Building Safety and Compliance Service Standards
About the Service
The Building Safety and Compliance Team helps keep your home safe by making sure council homes and communal areas meet all legal safety requirements. We carry out inspections, testing, servicing and safety checks covering gas, electrical, fire, water, asbestos, lift and building safety to protect residents and maintain safe homes.
We are committed to:
keeping your home safe and compliant with legal safety requirements
protecting you from risks relating to gas, electrical, fire, water, asbestos and lift safety
understanding the safety risks associated with your home and taking action to manage them
To meet our commitments, we will:
arrange annual gas safety checks for your home where required
provide you with a copy of your gas safety certificate within required timescales
inspect and test electrical installations in line with statutory requirements
provide you with a copy of your electrical test certificate within required timescales
carry out fire safety assessments and inspections in communal areas of residential buildings
provide fire safety information and guidance for your building where required
assess and manage asbestos risks in council-owned properties
monitor water systems in blocks to reduce the risk of Legionella
inspect and maintain passenger lifts to keep them safe to use
identify and address safety risks found during inspections, assessments and testing
keep you informed when we need access to carry out safety inspections or remedial works
complete follow-up actions arising from safety inspections within agreed timescales
maintain accurate records of safety inspections, tests and certificates
employ competent and appropriately trained staff and contractors to carry out compliance activities
monitor compliance performance and act when standards are not met
communicate important safety information that affects your home or building

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work with residents, regulators and partner organisations to continuously improve safety standards
We ask you to:
allow access for safety inspections, servicing, testing and repair work
report safety concerns that may affect your home or communal areas
follow fire safety advice provided for your building
keep communal areas free from items that could create a safety risk
let us know as soon as possible if you are unable to keep an appointment
provide any information we need to help us keep your home safe
To measure and improve our service we will:
monitor the number of overdue compliance actions and certificates
review our compliance performance through audits and assurance checks
monitor access rates for compliance appointments
monitor the completion of remedial actions identified through inspections
review internal audits and external assessments to identify improvements
report compliance performance to demonstrate that homes remain safe and compliant

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