



Our Responsibility

By law, we must provide a safe environment for all our staff, service users and visitors. We will carry out regular inspections to make sure our offices, Advice Centres, Learning Centres and our accommodation are as safe as possible for you and anyone else using or visiting them.



Don't give up before you've started.
If you're facing homelessness or housing issues,
we can help you find a way forward.

Just call 01202 410 500



Bournemouth Churches Housing Association,
St Swithuns House, Christchurch Road,
Bournemouth, BH1 3NS.
Fax: 01202 410 600
Email: mail@bcha.org.uk
www.bcha.org.uk

This information is available in alternative formats,
eg: your first language, large print, audio tape, or Braille on request.



BCHA08 PROTECTING YOUR HEALTH AND SAFETY

protecting your health and safety
find a way forward

we want you to feel safe protecting your health and safety at bcha



Your Responsibility

You have a responsibility to make sure you do not put yourself or others in danger. Please take time to read all Health & Safety notices and any leaflets we give you so you will know how to stay safe and what to do if there is a fire.

Please DO NOT:

- Use faulty or very old electrical equipment. Talk to staff, if in doubt.
- Block fire exits, staircases etc
- Disconnect smoke detectors
- Take off or disable door closers
- Tamper with any electrical or safety equipment, eg: fire extinguishers

- Carelessly store inflammable substances such as petrol, paraffin or bottled gas.

If you live in BCHA/Hyped accommodation, we can seek to evict you if you put people's Health & Safety at risk.

Please help us to protect your safety:

- Allow us access to your home (if you rent from us) to service gas appliances and fire safety equipment every year
- Tell a member of staff straight away if you think something could be a risk to someone's health or safety.

We will always inform you when you report a concern what we are able to do about it and we will keep you up to date with the progress of any action we are taking as a result.

If you are not a BCHA resident...

Your landlord has a legal duty to keep the property you are renting and anything in it that they provide in good repair and safe for use. Let your landlord know straight away if something might not be safe. If you have a support worker, they can help you to do this.

If nothing gets done...

If the safety matter is clearly our responsibility, you should make a complaint to the Manager of the service. Customer Services will help you to do this. If we still take no action to sort out your concerns, you can contact your local Environmental Health Department or the Health & Safety Executive for advice (their numbers are in your phone book).

Getting Free, Independent Advice about Your Rights

Health & Safety Executive

0845 345 0055 (general advice)

Shelter 0808 800 4444

Citizens' Advice Bureaux

For free advice on a range of issues. Get details of your nearest CAB from your phonebook or your local council.

Solicitors

These can be found on most high streets or by looking in your phone book. Always ask whether you are eligible for Legal Aid when you contact solicitors and be clear about their charges from the outset.