

Health and Safety Policy

THIS IS THE STATEMENT OF GENERAL POLICY AND ARRANGEMENTS FOR:

OVERALL AND FINAL RESPONSIBILITY FOR HEALTH AND SAFETY IS THAT OF:


DAY-TO-DAY RESPONSIBILITY FOR ENSURING THIS POLICY IS PUT INTO PRACTICE IS DELEGATED TO:

SCOTTISH VETERANS RESIDENCES (SVR)

**Chief Executive SVR
through Property Services Manager**

Residence Managers – Bellrock Close, Rosendael, Whitefoord House

Statement of general policy	Responsibility of	Action / Arrangements
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	Property Services Mgr through Residence Mgrs	Actions to be taken in accordance with the risk assessment detailed below. Any notable activities with inherent risk that are not covered by the risk assessment should be identified to the Property Services Manager so that they can, if necessary, be added to the document.
To provide adequate training to ensure employees are competent to do their work	Residence Mgrs/Property Services Mgr	Training needs for specific roles have been identified by the Managers and are part of a formalised training plan.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	Residence Mgrs/Property Services Mgr	Managers should respond to health and safety observations brought to their attention by service users, visitors, staff and contractors and should seek guidance from the Property Services Manager if required.
To implement emergency procedures - evacuation in case of fire or another significant incident.	Residence Mgrs	Managers must instruct relevant staff on the actions to be taken in the event of an emergency and evacuation procedures.
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage / use of substances	Property Services Mgr/Residence Mgrs	SVR has employed consultants to produce maintenance programmes to ensure that our properties and equipment are suitably maintained. Contracts are then put in place with suitably qualified and capable contractors to carry out these tasks. Contractors and staff are suitably trained in the safe storage and use of substances.

Health and Safety Law poster is to be displayed:	Residence Mgrs		
Location of First-aid boxes are to be displayed: Accidents and Ill Health at Work reported under RIDDOR: (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) http://www.hse.gov.uk/riddor	Residence Mgrs		
Signed: 	Chief Executive	Date:	15 July 2025
Subject to review, monitoring and revision by:	Property Services Manager	Every:	12 months or sooner if work activity changes

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Fire	Employees, contractors, residents and public may suffer serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse.	Each residence has a Record of Fire Safety Risk Assessment. Each Residence also has a fire logbook with specific tasks for SVR staff and specialist contractors.	Annual Fire Training of All Staff	Residence Manager/Property Services Manager	Annually	On-going
		<p>Each Residence has a fully hard-wired alarm system which is connected to Redcare which alerts the fire service to any activations.</p> <p>Call points and (where fitted) automatic door release mechanisms in Residences are tested weekly by SVR staff. The fire alarm system (panel, detection and sounders), fire doors, emergency lighting and extinguishers are inspected and maintained by contractors/consultants.</p> <p>Representatives from the local fire service visit the Residences whether responding to activations or as part of licencing. Recommendations from Fire Officers are implemented.</p> <p>Staff undertake regular fire training. Site management and staff who may be required to work in reception undertake Fire Warden training. Residents take part in evacuation drills both planned and whenever there is a false alarm. Residents within the HMOs must be capable of evacuating the building on their own.</p> <p>Residents in Bellrock Close may have a PEEP for health reasons and 3 of the 30 flats are either wheelchair ready or accessible flats. To counter this risk the site has a full sprinkler system, Redcare and formal refuge areas should the resident with a PEEP need to leave their flat to an alternative point of safety. Smoking is permitted in residents' bedrooms/flats. Smoking is not permitted in any other part of the building. Bedsits with hobs are fitted with heat detection and fire blankets. On occasions it may be necessary to issue PEEPs at Whitefoord House and Rosendael where residents have short term issues or need to move</p>	Consider if/when a PEEP may be needed.	Residence Mgr	Ongoing	Ongoing

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		<p>on to care.</p> <p>Resident Managers have been provided with guidance and documents to help them complete Person-Centred Fire Risk Assessments (PCFRA) where there is evidence of additional risks.</p> <p>All mainstream flats/houses have interlinked hard wired smoke/heat detection (or tamper proof 10-year batteries).</p> <p>Storage of combustible materials such as beds, furniture and stationery are kept to a minimum and in locked storage areas.</p>	<p>Consider if each resident has additional fire risk and complete a PCFRA where necessary.</p>	Residence Mgr	Ongoing	Ongoing

