



**Community
Health Partnerships**

Guide to Landlord & Tenant responsibilities

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Through our property portfolio of 305 integrated health and wellbeing centres, we provide a home to over 1400 tenants including GP practices, frontline local authority services, libraries, pharmacies, fitness centres and a wide range of community and social care providers.

In our role as head tenant, we provide professional property management services to effectively manage our estate through improved utilisation and contract management, driving out value from our property to contribute to wider system savings.

- As your landlord we have certain responsibilities in the buildings you occupy
- As tenants/employers occupying our buildings, you also have responsibilities to protect the people in your care and your staff

This leaflet sets out in general terms where you as a tenant and we as head landlord are responsible for health, safety, security and fire and the respective actions we need to take.

This leaflet does not relate to individual buildings but reflects statutory obligations and typical landlord and tenant arrangements.

You can check your lease agreement and tenant handbook for the specific details of responsibilities and management arrangements.

CHP/Tenant Responsibilities September 2017 – LIFT Buildings

Subject area	CHP – Head Tenant Responsibility	Tenant – responsibilities as an occupier of a LIFT Building
Asbestos	<ul style="list-style-type: none">• None - all asbestos removed from CHP properties• LIFTCo responsibility to undertake a survey if asbestos is suspected	<ul style="list-style-type: none">• Do not undertake any structural works on the building without LIFTCo approval
Control of Substances Hazardous to Health (COSHH)	<ul style="list-style-type: none">• Make available on request any relevant material safety data sheets (MSDS) on cleaning products that are used by the soft FM provider contractors in the building• Ensure adequate storage and control of use for all COSHH substances	<ul style="list-style-type: none">• Ensure that all substances are appropriately assessed and MSDS sheets are available• Ensure any COSHH substances are stored appropriately and controlled in your area• Notify CHP of risks associated with the products that could affect other building users
Electricity	<ul style="list-style-type: none">• Ensure remedial works are carried out for fixed installations via LIFTCo• Implement a safety review regime on all CHP owned portable electrical equipment in compliance with the Electricity at Work Regulations 1989	<ul style="list-style-type: none">• Ensure sockets are not overloaded• Do not 'daisy chain' extension leads i.e. plugging one lead into another to lengthen it• Under the Electricity at Work Regulations 1989 you must ensure your electrical equipment is safe. Carry out suitable and sufficient maintenance, testing and inspection of your portable electrical appliances. This is commonly completed by conducting a Portable Appliance Test (PAT)• Not use any defective equipment or any that has not been frequently tested and maintained as above
First Aid	<ul style="list-style-type: none">• None, although it is recognised that reception staff (where appointed) may act as focal point for emergency procedures	<ul style="list-style-type: none">• Provide your own first aid equipment and trained staff in accordance with the First Aid at Work Regulations 1980• Undertake inventories on the first aid kit to ensure its contents are maintained

Subject area	CHP – Head Tenant Responsibility	Tenant – responsibilities as an occupier of a LIFT Building
Fire Safety	<ul style="list-style-type: none"> Carry out the shared/common areas fire risk assessment and those relating to fire systems in accordance with the Regulatory Reform (Fire Safety) Order 2005 Ensure the building fire safety procedures are posted on suitable signage Provide suitable and sufficient fire safety detection, protection and prevention measures Provide suitable fire signage in the building Provide and maintain fire safety equipment including fire panels, extinguishers, fire blankets etc. Organise fire drills for the building at a suitable frequency determined by the risk assessment Provide, maintain and train tenants in the use of evacuation chairs 	<p><i>To comply with the Regulatory Reform (Fire Safety) Order (RRO) 2005 tenants are required to:</i></p> <ul style="list-style-type: none"> Ensure a Fire Risk Assessment (FRA) for your demise that incorporates your activities, staff, patients and any inherent hazards e.g. medical gases etc is undertaken by a competent person A copy of the FRA must be provided to the tenant liaison manager (TLM) to support the overarching FRA Liaise with other tenants regarding fire safety measures and the controlling of risk Be sure to notify CHP of any significant changes to internal layout, furniture or processes Comply with any relevant control measures set out in the fire risk assessments and complete any recommendations within the FRA Action Plan Make sure your staff, patients and persons in your care know the building fire procedures, including; raising the alarm, exit procedures, assembly points, roll call and return to the building Participate in fire evacuation drills with other tenants within the building Inform CHP if any fire safety related equipment (for example; panels, call points, signs) become damaged or missing Ensure you nominate and train a minimum of one suitable staff member on site to act as fire warden should an emergency arise or for fire safety liaison purposes Provide a list of fire warden names and their zones of responsibility to the TLM for display on the notice board Ensure staff are trained on the use of fire system procedures e.g. fire alarms, emergency lighting, escalation process and evacuation procedures including evac chairs/ski mats etc. Do NOT make alterations or changes to the building that may affect the fire safety integrity or systems of the building Requirement under the RRO for a Personal Emergency Evacuation Plan (PEEP) to be developed for staff with disabilities Requirement under the RRO and Equalities Act 2010 that a General Emergency Evacuation Plan (GEEP) is prepared for visitors/patients with mobility problems
Gas (natural gas, where applicable)	<ul style="list-style-type: none"> None - LIFTCo responsibility to arrange annual gas safe checks 	<ul style="list-style-type: none"> If you smell gas inform the TLM immediately as work may be underway on the system Contact British Gas emergency line if you smell a strong gas release (0800 111 999) Report any damage to any gas appliances in the building to the TLM Ensure the gas emergency shut off procedure is known
Incident reporting	<ul style="list-style-type: none"> Inform you of other tenant/occupier incidents which could affect you/your service (where appropriate) 	<ul style="list-style-type: none"> Report to the TLM/community reception any site incidents/accidents arising from your work or patients, using either your own accident report form or the CHP incident form

