



# REPORTING HAZARDS IN YOUR HOME

## WHY IT MATTERS & HOW TO DO IT

Keeping your home safe is our top priority and you play a vital role.

**Category 1 & Category 2 hazards are serious dangers to health and safety.**

We urge all tenants to educate themselves on how to identify signs of hazards, and how you can help to prevent them in your home.

	WHAT IS THE HAZARD?	WHAT CAN THE HAZARD LOOK LIKE IN YOUR HOME?	HOW TO PREVENT THE HAZARD IN YOUR HOME?
	<b>Carbon Monoxide &amp; Fuel Combustion Products</b>	Wrongly installed, maintained, or ventilated fuel-burning appliances, portable oil, paraffin, gas cylinder heater	Never store or use portable oil, paraffin or gas cylinder heaters in your home, allow access for gas checks, ensure air vents and extractors are clear
	<b>Fire</b>	Open flames from cooking or candles, heaters, smoking, faulty appliances, disconnected smoke alarms	Avoid smoking indoors, check lit flames are put out, check smoke alarm is working regularly
	<b>Asbestos &amp; MMF</b>	Inspect surface patterns for swirls or dimpled appearances, pay attention to warning labels on products that may contain asbestos or MMF	Any suspicions of asbestos should be reported immediately; tenants are advised not to disturb any materials potentially containing asbestos
	<b>Serious Damp &amp; Mould Growth</b>	Musty smell, wet patches, peeling wallpaper, rotting woodwork, black speckled marks, condensation	Open windows and ventilate regularly, dry clothes outdoors where possible, use dehumidifiers
	<b>Domestic Hygiene, Pests &amp; Refuse</b>	Build-up of rubbish, pests or vermin within or around your home, holes in walls/floors, holes in food products	Maintain good personal and home hygiene, seal gaps in walls and floors, store food securely, empty bins regularly at designated refuse site
	<b>Unsafe Electrics</b>	Too many extension cords, flickering lights, sparking, hot outlets, frequently blown fuses, buzzing, exposed wiring	Avoid overloading plug sockets, allow access for electrical inspections, report flickering lights or burnt smells
	<b>Entry by Intruders</b>	Insecure doors or windows, faulty locks, lack of security systems	Lock doors and window, test alarm systems regularly, report faulty locks
	<b>Excess Cold</b>	Poor insulation and ventilation, insufficient heating, dampness, single glazed windows	Seal draughts around windows and doors, bleed radiators regularly to improve heating
	<b>Falls associated with Stairs or Steps</b>	Slippery surfaces, obstacles, clutter, lack of handrails, uneven or damaged steps	Reduce clutter and remove obstacles from stairs, install handrail, report any stair damages
	<b>Lighting</b>	Dark indoor/outdoor areas at your home creating high risk from trips or falls	Check and change bulbs, consider using energy-efficient LED bulbs, make sure light fixtures are positioned to cover all areas, fit exterior lights
	<b>Uncombusted Fuel Gas</b>	Poor service of gas installation and/or appliances, smell of gas	Allow access for gas checks, ensure air vents and extractors are clear
	<b>Water Supply</b>	Low water pressure, murky water, leaks, poor maintenance of tapes, pipes and storage tanks	Check that taps, pipes, and storage tanks are all in good condition, report any water concerns

Keeping your home safe is our top priority and you play a vital role.

**That's why it's essential to report them as soon as you notice them.**



## REMEMBER

**IF YOU DON'T REPORT IT - WE CAN'T SORT IT**

### OUR RESPONSIBILITY

As your landlord, Birmingham City Council has a legal obligation to identify and fix serious health and safety hazards in a timely manner

The sooner we know about a problem, the sooner we can put it right.

### Our Commitments around Category 1 Call Outs

**We will:**

- ✓ Commence an emergency visit to your home.
- ✓ Make the hazard safe temporarily or consider placing you in alternative accommodation if required.
- ✓ Aim to diagnose the issue within 24 hours.
- ✓ Provide advice on keeping safe in mean time.
- ✓ Aim to fully resolve the matter within 72 hours.

### Our Commitments around Category 2 Call Outs

**We will:**

- ✓ Undertake safety work within 5 working days.
- ✓ Aim to complete within a reasonable time frame.
- ✓ Keep you informed and advise if there is any change or complication.

As of June 2025, we have **successfully rectified approximately 28,000 hazards** reported to us this year.

### HOW TO REPORT A HAZARD

You can report Category 1 and 2 hazards the same way you report a repair:



**Call the Birmingham Housing Repairs Line**

**0121 216 3330** - Open 9am-5pm, available out of hours (evenings & weekends)



**Report online**

Use your BRUM Account

Visit: <https://www.birmingham.gov.uk/myaccountpage>

Available 24/7 - simple and quick to use



**Talk to your Housing Officer**

They can help you **raise the issue and guide you through reporting**



**If you're in temporary accommodation**

Call **0121 216 3330** - lines open 7 days a week.

If your housing is managed by an agent, use the contact details they provided.

**Don't delay! Report hazards as soon as you spot them.**

**It helps protect your home, your health, and your community.**