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Arson	Employees, contractors, residents and public may suffer serious, possibly fatal injuries from explosion, fire or being overcome by carbon monoxide.	The fire alarm systems and fire fighting apparatus are checked and maintained to a high standard by professional, specialist contractors.	No	N/A	N/A	N/A
		Each site has a 24 hour a day staff presence to react quickly to any incident. Residents are assessed at initial assessment prior to being offered occupancy. They are asked "Have you ever committed arson?" Those who answer yes are denied the service.	No	Residence Managers	Ongoing	Ongoing

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Hot Works	Employees, contractors, residents and public may suffer serious, possibly fatal injuries from explosion, fire or being overcome by carbon monoxide.	<p>All works are coordinated through our main contractor or through our architect/QS/CD-M advisor for capital works. The main contractor has a copy of our Hot Works Permit and ensures all staff and sub-contractors carry out Risk Assessment & Method Statements for each task which would include completing our hot works permit, if required, before starting any relevant works.</p> <p>Any contractor planning to carry out hot works needs to complete the SVR hot works permit and submit this to the Property Services Manager for approval before commencing the work.</p>	The Planned Maintenance Contractors are required to evaluate their works before commencing and undertake a risk assessment, method statement and complete a hot works permit before they commence.	Property Services Manager	Ongoing	Ongoing

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Gas	Employees, contractors, residents and public may suffer serious, possibly fatal injuries from explosion, fire or being overcome by carbon monoxide.	<p>If a gas leak is suspected, evacuate the property immediately and call 0800 111999.</p> <p>Only Gas Safe registered contractors are permitted to service, inspect and repair SVR gas appliances.</p> <p>Gas boilers in the Residences are serviced at 6 monthly intervals and Gas Installation Safety Reports produced for each boiler room.</p> <p>Domestic boilers and gas appliances in SVR houses/flats are serviced annually. Landlord's /Homeowner's Gas Safety Records are produced.</p> <p>All safety items identified in the safety reports/records are corrected.</p> <p>Commercial boiler rooms in the Residences are fitted with gas detection and automatic shut off.</p> <p>Domestic properties with gas appliances have carbon monoxide alarms.</p> <p>Specialist contractors are employed to service the catering equipment in the Residences. Residence kitchens are fitted with emergency buttons to allow staff to switch off the gas supplies in an emergency. Gas cut off and carbon monoxide detectors are fitted in these commercial kitchens.</p>	No	N/A	N/A	N/A

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Electrics	Maintenance staff/residents and visitors may suffer shock and burns injuries from faulty electrical equipment or installation	<p>Only NICEIC enrolled contractors are permitted to service, inspect and repair the electrics in SVR Residences, houses and flats.</p> <p>Fixed installations in the HMOs are inspected on a 3 yearly basis to ensure continued compliance with BS7671 – requirements for electrical installations.</p> <p>Fixed installations in houses and flats are inspected every 5 years.</p> <p>Portable appliance testing is carried out annually on all equipment in the Residence - including the residents' personal electrical items.</p> <p>The Maintenance Officer/staff only undertakes basic items such as replacing light bulbs and only after having ensured that the electricity supply to the light is switched off.</p> <p>Cable trackers must be used before pictures, mirrors etc are attached to walls.</p>	No	N/A	N/A	N/A

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Legionella	<p>Staff, contractors and residents who use common hot and cold-water supply particularly vulnerable people, such as the elderly.</p> <p>Water systems within flats, not connected to hot and cold systems, are responsibility of individual tenants.</p>	<p>A Risk Assessment has been carried out for each property and is reviewed at a frequency as identified in the risk assessment with our specialist contractors.</p> <p>The Risk Assessments identify all hot and cold-water services and supplies with schematics showing the connections.</p> <p>Maintenance staff/contractors carry out weekly flushing of infrequently used outlets, monthly temperature checks of hot water cylinders/calorifiers and outlets and quarterly cleaning of all shower heads and hoses (where removable).</p> <p>A specialist contractor is employed to inspect and when necessary clean the hot water cylinders, calorifiers and cold-water storage tanks. The contractor chemically treats the cold-water storage tanks when required.</p> <p>Samples are taken by water hygiene contractors in line with the risk assessment and task planner for each site to monitor bacterial levels. Any remedial action required because of laboratory results is undertaken.</p> <p>The Chief Exec, Property Service Manager and Maintenance Officers have undertaken appropriate training in Legionella Awareness.</p>	Continue to carry out tasks iaw legionella risk assessment and written schemes.	Prop Svcs Mgr	Ongoing	