Subject area	CHP – Head Tenant Responsibility	Tenant – responsibilities as an occupier of a LIFT Building
Legionella (the management of hot and cold water systems)	<ul style="list-style-type: none"> Maintain and monitor hot and cold water systems in accordance with best practice 	<ul style="list-style-type: none"> Ensure outlets are regularly flushed through and undertake any other user controlled requirements of the management plan Inform CHP of any leased area likely to be left unused for long periods of time Do not compromise the existing controls Join and take an active role in the Water Safety Group (if implemented)
Lifts	<ul style="list-style-type: none"> Ensure that lift safety checks and appropriate maintenance, servicing and thorough examination regimes are applied via the LIFTCo 	<ul style="list-style-type: none"> Report defects to us Use lifts in accordance with the intended use (maximum numbers people and load etc.) Do not use as evacuation lift unless it has been dedicated as one by CHP
Lifting Equipment (free standing hoists)	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Store appropriately Inspect, maintain and test all lifting equipment (including harnesses/slides etc) in compliance with the Lifting Operations Lifting Equipment Regulations 1998 (LOLER) Ensure that the use of any hoists do not pose a risk to other building users
Medical Equipment	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Inspect, maintain, test and decontaminate in order that any medical equipment or device does not pose a risk to other building users
Medical Gases (bottled)	<ul style="list-style-type: none"> Provide suitable storage facilities where required 	<ul style="list-style-type: none"> Maintain gas bottles and associated equipment appropriately Ensure the storage facility is secure Store in accordance with the fire safety risk assessment
Noise at Work	<ul style="list-style-type: none"> Ensure that any building related noise risk (that could harm hearing) are controlled appropriately in compliance with the Control of Noise at Work Regulations 2005 	<ul style="list-style-type: none"> Ensure all significant noise generating procedures are controlled in accordance with the Noise at Work Regulations
Pressure vessels	<ul style="list-style-type: none"> Ensure LIFTCo inspect, maintain and test any pressurised plant in accordance with The Pressure Systems Safety Regulations 2000 (PSSR) 	<ul style="list-style-type: none"> Report defects, where appropriate Inspect, maintain and test any non-plant pressure vessel used
Radiation Protection	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Manage and monitor radiation exposure in accordance with INDG334 Working safely with Ionising Radiation (XRAY)
Security of building	<ul style="list-style-type: none"> Ensure a reasonable level of building security measures are provided, commensurate with the building security risks 	<ul style="list-style-type: none"> Ensure your staff are aware of the building security arrangements including locking procedures for doors and windows, codes, alarms etc. Ensure your staff can be readily identified to other building users
Waste	<ul style="list-style-type: none"> Provide suitable waste storage 	<ul style="list-style-type: none"> Ensure waste is segregated and disposed of appropriately Do not allow waste to build up as this could detrimentally affect the fire loading of the building and impact on escape routes
Work Equipment (not owned by CHP)	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Inspect, test, maintain and decontaminate any work equipment so that it does not pose a risk to other building users



