

NON-GAS APPLIANCE SAFETY AND SERVICING PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	NON-GAS APPLIANCE SAFETY & SERVICING PROCEDURE
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OWNER:	KIRSTY SOLWAY
JOB TITLE:	HEAD OF RISK & ASSURANCE
APPROVAL ROUTE:	EXECUTIVE MANAGEMENT TEAM

Non-Gas Appliance Safety and Servicing Procedure



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1.0 INTRODUCTION

As a landlord, Teign Housing is required to ensure an annual service and safety check is carried out on some non-gas heating appliances i.e. Air Source Heat Pumps, Oil Fired Boilers and Solid Fuel and any associated flue (provided by Teign Housing) in its residential properties.

Failure to appropriately maintain a resident's appliance could constitute a serious health and safety risk. To reflect its legal responsibility and the seriousness of the need for regular maintenance of appliances, Teign Housing has set its target for the timely completion of annual servicing and safety checks at 100%.

Should a fatality or serious injury occur where an appliance has not received a safety check in a timely manner, Teign Housing would have to go through a legal process to satisfy the Health and Safety Executive that all reasonable steps had been taken.

2.0 PERFORMANCE STANDARDS

- The target for annual servicing and safety checks has been set at 100%.
- Templer HomeBuild checks and signs off 100% of the service and safety check certificates once completed, which is monitored at monthly operational meetings between Teign Housing and Templer HomeBuild.
- Any issues are addressed whether it be a recording or process error and if necessary, a re-visit will be carried out to produce a compliant certificate.
- We monitor all breakdowns and repeat calls to highlight failures or poor diagnostics and investigate further as required.
- Site meetings take place with subcontractors to check health and safety and procedures are being adhered to.
- The targets and no access figures are monitored monthly by the Senior Management Team.
- Performance is reported quarterly to the Board.
- Telephone customer satisfaction calls are made, and any negative feedback is addressed with the relevant contractor. This is supported by detailed guidance for staff within the procedure.

3.0 TEIGN HOUSING'S OBLIGATIONS

Teign Housing's responsibility for safety checks apply to any fittings or flue installed, we also carry out servicing and maintenance except if it is the tenant's own.

As a landlord, Teign Housing must ensure:

- Heating appliances, fittings and flues are maintained in a safe condition
- All installation, servicing, maintenance and safety checks are carried out by suitably qualified technician or installer.
- The period between servicing and safety checks will not exceed 12 months.
- For Mutual exchanges, we will require a new servicing and safety record on the day of property exchange with the new tenant.
- For Voids, the installation will be visually checked upon possession, with a new service and safety record undertaken in preparation for the re-letting.
- A record of each service and safety check is kept for at least 2 years.
- A copy of the current safety and service record is issued to each existing tenant within 28 days of the check being completed or included within the new tenancy pack handed to each incoming tenant.
- All smoke detectors are tested, and location/expiry date recorded on an annual basis.
- Carbon monoxide detectors are installed to properties where there is a live flue or chimney.
- Alarms to be tested and recorded annually. Teign Housing and Residents to follow advice laid out in the carbon monoxide information leaflet

Specific requirements for the servicing and safety checks to non-gas appliances are set out in annex 5.

Teign Housing and Templer HomeBuild will ensure that only suitably qualified engineers carry out the servicing and safety checks. The checking of Templer HomeBuild's technician's qualification documents will be a standard agenda item at the monthly operational meetings.

All subcontractors engaged for the completion of Non-Gas Appliance servicing and testing will be subject to checks to ensure that they hold and maintain the relevant qualification documents and skills to undertake the work required.

Leaseholders

Leaseholders should take responsibility for arranging safety testing for their own appliances for their own safety and that of their neighbours and provide Teign Housing with a copy of the Annual servicing and safety certificate.

However, our existing leases are varied, and most do not contain a clause which specifically requires leaseholders to have the appliances serviced annually and to provide the certificate to us.

Teign Housing has in place processes which will require Leaseholders to carry out annual servicing and safety testing, this is set out in annex 6 attached.

4.0 SAFETY AWARENESS

In order to raise awareness of the importance of servicing and safety checks, periodic articles will be published advising residents of Teign Housing's commitment to ensuring that all appliances are safe and explaining why we must gain access to carry out this service.