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Working at height	Maintenance Officers or contractors. Serious injury or even fatality if someone fell from height.	Only the Maintenance Officer (where relevant) is permitted to carry out any working at height. Working at height involves the chance of falling from one level to another and so one step up a ladder is working at height.	Ladder Safety Training	Maintenance Officer	Annual	
		<p>The Maintenance Officer is to inspect site ladders on at least an annual basis and report any defective ladders to the Residence Manager.</p> <p>Working at height is to be kept to a minimum and all options for working from the ground should be considered.</p> <p>All high-risk activities such as external window cleaning, high level decoration, gutter clearing, roof repairs etc are carried out by specialist contractors who have the appropriate qualifications, risk assessments, method statements and insurances for such work.</p>				
		Due to a change in legislation the fixing bolts at Whiteford House and Bellrock Close are no longer to be used for working on these roofs. Contractors will need to use their own weights and ropes safe systems of work.	Contractors working on roofs need to show their risk assessments, method statements and safe systems of working at height. They cannot use the fixing bolts on site.	Property Service Manager/Maintenance Officers	Ongoing	

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Slips, trips and falls on the level	<p>Employees, contractors, residents and others might suffer sprains, fractures.</p> <p>Kitchen/food service staff and customers may be injured if they trip over objects or slip on spillages</p>	<p>Good lighting in all areas. Removing any trailing cables or obstruction in walkways. Steps and changes in poorly illuminated areas should be highlighted.</p> <p>The condition of floors, stairways and paths are checked regularly by site staff. Any areas reported as requiring repair are dealt with swiftly including faulty equipment.</p> <p>A 'Clear up as you go' policy is adopted and enforced with all equipment and materials to be cleared away as soon as the job has been completed. Staff clean up spillages (including dry spills) immediately and leave the floors as dry as possible.</p> <p>Warning signs for wet floors and other hazards are displayed as appropriate. External areas in need of repair are coned off, if necessary. Doormats are placed at entrance doors to reduce the likelihood of wet floors and are checked regularly. Floors not to be overly polished.</p> <p>Staff are advised to wear sensible work shoes with good grip.</p> <p>Arrangements are in place to grit the site and clear the paths and roads of snow during adverse weather. An automated system is currently in place for our contractors to grit the sites whenever severe frost or snow is expected. The site management also have their own grit supplies and can call upon the services of the landscaping contractors if required.</p>	Keep observant for slips, trip, fall risks.	All staff	Ongoing	

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Hazardous substances	<p>Staff, residents and visitors risk getting skin problems such as dermatitis, and eye damage, from direct contact with bleach and other cleaning chemicals, e.g., solvents and detergents.</p> <p>Prolonged contact with water, particularly in combination with detergents, can cause skin damage.</p> <p>Vapour may cause breathing problems.</p>	<p>Appropriate PPE provided and staff trained in their use.</p> <p>Relevant staff trained in the risks, use and storage of cleaning chemicals and wear personal protective equipment as instructed.</p> <p>All containers clearly labelled.</p> <p>Cleaning 'chemicals' marked irritant' substituted, where possible, for milder alternatives.</p> <p>Cleaning machines designed to minimise handling of cleaning chemicals.</p> <p>COSHH Assessments for all hazardous substances. Data sheets are displayed.</p> <p>Hazardous substances kept to a minimum on site and stored in locked cupboards/stores.</p> <p>Dishwasher used instead of washing up by hand.</p>	No	N/A	N/A	N/A

