by law is 24 hours notice in writing to enter the property at reasonable times of the day. It is a condition of your tenancy to give us access to your property when necessary.
- Obtain an energy performance certificate for your home - we will use this information to identify the energy efficiency of our homes, the typical costs and then recommend ways to reduce energy use to make the property more efficient.
- Where relevant, undertake legionella testing - we will minimise the risk of legionnaires disease in all types of water systems.
- Undertake Electrical Tests - we will ensure fixed electrical installations/equipment, wiring and circuits are safe.
- Undertake asbestos surveys – we will manage and understand asbestos data and manage it effectively.
- Undertake radon surveys – we will survey for and understand radon data (where applicable) and manage it effectively.
- Complete statutory maintenance on sprinklers and LOLER (lifting operations and lifting equipment).
- We aim to keep our records up to date so we can get things right first time.

YOU, OUR TENANT will:

- Be actively involved in supporting the association in tackling health and safety issues and working to find effective solutions.
- Engage and participate in consultations and communicate my views and opinions.
- Allow Newydd to consider a wider range of viewpoints to enable the delivery of the right service or solutions.
- Keep your property in good condition.

If you have any queries about this charter, or would like more information, please contact enquiries@newydd.co.uk or call 0303 040 1998