Example Fire Site Evacuation Plan

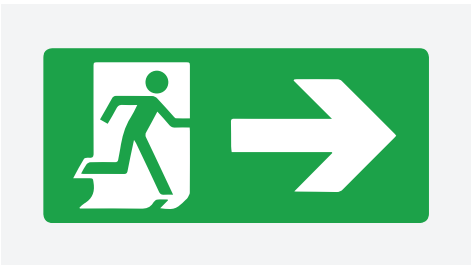
How people will be warned:

Whenever a heat/smoke detector or manual call point is activated a signal will be sent automatically to an alarm receiving centre (ARC). The fire alarm will also be activated in the building including any visual alert (red beacons). The Fire & Rescue Service control room will be informed by ARC of a potential fire which they will decline and will not respond unless a confirmation call is given via ARC or 999 call. The ARC will then contact the reception to confirm a real fire situation and if one exists will return the call to the Fire & Rescue Service.



How the evacuation of the building will be carried out:

Each tenant has a fire warden available at all times to assist in the evacuation of their demise fire zone (this considers contingency measures when staff are on leave or sick and also out of hours working).



Each fire zone for each tenant should be agreed and formalised in a plan posted on notice boards on each floor. The fire zones include:

- Tenants demise and waiting areas for their patients (even if this is shared with other tenants)
- Common areas such as meeting rooms, minor treatment rooms, utility rooms, toilets etc.

Each fire warden undertakes a staff roll call for their area and ensures their area is swept and clear of staff and visitors. They should complete a roll card for their zone and present it to the chief fire warden at the assembly point, to confirm their zone is clear.

The first fire warden to evacuate through main reception will pick up the emergency folder/grab back, then proceed to the assembly point. At the assembly point the chief fire warden will confirm from the fire wardens reporting if all persons are accounted for, whether there is any signs of fire or smoke detected and if so, its location.

The senior person on site will proceed to assembly point nearest to the main reception and collate the information from the fire wardens to determine where a fire has been found/detected.

The reception staff will confirm the zone that has been activated with the senior person and remain near the fire alarm panel.

Duties and identity of employees with specific responsibilities in the event of fire:

The front of house staff (reception staff) will go to the fire panel and identify location of fire from panel display (e.g. Zone 1, Room 1).

There is a dedicated script for the procedure to follow above the fire panel. The location of keys for the fire panel should be documented and communicated for each building.



Front of house (FOH) staff contact the chief fire warden at the assembly point and confirm the location of the fire. If the fire is confirmed, then the FOH team contact the ARC to confirm a fire and ensure the Fire & Rescue Service are on their way.

If no fire or smoke has been detected by any of the fire wardens at the fire assembly point, then the FOH staff will contact ARC to ask the Fire & Rescue Service to stand down. The FOH staff will also mute the alarm at the alarm panel and inform the fire wardens at the fire assembly point to provide the all clear and for staff/patients to re-enter the building. Hard services provider will attend site and reset the alarm.

Once the all-clear has been declared the emergency folder/grab bag is to be returned to reception.

Front of house staff are to complete the fire log to record the evacuation, complete an incident form and inform the property manager.

A debrief of all fire wardens should take place as soon as possible after the event to learn lessons from any deficiencies within the fire evacuation procedure. This should also be recorded in the fire log book.

The action to be taken if you discover a fire and for contacting the fire and rescue service

- ➔ Raise the alarm by activating the nearest manual fire alarm call point
- ➔ Ensure all doors and windows leading to other areas of the building are closed
- ➔ Never try to fight a fire without first raising the alarm
- ➔ If you are competent, tackle the fire using the appropriate fire extinguisher
- ➔ Do not put yourself at risk
- ➔ Never try to fight a fire on your own or without having a clear and accessible egress point
- ➔ Evacuate through the nearest fire exit, proceed to the assembly point (as per your fire plan) and report to your fire warden:
 - The whereabouts of the fire
 - The size of the fire and what is burning (if known)
 - Doors/windows closed
 - Any other relevant details
 - Any person in refuge area and exact location.



The action to be taken if you hear the fire alarm

- Evacuate the building via the nearest available exit
- Close doors and windows as you leave
- Assist members of the public as required
- Do not run
- Do not use lifts (unless dedicated as an escape lift)
- Go to your assembly point
- Do not re-enter the building until you are told it is safe to do so by the Fire & Rescue Service/chief fire warden.