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Hazardous substances Asbestos Containing materials (ACMs)	Employees, contractors, residents and others might be exposed to asbestos which could lead to asbestosis.	<p>Type 2 asbestos reports have been carried out for all relevant properties. The report identified some asbestos for removal. The Bellrock Close site and Gilmerton flats are new builds with no asbestos.</p> <p>Contractors carrying out construction works are provided with a copy of the Asbestos Register for SVR. There is minimal known or suspected asbestos and contractors are instructed by our consultants to undertake specific asbestos surveys in areas like lift shafts and boiler rooms where the Type 2 survey was not able to determine that there was definitely no asbestos present in that area.</p> <p>There is a small amount of asbestos in epoxy resin under floors in the Grampian Room at Rosendael and in 144 Calton Road. There are also 2 small acoustic patches under the sinks of Kydd House Laundry and Flat 1A at the Rosendael site. There is no other known asbestos, however. contractors are advised to remain vigilant and report any substances that they consider could contain asbestos prior to commencing work.</p> <p>The small amounts of asbestos based material detailed above is assessed as being in good condition and not likely to present a significant risk to health. The flooring areas are well protected and the acoustic patches under the sinks are very unlikely to be disturbed.</p>	<p>Property Services Manager to continue to advise contractors carrying out construction work of the outcome of the Type 2 report but the need to remain vigilant and seek advice prior to commencing work if there is any suspicion of asbestos being present.</p> <p>Planned Maintenance Contractors have a copy of the latest asbestos risk register reports on file as does the architect and CDM adviser.</p> <p>Any proposals to renew the flooring or sinks in the areas detailed are subject to risk assessments and method statements with special emphasis on measures to avoid disturbing the asbestos.</p> <p>The know asbestos will be subject to regular inspection by our asbestos consultants.</p>	<p>Property Services</p> <p>Property Services Manager/Residence Managers/Maintenance Officers</p>	<p>On-going</p> <p>Annual</p>	

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Infectious Diseases	<p>All staff, residents and others may come into contact with individuals, surfaces or objects and may become infected.</p> <p>Staff and residents could be exposed to health risks from pests.</p>	<p>All staff instructed in good hygiene practice to reduce the risk of infection.</p> <p>SVR Managers will remain vigilant to NHS Scotland, Public Health Scotland, Care Inspectorate, Scottish Housing Regulator and Scottish Federation of Housing Association guidance that they offer in relation to infectious diseases.</p> <p>Where required SVR will undertake specific risk assessments and introduce safety measures that are over and above the standard good hygiene instructions to staff.</p> <p>Additional measures may include further training on the specific disease, PPE, signage, increased hygiene, social distancing and changes to working practices to keep employees, residents/tenants and other visitors to site safe.</p> <p>If Residence Managers become aware of residents/staff with infectious diseases, they are to consult with Public Health/NHS and follow the instructions/guidance in place at that time – acting appropriately to safeguard all those on site and reporting infections to the relevant agencies. Assisting/informing arrangements for testing where required.</p> <p>Specialist pest-control contractors manage rodent traps, fly and insect control at Residences with traps placed at appropriate locations.</p> <p>Bins in stores have lids and are a good distance from the kitchens thus reducing attraction to rodents.</p>	<p>Ongoing refresher training and reminders of good practice.</p> <p>Remain vigilant to any new guidance issued.</p> <p>Update the risk assessments and safety measures iaw guidance and updates.</p> <p>Instruct staff to remain vigilant for any signs/symptoms of the infectious diseases and take appropriate action and reporting where suspected.</p>	<p>Residence Mgrs</p> <p>Residence Mgrs & PSM</p> <p>Residence Mgrs/PSM & Specialist Consultant where required.</p> <p>Residence Mgrs</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	N/A

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Waste management, sharps etc	Staff and residents could get health risks from sharps, used syringes etc.	<p>No known problem with contaminated sharps, but support, maintenance and domestic staff advised to remain alert to the possibility of coming across sharps.</p> <p>Individuals are required to empty their own rubbish thus reducing the risk of contact with sharps. Specialist contractors should be used where biohazards are suspected in a room.</p> <p>No hazardous waste to be disposed of through general waste.</p>	<p>Remind staff of the need to be observant for sharps and the requirement to report such findings to the Management for further action.</p> <p>Staff are to be trained on how to safely dispose of sharps and the action to be taken in the event of a sharp injury. A training package has been provided by the Property Services Manager along with a complete sharps disposal kit with instructions.</p> <p>Residents are to be reminded of the requirement to dispose of their sharps in sharp bins and ensure safe disposal and renewal of bins.</p> <p>Staff on site are to alert senior staff to any discoveries of sharps or rooms that are considered to present a risk due to being cluttered and unsanitary so a decision can be taken as to whether the cleaning/clearance should be passed to a specialist contractor.</p>	<p>Residence Manager/Property Services Manager</p> <p>Residence Manager</p>	<p>Ongoing</p> <p>Ongoing</p>	

