



**“Great Homes,  
Great People,  
Vibrant Communities”**

Our duty as your landlord to  
help keep you safe in your  
home and community

### **Our People**

Should a staff member from Shire Housing visit your home, they will carry photographic ID. Any contractors attending your home on our behalf will also make their identity known. Should you have any concerns on someone's identity, then please contact us for verification.

### **Fire Safety**

Recent Fire Safety Regulations requires the installation of interlinked smoke alarms. One smoke alarm to be installed in the most frequently used room, one smoke alarm in every circulation space, and a heat alarm in the Kitchen. Please ensure to test your alarms once a week by pressing the button on the alarms. Should the alarms have no sound, please contact us as soon as possible. Please call 999 if Fire Emergency Services required.

### **Gas Safety**

We have a legal duty to maintain the gas appliances (excluding gas cookers), fittings and flues installed in your home. Services are programmed annually to make sure systems are safe. Access to the property will be required every twelve months to carry out the annual gas safety check and service. If you smell gas, please call 0800 111 999 for Gas Emergency Services.

### **Electrical Safety**

We have a legal responsibility to carry out an electrical inspection by a qualified electrician in your home to make sure the wiring is safe. Access to the property will be required every five years to carry out the electrical inspection.

## Behaviour

We work closely with Police Scotland on Anti-Social Behaviour (ASB) matters. If you are a victim of ASB or aware of any occurrences, please contact us. Please note that evidence will be required of ASB for appropriate actions to be carried out.

## Legionella

Legionella is a bacteria commonly found in water. The bacteria multiply where temperatures are between 20-45°C and nutrients are available. The bacteria are dormant below 20°C and do not survive above 60°C. Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Such droplets can be created, for example, by: hot and cold water outlets; atomisers; wet air conditioning plant; and whirlpool or hydrotherapy baths.

## Asbestos

Asbestos is a group of mineral fibres which were used in a range of building materials in homes built before the year 2000. If disturbed, inhaling asbestos fibres is hazardous to your health. Therefore, it is essential you advise us of any intended alterations to your home. As your landlord, we have a duty to manage asbestos in our properties. Asbestos surveys may be required at your property prior to any planned works to your property.

## COVID

Government guidelines and regulations continue to be monitored and followed. Should you have any concerns with any Shire Housing member or our contractors visiting to your home, please let us know. Likewise, please advise us if you have symptoms or suffering from covid prior to our attendance.

## Useful Contact Details

Shire Housing Association Limited,  
Netherthird House, Netherthird,  
Ayrshire, KA18 3DB

Office Opening Hours:  
Mon-Thurs 9.30am to 4.30pm,  
Fri 9.30am-3.30pm

Office Phone Hours:  
Mon-Thurs 8.45am-4.45pm,  
Fri 8.45am-4pm

Tel: 01290 421130  
Freephone repair line: 0800 328 7446

Email: [info@shirehousing.com](mailto:info@shirehousing.com)  
Website: [www.shirehousing.co.uk](http://www.shirehousing.co.uk)  
Facebook: Shire Housing Association Limited

Gas Escapes Transco: 0844 448 5699  
Scottish Water: 08456 018 855  
SP Energy Networks: 0800 092 9290