Information on right of access for servicing and safety checks is included in the tenancy agreement and will be highlighted in the tenants' handbook and during new tenant sign ups.

The Teign Housing carbon monoxide information leaflet is available on request and on-line and is included within the 14 day and 7 day no access letters sent to the resident.

5.0 NO ACCESS PROCEDURE

The procedure is in three stages as laid out in Annex 1, as follows:

- Templer HomeBuild or its appointed subcontractors must take specific steps within fixed timescales to carry out the service and safety check.
- If Templer HomeBuild or its subcontractors are unsuccessful, Teign Housing takes further steps to try to gain access, again within the fixed timescales
- Finally, the case will be passed to the Neighbourhood Services team to gain access to the property for the purposes of carrying out the annual service and safety check. If access is still denied at this stage, Neighbourhood Services will instigate court proceedings to obtain access.

Templer HomeBuild Access Procedure

Templer HomeBuild or the appointed subcontractor will make contact with each resident by various means to advise that they will be coming to carry out the annual service and safety check, providing a date and time. The resident will be able to change the appointment if it is not convenient. The 1st appointment is made 5 weeks before non-compliance.

The engineer will visit to attempt to carry out the service and safety check. If access is not gained, the engineer will leave a card which gives a new appointment date and time giving 1 weeks' notice.

If however this is not convenient, the resident is invited to make contact to arrange an alternative appointment. A Saturday morning appointment or a weekday (up to 7pm) appointment can be made in special circumstances.

If a second visit is required, the engineer will visit to attempt to carry out the service and safety check. If access is not gained the engineer will leave a further "red" card, place a Teign Housing approved warning sticker on the door and pass back the property to Teign Housing within one working day. Any properties must be handed back to Teign Housing 28 days prior to non-compliance.

During all communications, Templer HomeBuild will record and log all agreed appointments, re-arrangements and cancelations utilising all relevant technology.

Teign Housing No Access Procedure

Once the property has been red carded and handed back to Teign Housing, 28 days prior to non-compliance, the Compliance Team will attempt to make contact with the resident by telephone/text on several occasions from this point. These actions will coincide with the issuing of the 14-day letter (Annex 2), requesting the resident to make contact within 14 days to make an appointment. A User Defined Characteristic (UDC) alert is added to the housing management system, to inform Teign Housing staff that access is being sought to complete the service and safety check.

Where specific issues that would not help in gaining access have been identified, the Compliance Team liaises with the Neighbourhood Services Advisor (and Independent Living Advisor where appropriate) who may involve further support agencies if deemed necessary. This liaison may happen before the no access procedure commencements depending on resident and circumstances.

If we are still unable to book in the service, then Teign Housing will issue a 7-day letter. This letter will be sent by recorded delivery (Annex 3), requesting the resident contact Teign Housing within 7 days to make an appointment.

This letter warns that, if the tenant does not make contact within this timescale, Teign Housing will seek a court injunction to gain access to the property and will seek to recoup all legal costs from the resident.

The 7-day letter will be issued 14 days before non-compliance, at which point the case is officially handed over Neighbourhood Services Team, including a full history of access and contact attempts including copies of 14-day, 7-day letter and the actual compliance date. This information will be sent to all advisors, ILA mailbox and Team Managers. A Neighbourhood Services Advisor will attempt to make an appointment with the resident during the 7-day letter period. If the service is not completed within the designated 7 days, the Neighbourhood Services Team will inform the resident that Teign Housing will now apply for a court injunction to gain access. While court action cannot be taken until the appliance service date has expired, the Neighbourhood Services Team will have 7 days to prepare for the court injunction.

If an injunction is obtained the resident will be compelled to provide access for the service. If they still fail to do this the Neighbourhood Services Team will be required to commence committal proceedings for breach of injunction. Contact will be attempted throughout the process.

The Asset Compliance Team will annually review no-access properties and will liaise with Senior Management about taking further action as necessary, which may include Neighborhood Services issuing a notice seeking possession of the resident's home as a last resort.

Appliances failing a Safety Check

Repairs are made to Teign Housing owned appliances under our Heating Contract. Engineers will order parts at the earliest opportunity, unless the parts are obsolete. If appliance parts are obsolete, then the engineers must report back to Teign Housing at the earliest opportunity. Full details of the repairs required to be recorded on the service record.