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Manual handling	Staff and residents receiving back, neck and limb injuries from lifting heavy loads, e.g., refuse items for disposal, deliveries of cleaning materials etc.	<p>All staff likely to do any significant lifting as part of their job must undertake manual handling training.</p> <p>The training teaches the staff to carry out on the spot assessments considering the task, the load, the working environment and the individual.</p> <p>The Residence Managers/Property Services Manager should identify any tasks likely to involve significant loads. Wherever possible trolleys should be used for transporting heavy loads. When trolleys are unsuitable the load should be divided to reduce the weight and/or additional personnel be called upon to assist with moving the item.</p> <p>In the kitchens:</p> <p>Ingredients should be bought in package sizes light enough for easy handling. Commonly used items and heavy stock stored on shelves at waist height. Sinks and surfaces are at good height to avoid stooping.</p>	Residence Managers/Property Services Manager to arrange manual handling training for their staff roles and in accordance with the training matrix.	Residence Managers/Property Services Manager	Ongoing	As per individual training programme

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Lone Working and Violent or Threatening Behaviour	<p>Staff, residents, tenants and visitors may suffer assaults, threats and abuse from residents, visitors and trespassers.</p> <p>Lone workers may also find themselves injured and unable to move e.g if they were to fall downstairs.</p>	<p>Relevant SVR staff receive training in dealing with aggressive behaviour and de-escalation techniques as per the training matrix.</p> <p>Duty staff have mobile and landlines from which to summon help if the situation allows or lone worker devices that discretely connect to a 24/7 monitored service that will call the emergency services to attend incidents – as appropriate.</p> <p>There is CCTV coverage on the sites and appropriate warnings located around the Residences to deter offending.</p> <p>Potential residents are interviewed and assessed prior to offering accommodation. Non-residents are required to sign in and out.</p> <p>SVR operates a zero-tolerance policy and any resident/tenant who acts in a violent or threatening manner is in breach of their occupancy/tenancy and could face losing their accommodation. All complaints about violent and threatening behaviour are passed to the Management for action.</p> <p>SVR has good relations with the local police forces.</p> <p>Support Wardens at all sites contact each other at 2100hrs, midnight, 0300hrs and 0600hrs. They will contact the Residence Managers if these calls go unanswered. A senior member of staff for each site is on call at all times.</p>	<p>Residence Managers to ensure that site staff have received de-escalation training.</p> <p>Residence Managers to remind lone workers of the importance of wearing identicom units provided.</p>	<p>Residence Managers</p> <p>Residence Managers</p>	<p>Ongoing</p> <p>Ongoing</p>	N/A

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Lifts	Residents, staff and public may suffer serious, possibly fatal, injuries from serious lift failure.	<p>Lift maintenance contracts are in place for each Residence.</p> <p>Every 2 months inspections and servicing of the lifts are carried out by the contractor in accordance with the terms and conditions of the.</p> <p>Each lift has an alarm that allows an individual in the lift to talk to reception and/or the lift contractor (24/7) in the event of the lift failing to open. The Kyd lift does not have an audio but is directly beside the staffed reception.</p> <p>The contractor is required to respond to a general call out within 120 minutes and an emergency within 60 minutes.</p> <p>The performance of the contractor is monitored by the main contractor and consulting engineers. The lifts are also inspected on a 6 monthly basis by our insurance providers. SVR also work with a specialist Lift Consultant for lift replacement projects and use them to carry out detailed audits of contractor performance when required.</p>	Staff to report any faults to contractor	Duty Staff	Ongoing	N/A

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Landscape Maintenance	Employees, contractors, residents and others might be injured from misuse of petrol powered or electrical equipment.	<p>Landscaping contracts are in place at all sites.</p> <p>The contracts are drawn up and tendered by landscaping consultants. The performance of the contractors is monitored by monthly site visits from a landscaping clerk of works.</p> <p>All issues of health and safety concerning the contractors or the landscaping itself such as overhanging branches, uneven paths etc are identified and addressed by or through the clerk of works and landscaping consultant.</p> <p>Residents may get involved in low level aspects of landscape maintenance such as planting flowers/vegetables and greenhouse work but are overseen by the Maintenance Officers/site staff.</p> <p>The contractor is responsible for the provision, use and storage of all hazardous substances such as fertilisers and weed killers and is not permitted to store such items on SVR property.</p>	No	N/A	N/A	N/A