Escape Lift sign

Arrangements for the safe evacuation of people identified as being especially at risk:

All persons must be able to be evacuated without the assistance of the Fire & Rescue Service.

For employees with a disability each tenant must have a Personal Emergency Evacuation Plan (PEEP).

The existence of any PEEP must be notified to the designated fire warden.

For patients with mobility impairments, each tenant above ground level should have access to evacuation aids (evac chair/ski mats) and their fire warden shall have been trained in their use.



Each tenant is responsible for their patients/visitors and for preparing a General Emergency Evacuation Plan (GEEP) (See Appendix A)

For patients with hearing impairments each fire warden will encourage them to leave through the nearest exit.

For patients with visual impairments each zone has an audible alarm and each fire warden will assist them to leave through the nearest exit.

All contractors must sign in the log held at reception and they are given information about fire procedures and instructed to leave the building at the nearest exit and to go to the assembly point.

Identification of escape routes:

All escape routes are clearly marked with appropriate signage.

The staircase and routes leading to the fire exits are protected routes.



Arrangements for fighting the fire:

There are fire points situated in all escape routes, in all kitchen areas, plant rooms and each waiting room. All fire wardens have been provided with information on how to use fire extinguishers. Never try to fight a fire without first raising the alarm. If you feel confident, tackle the fire using the correct type of fire extinguisher for the burning material. Do not put yourself at risk, never try to fight a fire if you are on your own in the area and always keep yourself between the fire and an accessible egress point.

Specific arrangements for high risk areas:

The Hard FM provider is generally only on site for planned preventative maintenance and reactive works. In the event of a fire in the plant room or kitchen (if applicable) fire wardens are not to enter the area but to report it as not cleared. No staff should attempt to isolate any services to the plant room or kitchen area (if applicable).

Contingency plans:

If life safety systems are out of order, e.g. fire-detection and alarm systems, sprinklers or smoke control systems then the Helpdesk should be contacted for a priority 1 safety related issue. The Hard FM provider will attend site within two hours to rectify the problem or provide a suitable alternative solution.

Meeting the Fire and Rescue Service:

The chief fire warden will meet the Fire & Rescue Service at the assembly point and notify them of the location of any staff/patients still in the centre, including those in refuges, any signs of fire/smoke and any special risks e.g. gas cylinders, radiation sources etc, which will be highlighted on the building plans in the emergency folder/grab bag.

Contingency measures:

Unaccompanied children should remain with the chief fire warden until they can be re-united with their parents or nearest next of kin.

Until the Fire & Rescue Service confirm it is safe to re-enter the building then people with personal belongings in the building must wait for this confirmation – centre staff will not be responsible for any items lost. There may be people in a state of undress and they along with any other personnel requiring assistance will be provided with silver foil blankets from the grab bag.

They will be taken to [\(Name of decant building in Business Continuity Plan\)](#)

Transport to remove patients/visitor to the decant building will be provided by [\(Name and phone number of transport company\)](#)

Should it be needed alternative accommodation will be arranged by the property manager.

In inclement weather patients/visitor and staff will be decanted to [\(Building in Business Continuity Plan\)](#)

Emergency folder/grab bag contents

- > Master keys
- > Laminated list of emergency contacts (including utilities)
- > Laminated building plans including mains isolation points
- > Laminated fire alarm zone plan
- > Details of hazardous substances i.e. compressed gasses/piped gas
- > LED torch and/or head torch
- > Spare batteries
- > First aid box
- > Silver foil blankets
- > High visibility tabard
- > Note book and pencils
- > Clip board

General Emergency Evacuation Plan (GEEP) – separate annex to evacuation plan to be available to all visitors and patients

The purpose of a General Emergency Evacuation Plan (GEEP) is to enable visitors/patients with impaired mobility to become familiar with:

i. The layout

ii. Evacuation procedures

iii. Equipment available

iv. Communication devices

If you feel the information contained in the GEEP does not provide you with sufficient information or that you require further assistance, please contact the TLM.

The building

For example: Common Street Health Centre

3 floors all accessible using the lift

2 sets of stairs –


Main staircase from reception Rear stairs to fire exit to car park


Emergency egress using the lift is not possible.

