



Flagship Group  
31 King Street,  
Norwich,  
Norfolk,  
NR1 1PD  
0808 168 4555  
info@flagship-group.co.uk  
flagship-group.co.uk

## Big Six

We take the safety of our tenants and colleagues seriously, that's why we have put together a set of standards we'll always adhere to. We call them our Big Six.

<b>Policy Owner</b>	<b>Matt Smith</b>	----
<b>Approved Date</b>	<b>2021</b>	----
<b>Review Date</b>	<b>2021</b>	----
<b>Legal Advice From</b>		----
<b>Version Number</b>		----

## Gas

- We will make sure all gas, oil and solid flue appliances have a valid safety certificate.
- The gas will be capped off when properties become empty and we will advise the new tenant how the heating works before handing over a safe system.
- We will test and make sure Carbon Monoxide detectors are installed to every position where a fuel burning device is fitted
- To make sure we are doing the right thing we will ask independent specialists to check our work

## Fire

- We risk assess all our communal areas, big or small to make sure our buildings are safe
- Our fire door specification will stay the most robust on the market
- Our fire safety officers and specialist contractors will test and maintain all our fire safety systems
- We will stay committed to making sure all our customers have the latest and best domestic smoke alarms on the market

## Asbestos

We aim to survey all our properties by 2030. Sooner, if we can.

## Lifts

We will service our lifts more often, so they only stop when you want them to.

## Electrical

- We will test all our properties on a 5-year cycle
- The electricity in all empty properties will be tested before hand over
- Our installation spec is futureproofed ready for any changes to regulations
- Our work will be monitored by a third part

## Water hygiene

- We will make sure our water systems are safe and won't put our customers at risk
- Our team will monitor and test our communal water systems
- We will start sample checking our customers' homes to make sure the water systems they use are in the best condition
- Others will make sure we are doing what we say we will do

