

Resident Summary

Smoking

Version: 07/2007

Introduction

It is against the law to smoke in virtually all enclosed public places and workplaces in England. This resident summary explains how the law applies to any property or land that's owned or managed by the Group.

Smoking by anyone, including visitors, is banned in all communal areas that are enclosed or substantially enclosed on its estates and schemes. Smoking immediately inside or outside any entrances is also banned. Smoke must not be allowed to enter any nearby buildings through open windows or doors.

You and your visitors can smoke in your home. You may also smoke in any garage, shed, outhouse or other structure that is for your sole use - unless local scheme regulations state otherwise. More restrictions apply if you run a business from your home.

Our offices have been smoke free for some time. We do not permit our staff to smoke at any time during work hours wherever they are and never while providing services to you in your home.

The law also requires us to protect our staff and anyone acting on our behalf from second-hand smoke whilst at work. This means that they can refuse to carry out services in your home if you smoke while they are there or the air is still polluted by smoke.

Obviously in such cases we want reach agreement with you about creating a smoke free environment that will protect the health of our staff and enable us to provide you with services; so please ensure that your home is suitably aired before our staff or contractors visit to avoid any problems.

The smoking regulations are also enforced by the local council. Environmental health departments can issue fixed penalties to anyone caught smoking in restricted areas.

Although the Group does not issue fixed penalties we are obliged by law to take appropriate action. Therefore smoking in restricted areas will be treated as a form of nuisance which is a breach of the terms and conditions of your tenancy or lease agreement. Initial actions will include formal written warnings but, as with all breaches of lease or tenancy, persistent offenders will face legal action which could put their home at risk.

Further information

If you would like any more information on this or any of our other policies please contact us using the details on the next page.

Owner of the version: PST

Date of next review: TBC

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Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at

service.centre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at

www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتكم في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.