Safe refuge areas are in the stairways shown on the building plans and provide an Emergency Voice Communication system which links directly to reception.


All fire exits on the ground floor are accessible and lead to absolute safety.

The action to be taken if you hear the fire alarm

- Evacuate the building via the nearest available exit (See attached floor plan). 
- Report to the agreed assembly point
- If you are unable to evacuate the building unaided please proceed to one of the safe refuges shown on the floor plan
- Use the Emergency Voice Communication to call reception to notify them of your position (indicated on the front of the panel).



Safe Refuge Area




Emergency Voice Communication Equipment

Additional advice

It is recommended that all visitors and patients should familiarise themselves with the fire alarm signals and floor layout.

Equipment provided

Evacuation chairs/ski mat are provided in strategic locations adjacent to the stairs.



Assembly point

Assembly point

Your assembly point is:

Appendix A

Generic Emergency Evacuation Plan

The Regulatory Reform (Fire Safety) Order 2005 places the onus on employers or organisations to ensure that everyone, including those at additional risk, such as the disabled, vulnerable and the mobility impaired, can evacuate safely in the event of a fire or emergency evacuation.

Under the Equality Act 2010, reasonable measures are required to be taken to make the physical features of the premises accessible, to enable disabled people to fully use a building. These need to be matched with arrangements for their safe exit in the event of fire. Where an employer or a service provider does not provide evacuation arrangements for disabled people from their premises, it is likely to be considered discrimination under the Act.

In buildings used by the general public, a GEEP is required. These are focused on visitors to a building who have a disability or mobility impairment and may not be able to evacuate a building unaided. They help the individual become familiar with the building layout, evacuation procedures and the equipment. The designated responsible person needs to ensure there are adequate procedures, staffing and equipment in place to facilitate everyone's prompt and safe egress.

Anyone requiring assistance can be made aware of the GEEP on entering a building or arriving at a reception point. This information should also be available to visitors to download from your website (if available) before arrival at the premises.

To facilitate an efficient and less anxious condition for vulnerable persons during an evacuation, it is critical that staff are well trained in the relevant evacuation equipment and can communicate the options available at the time. The plan should be regularly tested during evacuation drills to ensure that all staff are aware of the procedures and are competent as well as capable of using any evacuation equipment.

Where businesses work alongside each other in a multi-occupancy building, each organisation is responsible for its own fire plan, but it is important that this is not done in isolation. Evacuation plans should be discussed and coordinated with each responsible person and the landlord. In this situation, it may make more sense to work together and centralise your strategies.

GEEP Example

Generic Emergency Evacuation Plan

Name of Building:

Address:

Purpose:

The purpose of a Generic Emergency Evacuation Plan (GEEP) is to enable visitors to the building with restricted mobility or those who may not be able to evacuate unaided to become familiar with the layout, evacuation procedures, available equipment and communication devices.

If you feel that this document does not provide you with sufficient information or that you require further assistance, please contact the <insert organisation> Fire Officer on <insert number>.

The building:

Example text: Bridgeman building comprises of 3 floors all floors are accessible by using the lift. Emergency egress using this lift is not possible during an evacuation. Safe refuge areas are available in some stair cores on all upper floors and provide a EVC System (Emergency Voice Communication System) which links directly to the security (see attached floor plan). Several accessible fire exits are available at ground level.

Action required on hearing the fire alarm:

If able, you should leave the building immediately by the nearest fire exit (see attached floor plan) and report to the assigned assembly point for the building.

If you are unable to evacuate the building unaided, please proceed to one of the safe refuges located in each stair core (see attached floor plan)

An EVC System (Emergency Voice Communication System) is available in each safe refuge. Use this to contact the security team and notify them of your location, details of which are printed on the front of the panel. Full details on how to use the emergency call point are also provided in the safe refuge.

Other recommendations:

It is recommended that all visitors to the <insert name of building> should familiarise themselves with the fire alarm signals and floor layout. Floor plans and evacuation equipment locations have been provided with this document.

Equipment required:

Accessible fire exits are available on the ground floor of the building.

Safe refuge areas with EVC System are available on each stair core on all 3 floor levels.



The Deaf Alerter system is **Not** installed in this building. If you would like access to a Deaf Alerter Pager,



YOUR ASSEMBLY POINT IS:



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www.communityhealthpartnerships.co.uk
[@CHP_estates](https://twitter.com/CHP_estates)

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