



Information for Residents (STAIRs)

Safety & Safeguarding

Everyone should be able to feel safe in their home. We carry out checks and maintenance to help keep our buildings safe and we ask residents to report repairs, hazards, and safety concerns as soon as possible.

If you are worried about abuse, neglect, harassment or someone's safety, tell us. We will listen, consider the immediate risk and work with the right agencies where needed.

If someone is in immediate danger, call 999.

Your building has safety systems for a reason. Know what to do before you need them.

Fire

IF THE FIRE ALARM SOUNDS

Follow the evacuation or stay-put instructions for your building. Never assume an alarm is false. If you discover a fire, raise the alarm, leave if it is safe to do so and call 999.

- Keep fire doors closed unless they are designed to stay open automatically.
- Never wedge or prop a fire door open.
- Keep corridors, stairs and exits clear.
- Do not cover or tamper with alarms, detectors, vents or fire equipment.
- Take part in fire drills or safety briefings when your scheme requires them.
- Do not leave cooking unattended.

Evacuation support

If you may have difficulty hearing an alarm, understanding what to do or leaving the building safely, tell Pivotal and your support provider. An appropriate evacuation plan or other safety arrangement can then be considered for your needs and the building.

Smoking and fire risk

Follow the smoking rules for your property. Never smoke in bed and fully extinguish smoking materials. Do not charge or store e-bikes, e-scooters or large lithium batteries in escape routes or in places where your scheme rules prohibit them.



Report anything that looks unsafe - do not try to repair it yourself.

Gas and carbon monoxide

- **If you smell gas:** leave the area, avoid switches and flames, and call 0800 111 999.
- **Carbon monoxide:** if an alarm sounds or you suspect carbon monoxide, get into fresh air and seek urgent advice. Call 999 if anyone is seriously unwell.
- Allow access for gas safety checks where gas appliances are present.

Electricity

- Do not use damaged plugs, sockets, cables or appliances.
- Do not overload sockets or use unsafe multi-plug adaptors.
- Report burning smells, scorch marks, sparking, repeated tripping or damaged fittings immediately.
- Do not carry out your own fixed electrical repairs.

Water

- Report leaks promptly, especially if water is near electrics or is affecting another room or property.
- Tell us if hot water is unusually hot, water has an unusual colour or smell, or a shower/tap is not being used for a long period and you are concerned about water hygiene.

Security, keys and CCTV

Do not let unknown people follow you into secure buildings. Report faulty door-entry systems or external locks. Some Pivotal schemes use CCTV for safety and security. Signs should explain where CCTV operates, and its use is governed by Pivotal's data protection and CCTV arrangements.

Most Pivotal homes are part of a shared building, scheme or neighbourhood. Everyone has a part to play.

Being a good neighbour

- Keep noise at a reasonable level, especially late at night and early in the morning.
- Use communal areas respectfully and leave them ready for other people to use.
- Do not leave rubbish, bikes, mobility equipment, furniture or personal belongings where they block access or fire routes.
- Treat staff, contractors, neighbours and visitors with respect. Disagreement is allowed; threats, harassment and abuse are not.

Visitors

You are responsible for the behaviour of people you invite to the property. Your agreement or scheme rules may limit visitors, overnight stays or access to certain areas. Do not allow visitors to threaten or harass others, damage property, bring weapons, supply illegal drugs, create serious nuisance or put other residents at risk.

Pets

Check your agreement before keeping or bringing a pet to the property. Where permission is required, ask in writing first. Any pet that is allowed must be kept under reasonable control and must not cause persistent noise, fouling, damage or risk to other people.

Smoking, vaping, alcohol and drugs

Follow the specific rules for your property about smoking and vaping. Alcohol use becomes a housing issue when it leads to danger, serious nuisance, damage or behaviour that affects other people. Possession, production or supply of illegal drugs, or allowing the property to be used for criminal activity, can put your occupancy at serious risk.



We want to act on behaviour that genuinely harms people or the community, while recognising that ordinary living can sometimes cause friction.

What can count as anti-social behaviour?

- Threats, violence, intimidation or harassment.
- Persistent or unreasonable noise and disturbance.
- Drug dealing or other criminal activity connected with the property or scheme.
- Hate incidents or abuse linked to disability, race, religion, sex, sexual orientation, gender reassignment or another protected characteristic.
- Serious nuisance from visitors, animals, vehicles, rubbish or damage.

What is not usually ASB on its own?

- Normal household noise, such as doors closing, ordinary conversations or occasional daytime activity.
- A one-off disagreement where there is no threat, harassment or continuing nuisance.
- Reasonable differences in lifestyle, routines or use of a home.

Reporting ASB

Tell your Housing Officer, or your support provider if relevant, what happened, when and where, who was involved and how it affected you. Keep messages, photos, incident numbers or other evidence if it is safe to do so. Do not put yourself at risk to gather evidence.

IF THERE IS IMMEDIATE DANGER OR A CRIME IN PROGRESS

Call 999. For non-emergency police matters, call 101 or report online. Tell Pivotal as well where the incident affects your home, scheme or occupancy.

Depending on the circumstances, Pivotal may work with support providers, police, councils or other agencies and may use tenancy warnings, behaviour expectations, visitor restrictions or legal action where appropriate and lawful.



Safety comes before tenancy management.

Domestic abuse

Domestic abuse can include physical violence, threats, coercive control, stalking, sexual abuse, financial abuse or controlling access to money, medication, communication or other people. It can happen between current or former partners or family members.

If you tell us you are experiencing domestic abuse, we will take the concern seriously and consider what housing action or multi-agency support may help. If you are in immediate danger, call 999.

Safeguarding

Safeguarding means protecting a child or an adult with care and support needs from abuse, neglect or exploitation. Concerns can include physical or sexual abuse, emotional abuse, neglect, financial abuse, exploitation, modern slavery, discriminatory abuse or organisational abuse.

TELL SOMEONE

You can tell Pivotal, your support provider, a social worker, health professional, the police or your local authority safeguarding team. If you are worried about another resident, you do not need to investigate it yourself - share the concern.

Exploitation and “cuckooing”

Tell us or your support provider if someone is taking over your home, pressuring you to let people in, using your room to store or sell drugs, taking your money or benefits, or making you frightened to say no. These can be signs of exploitation and may need safeguarding and police support.

Medication and personal care

Housing staff are not automatically responsible for medication or personal care. If your support or care package includes help with medication, meals, personal care or appointments, your support provider should explain who is responsible and what to do if support is missed.