

# HOME SAFETY CHECKS

## MORE CHECKS IN A SINGLE VISIT



**COMING SOON!** Our new and expanded Home Safety Checks will inspect and service more safety items than ever, meaning you need to be in for fewer appointments.

- ✓ We're adding even more safety checks to this annual home safety visit.
- ✓ These new visits will check and service more parts of your home.
- ✓ For most customers you'll only need to be in for one safety visit a year.

In one visit, we'll check every safety-critical part of your home apart from your electricity (which is every five years). We'll also service appliances like gas boilers and other heating systems so they run as efficiently as possible, saving you money.

A small number of homes will need additional visits to check any specialist equipment like stair lifts or hoists, or if water testing is needed.

→ The next page lists everything we'll check and service.

As well as being more convenient for you, these expanded safety checks will save money (at least £380,000) that we'll reinvest into the homes and services we provide customers.

## When will these new Home Safety Checks start?

We'll be piloting these new checks over the summer 2023 and plan to start carrying these out for all customers later in the year.

## How long will the new appointments take?

As we'll be checking and servicing more items, this single visit may take a little longer.

The length of the appointment will depend on how many items we need to check and service in your home. Most visits will take around 90 minutes; some will be shorter, and a small number may need half a day.

## How can I take part in piloting these checks?

If you'd like to be one of the first to benefit from these expanded safety checks, please get in touch with our Home Safety Team on [homesafetyadmin@curo-group.co.uk](mailto:homesafetyadmin@curo-group.co.uk), phone or WhatsApp 01225 366000, or get in touch using any of the ways here: [www.curo-group.co.uk/contact](http://www.curo-group.co.uk/contact)

### You said, we did:

When we asked, 87% of customers said they'd prefer to have fewer visits so we could check everything in one go, even if it took a little longer.



# What will we check and service?

At our new-look Home Safety Checks, we'll check and service any of the following if you have them in your home:

| What ?   | Why?   |
|--|--|
| ✔ Gas  | We'll check and service your gas boiler, flues and any other gas appliances we have fitted or supplied. Faulty gas appliances can produce deadly carbon monoxide and gas leaks can lead to explosions. Servicing your boiler means it will run more efficiently, saving you money. |
| ✔ Solid fuel (eg wood-burners or real fires)                                     | Solid fuel fires can produce carbon monoxide or chimney fires. We'll check these are operating safely and that chimneys or flues are safe to use.  |
| ✔ CO detectors and smoke alarms  | These detectors save lives by alerting you if there's a fire or carbon monoxide in your home. We'll check these are working properly. It's still important you check these weekly too.   |
| ✔ Renewable energy systems (PV systems, ground-source and air-source heat pumps) | We check and service these to make sure they're running smoothly.  |
| ✔ Thermostatic mixing valves (TMVs)  | TMVs keep hot water at a safe temperature. We'll check yours is working properly.  |
| ✔ Unvented cylinders   | This is a pressurised cylinder and it's important we check that all its safety features are working effectively.   |
| ✔ Radon fans   | If you have a radon fan, it will be reducing levels of this gas in your home. We'll check your fan is switched on and running efficiently.   |
| ✔ Fire doors (visual check)  | Fire doors stop fire and smoke from spreading and save lives. We'll check these close properly and aren't damaged.   |
| ✔ Asbestos (visual check)  | If asbestos is damaged it can release harmful fibres. We'll check the condition of any asbestos in your home.  |

Please contact us if you'd like this information in a different format or language.