Teign Housing will raise an order for the works and prioritise appropriately.

If the appliance is deemed to be beyond economical repair, Templer HomeBuild will contact the Compliance Team and discuss the plan of action. If it is agreed that the boiler requires replacement, an order is raised to cover the works. If replacement is not agreed, then Teign Housing will raise an order for the works and prioritised appropriately. All works must be completed to the agreed Teign Housing timescales and monitored via the operational Key Performance Indicators (KPIs).

If an appliance is deemed to require replacement but is still providing adequate heating and hot water, the appliance will be replaced prior to the expiration of the current service and safety record.

6.0 QUALITY CONTROL, CONTRACT AND PERFORMANCE MONITORING

Templer HomeBuild will undertake quality control checks on the servicing and repairs carried out by its operatives and subcontractors. The number of these checks will be agreed as part of the Templer HomeBuild's monthly KPIs. The quality control checks of 10% repairs and 5% services and safety checks carried out by Templer HomeBuild engineers will be completed by the heating supervisor of Templer HomeBuild.

Templer HomeBuild checks and signs off 100% of the service and safety check certificates once completed, which is monitored at monthly operational meetings between Teign Housing and Templer HomeBuild.

Any issues are addressed whether it be a recording or process error and if necessary, a re-visit will be carried out to produce a compliant certificate.

We monitor all breakdowns and repeat calls to highlight failures or poor diagnostics and investigate further as required.

Site meetings take place with subcontractors to check health and safety and procedures are being adhered to.

The results of these checks will be reported to monthly contract monitoring meetings held between Teign Housing and the Templer HomeBuild.

The percentage of overdue service/safety checks will be recorded and published in the weekly Compliance scorecard and reviewed by the Senior Management Team & Health & Safety Committee.

All residents will have the opportunity to complete a satisfaction survey. Various methods are used including text, phone calls etc. Customer satisfaction will be monitored at the monthly contract operational meetings.

7.0 RECORDS

Templer HomeBuild

- Templer HomeBuild will submit weekly performance reports to the Teign Housing Compliance Team. These reports will itemise the completed and incomplete services and safety checks highlighting where no accesses have occurred.
- Templer HomeBuild will also submit, to the Teign Housing Compliance Team, a forecast schedule of properties due for inspection the following week.
- Copies of completed service records will be provided to Teign Housing within 48 hours of the check being completed or as agreed as part of the KPI report.
- Service and safety check records must be fully completed including information regarding smoke and carbon monoxide detectors and any other information mutually agreed
- The Compliance Team will enter completed service/safety certificates information onto Teign Housing's database. Quarterly reconciliations are completed between Teign Housing and Templer HomeBuild to cross reference our database for discrepancies. The quarterly reconciliations will check total property numbers and service and safety check dates and identify any inconsistencies.
- The servicing and safety certificates will be filed in Teign Housing's document management system.
- Action taken by Teign Housing to gain access to a property will also be recorded, including the date and type of action taken.
- An ongoing database will be maintained by the Teign Housing Compliance Team to identify those residents who have triggered a 7-day letter. This information will allow proactive measures to be undertaken for future servicing.
- Where it is found that the tenant does not have enough money on their meter to allow the service and safety check to take place, Teign Housing will review whether it would provide the funds to the Templer HomeBuild in order to carry out the service. This will be dealt with on a case by case basis. Any actions taken must be recorded.

- Where access has been difficult to achieve and required legal action to be taken, if practical Teign Housing will consider installing a “service interval timer”. The resident will be able to reset the device daily to allow full heating and hot water supply and will be prompted by the “service interval timer” to contact Templer HomeBuild to have the service and safety check carried out and the timer reset.
- The fitting of a “service interval timer” will take into consideration the potential needs and vulnerabilities of the household and will involve consultation with all interested parties.
- On occasions the heating engineer may issue an ‘At Risk’ notice on a privately owned appliance following a visual inspection. This may lead to the appliance being capped off until the matter is resolved. Teign Housing will always follow up any ‘At Risk’ notice with the tenant in writing. ANNEX 4 shows an example letter, which may be subject to slight amendment depending on the circumstances.

