

# PCH SERVICE STANDARDS

## BUILDING SAFETY IN YOUR HOME

**We want you to live in a home that is warm, safe, and secure. Our standards show how we work with you to keep our homes and communal spaces safe.**

### We will:



Carry out an annual safety check of any gas appliances and flues within your home and provide you with a Landlord Gas Safety Record, which will be posted to you within 28 days of the check.



Carry out a safety check to electrical installations in your home and communal areas at least every five years, ensuring all new tenants receive a copy of the current electrical safety certificate when they move in.



Carry out annual asbestos checks to all communal areas where there is asbestos present. If there is asbestos in a property, we will leave it there if it is in a safe condition but will advise you where the asbestos is. We will issue you with an asbestos survey report for your home if you request one or tell you when your survey is due to be carried out.



Undertake a weekly test of all fire alarms in communal areas.



Inspect and test emergency lighting every month.



Undertake bi-monthly maintenance checks of all lifts within communal areas.



Carry out fire risk assessments to ensure our buildings are safe and fit for purpose.





Provide carbon monoxide detectors to all properties with a gas appliance or open fires and test them every year as part of our annual gas safety checks and replace them if faulty. Provide mains-powered smoke alarms to the current standards, tested every year as part of our annual gas safety checks, and replace every 10 years before the end of unit life.



Carry out regular checks and controls such as temperature monitoring and water sampling on communal water systems to ensure they remain free from legionella.



If you live in one of our tall buildings over 18m in height (Tavy House, Lynher House, Marlborough House, Tamar House, Woodlands Court, Morley Court) there are additional standards which apply under the Building Safety Act 2022. For all our tall buildings, we will:

-  Complete an annual fire risk assessment to identify and prevent risks and ensure your safety. We will maintain, inspect, test, repair and upgrade fire safety equipment when needed.
-  Provide relevant building and fire safety information to residents and host visits from Devon and Somerset Fire and Rescue Service to ensure there is a regularly updated emergency plan in place which residents are aware of.
-  Regularly monitor and maintain security systems to ensure a secure environment for all residents.
-  Conduct regular cleaning of communal areas and manage effective waste management to prevent health or safety risks.
-  Enable all residents to report safety concerns through any of our communication channels to ensure they are investigated.



Actively engage with residents over the age of 16 about building safety decisions, and host regular events to enable residents to share feedback, suggestions and concerns.






Prepare, update and keep relevant detailed Building Safety Case reports for each of the 18m+ tall buildings to comply with Government regulations.



Make sure that residents are aware of information about their building, which includes:

- What keeps your building safe
- How often safety systems are checked to make sure they work
- How you can join discussions about your building
- What should you do if there's a fire or emergency
- What you can do to help us keep your building safe

## How we will measure this:

-  100% of blocks will have an annual fire risk assessment and ensure all identified actions are completed within specified timeframes.
-  100% of mechanical and electrical systems will receive their regular servicing and maintenance within specified timeframes.
-  Building safety case reports will be made available to residents.
-  More than 85% of residents report that they are satisfied that their home is safe.
-  We are 100% compliant with our health and safety obligations (gas safety, electrical safety, fire safety, asbestos, water safety and lift safety).