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Site Vehicles	Staff could suffer serious or fatal injuries from a failure of the vehicle to be maintained correctly or misuse of the vehicle.	<p>A separate Driving at Work Policy has been produced which cover this subject in detail.</p> <p>The policy reminds employees to:</p> <p>Check oil, water levels and tyre pressure before embarking on long journeys.</p> <p>Plan route and build in stops to prevent fatigue.</p> <p>Never use mobile phones whilst driving.</p> <p>Drive within speed limits and weather conditions.</p> <p>Be familiar with breakdown procedures.</p> <p>Residence Managers are required on an annual basis to check the driving licenses of any staff they wish to be able to use the SVR vehicles on their site.</p> <p>Employees are required to advise Residence Managers of any penalty points affecting their license or any health factors affecting their ability to drive.</p> <p>Vehicles operated by SVR are leased and as such are subject to routine servicing and MoTs in accordance with the requirements of the lease and as called forward by the leasing agent.</p> <p>Electric charging points are on all 3 sites. Users should ensure connecting cables are dirt free to stop potential hardware issues.</p>	Confirm annual checks of documentation.	Residence Managers	Annually	

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Kitchen Hazards	<p>Residents and staff could become seriously ill if food is contaminated.</p> <p>Kitchen staff, food service staff may suffer scalding or burns injuries.</p> <p>Staff involved in food preparation and service could suffer cuts from contact with blades.</p> <p>Frequent hand washing can cause skin damage. Some foods can cause some staff to develop skin allergies.</p> <p>Staff risk serious injury from contact with dangerous/ moving parts on machinery.</p> <p>Staff may suffer serious/fatal injury from explosion.</p> <p>Kitchen staff may suffer ill health when they overheat in hot working conditions.</p>	<p>All chefs have Intermediate Food Hygiene Certification and Assistants have basic Food Hygiene Certification. Systems are in place for food and equipment temperature monitoring and cleaning as well as storage.</p> <p>The kitchens are routinely inspected by Environmental Health and any observations or recommendations implemented. The Chef Manager has access to a professional catering consultant and can ask them to carry out audits or provide professional advice as necessary.</p> <p>Staff trained in risks of hot oils and release of steam plus procedure for emptying/cleaning fryers. Heat resistant gloves/cloths/aprons provided.</p> <p>Staff trained to handle and store knives. First aid box provided and nominated first aider always on site when kitchens in operation.</p> <p>Where possible and sensible, staff use tools (cutlery, tongs scoops etc) to handle food rather than hands. Food grade, single-use, non-latex gloves are used for tasks that can cause skin problems, e.g., salad washing, vegetable peeling and fish filleting. Where handling cannot be avoided hands are rinsed promptly after finishing the task.</p> <p>Staff trained in cleaning, assembly and operating procedures. All dangerous parts to machinery suitably guarded with automatic cut off if guards off or incorrectly fitted.</p> <p>Staff trained to spot and report any defective machinery. The commercial sized catering equipment are serviced and repaired by specialist contractors.</p> <p>Fans and extractors are in the kitchen/dining areas to assist staff to stay cool in the warmer weather. Staff encouraged to take rest breaks in cooler</p>	<p>Confirm qualifications. Suitability of staff for catering positions can always be referred to the Catering Consultant where there is any uncertainty.</p> <p>Arrange Catering Consultant visits as required.</p> <p>Ensure training remains in date.</p> <p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>Residence Managers/Chef Manager</p> <p>Residence Mgr Chef Mgr</p> <p>Chef Mgr</p> <p>Chef Mgr</p> <p>Chef Mgr</p> <p>Chef Mgr</p> <p>Chef Mgr</p> <p>Chef Mgr</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

