

Window Safety Guide for Tenants



If you have any concerns about window safety in your home, then please contact us.

You can contact CHS in several ways:

- Phone us on **0300 111 3555**
- LiveChat—go to **www.chsgroup.org.uk**
- By email—**info@chsgroup.org.uk**
- Use the '**Contact Us**' page on our website



At CHS, the safety of all our tenants is our key priority so here is some useful information on how to keep your home as safe as possible

What Are the Risks?

Open windows above ground floor level can be dangerous for young children and vulnerable adults. Whilst the number of falls from windows is small, a fall from a window can result in serious injury.



Window Restrictors and Locks

Window restrictors are a safety precaution product which connect to window frames, preventing windows from being opened beyond a specific point. They typically only allow the window to be open by 100 mm or less.

Although window locks do not restrict window openings, when in use they can stop windows from being opened from the inside and prevent accidents from happening.

Glazing and Balconies

Glazing and balconies can also pose a risk if they are in poor condition or not secure. This includes landing and walkway balconies.



Most homes have window restrictors and locks fitted to opening windows and doors. You should regularly check the operation of your window and balcony doors to ensure the people in your home are safe.

What Precautions Can I Take?

If your home has window restrictors, it is important that you use them correctly and regularly check that they are in good working order



If you release a window restrictor to clean your windows, always remember to put it back into the correct safety position immediately after you have finished



Do not overreach or lean out of windows to clean them. Always consider a safer way before putting yourself at risk

Some windows have safety locks to stop them from being opened. Make sure that these types of windows are kept locked, and keys are put away



Do not place furniture or store items under windows or on balconies. Children or vulnerable adults may be curious and unaware of the dangers.

It only takes few seconds for an unsupervised child or vulnerable adult to climb onto a table or chair and become unsteady and fall

Report window and balcony repairs to CHS immediately on 0300 1113555 or online at www.chsgroup.org.uk