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Laundry Machinery	<p>Laundry staff could be injured or killed if electrical equipment is faulty, or driers catch fire.</p> <p>Laundry staff could be burnt by steam irons.</p> <p>Laundry staff could have skin reactions from washing powders and detergents.</p>	<p>All electrical equipment is tested as part of the annual Portable Appliance Testing and fixed installation inspections. The washers and driers are on a circuit that is protected by Residual Current Devices. Staff are instructed to regularly clean filters and remove fluff from driers.</p> <p>Laundries have appropriate fire detection. Residents have access to laundry areas for their personal clothing.</p> <p>Both laundries have domestic irons and therefore do not have any significant risk from steam.</p> <p>Staff are advised to report any health issues such as skin irritations. However, materials that are used are domestic in nature and low risk.</p>	No	N/A	N/A	N/A

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Maintenance Officer Tools	Maintenance Officer could be injured if the equipment is faulty or used	<p>All electrical equipment is tested as part of the annual Portable Appliance Testing. The Maintenance Officer has also received PAT training.</p> <p>The Maintenance Officers are experienced tradesman and operate all of the equipment in accordance with manufacturer instructions.</p> <p>The Maintenance Officers work closely with the Property Services Manager. All medium and high-risk repairs are passed to specialist contractors who have the appropriate qualifications, risk assessments, method statements and insurances for such work.</p> <p>The Maintenance Officers discuss all work items with notable risk factors with the Property Services Manager to ensure that suitable safeguards or suitably qualified contractors are in place.</p> <p>The Maintenance Officers are competent in the use cable tracers and joist finders before hanging items on walls.</p>	No	N/A	N/A	N/A

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Dampness, Condensation & Mould	Tenants, Residents, Staff and members of the Public can all face risks from dampness, condensation and mould. These can cause serious health issues as well as damage to property.	<p>SVR is keeping up to date with guidance being issued by ALACHO, Chartered Institute of Housing (Scotland), Scottish Federation of Housing Associations and Scottish Housing.</p> <p>SVR carries out regular condition surveys and completed a 100% survey of all stock in 2021. The surveyors concluded that all SVR properties met the Scottish Housing Quality Standards which includes tolerable standards relating to dampness, condensation and mould.</p> <p>SVR has heating systems, building energy management systems and commercial utilities contracts covering 172 of the 204 properties. These properties are well heated 24/7, 365 days a year and well ventilated so are naturally warm and dry. Of the remaining 32 properties 30 were EPC Band B when constructed and are easy to keep warm and dry. The other 2 properties are EPC Band D and have been issued with dehumidifiers to ensure they remain dry and warm.</p> <p>SVR has frozen rents for mainstream tenants for 8 out of the last 11 years ensuring tenants have more of their own funds to put into heating their properties.</p> <p>There will be occasions where there is water ingress and these are responded to quickly by onsite Maintenance Officers and contractors to ensure that the cause of any dampness is identified and addressed. Properties are dried out quickly using dehumidifiers where necessary.</p> <p>Maintenance and housing staff visit properties to carry out safety checks/repairs and will respond to any signs of dampness, condensation or mould.</p> <p>Occupancy and Tenancy Agreements place a responsibility on residents and tenants to report</p>	<p>Ensure that SVRs policies and procedures in relation to Dampness, Condensation and Mould are developed in line with guidance being issued by the regulators.</p> <p>Carry out condition surveys at regular intervals.</p> <p>Continue to invest in energy efficiency for SVR stock and review the need to provide additional financial support to residents/tenants to be able to afford to heat their homes.</p> <p>Maintenance Staff trained by HQN. All staff will be made aware of the guidance being issued to tenants so they can all remain vigilant.</p> <p>Tenants/Residents to report any dampness, leaks and mould promptly as per their</p>	<p>Property Services Manager/Residence Managers</p> <p>Property Services Manager</p> <p>CEO/Property Services Manager</p> <p>Property Services Manager/Residence Manager</p> <p>Tenants/Residents</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

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		<p>faults with their properties promptly.</p> <p>SVR has produced a Mould & Dampness Policy as well as Managing Mould and Condensation Guide for Tenants.</p>	<p>agreements.</p> <p>Tenants have been provided with a copy of the guidance. The policy and guidance will be available in the policy section on Share Point. Staff can give out the guidance as necessary and report any dampness or mould immediately to Maintenance Officers/contractors.</p>	Property Services Manager/Residence Managers	Ongoing	