Voids

- Servicing and safety checks will be completed as part of the voids process. For Voids, the installation will be visually checked upon possession, with a new service/safety record undertaken in preparation for the re-letting of the property.
- A copy of the servicing/safety certificate will be passed to the incoming tenant as part of the tenancy sign up procedure.

8.0 PROCEDURE REVIEW

Teign Housing will undertake regular review of this policy and procedure at intervals of not more than three years.

The policy and procedure will be automatically reviewed whenever there is a change of relevant legislation or best practice from our governing body.

The Health and Safety Committee will be responsible for ensuring that reviews of this policy and procedure are undertaken and signed off by SMT and Board.

ANNEX 1 – 14 DAY NO ACCESS LETTER

Date

Dear

WARNING – YOUR APPLIANCES MAY BE DANGEROUS, PUTTING YOU AND YOUR NEIGHBOURS AT RISK

It is Teign Housing's legal responsibility to carry out an annual service and safety check of our appliances and associated pipework in your home. As you are aware, your tenancy agreement states that you must allow access for these vital checks. Our Contractor, Templer HomeBuild or their appointed subcontractor has tried to carry out the service and safety check but has not been able to gain access to your home.

Due to the importance of this inspection, if we do not hear from you in 14 days we will have no option than to seek a Court Injunction to allow our Contractor access to your home. You will be liable for any legal costs that we incur as a result of any legal action.

Please contact Templer HomeBuild on **0800 1979790 (Option 2)** to make an appointment. It is important that you ensure you have enough electricity credit on your meter to allow us to carry out the service.

Yours sincerely



Emma Pitts

Compliance Administrator

t: 01626 322 722 (option 2)

e: compliance@teignhousing.co.uk

ANNEX 2 - 7 DAY NO ACCESS LETTER

Date

Dear

WARNING – YOUR APPLIANCES MAY BE DANGEROUS, PUTTING YOU AND YOUR NEIGHBOURS AT RISK - WE ARE NOW TAKING LEGAL ACTION

It is Teign Housing's legal responsibility to carry out an annual service and safety check of our appliances and associated pipework in your home. As you are aware, your tenancy agreement states that you must allow access for these vital checks.

Further to our letter of **XXXX**, the required annual service and safety check has not been carried out. We are now beginning legal action against you. This is likely to include a Court Injunction to grant Templer HomeBuild or their appointed sub-contractor access to your home to carry out the safety check. We will seek to recoup all legal costs from you.

Please contact Templer HomeBuild on **0800 1979790 (Option 2)** to make your appointment within the next 7 days. It is important that you ensure you have enough electricity credit on your meter to allow us to carry out the service.

Yours sincerely



Emma Pitts
Compliance Administrator
t: 01626 322 722 (option 2)
e: compliance@teignhousing.co.uk

ANNEX 3 - UNSAFE TENANT OWN APPLIANCE LETTER

Date

Dear

RE: Your 'At Risk' Appliance

Following a recent service carried out on your heating system, I can confirm a warning notice was issued and your appliance was labelled 'At Risk'.

Having looked at our records, I can see that notice is relating to your xxxxx and it being unsafe to use.

Our contractor, Templer HomeBuild or their appointed subcontractor, has made us aware that you signed the warning advice notice.

For health and safety reasons we would ask that you have this appliance repaired or removed.

If you have any questions, please don't hesitate to contact us.

Yours sincerely



Emma Pitts

Compliance Administrator

t: 01626 322 722 (option 2)

e: compliance@teighousing.co.uk

ANNEX 4 - SPECIFIC SERVICING REQUIREMENTS

- Air Source Heat Pump Servicing

Undertake the annual service, test and maintain and repair in response to breakdown callouts any type of air source heat pump system and entire dwelling independent wet central heating radiator or underfloor heating system, incl. provision and renewal of all unserviceable parts and provision of service, maintenance as specified in the manufacturers service and maintenance schedules and provide certification and repair history records upon completion.

- Oil Heating Servicing

Undertake the annual service, test and OFTEC CD11 safety certification of any type of oil fired boiler and entire dwelling independent wet central heating radiator system, incl. provision and renewal of all unserviceable parts and provision of service, maintenance as specified in the manufacturers service and maintenance schedules and provide certification and repair history records upon completion.

- Solid Fuel Servicing

Servicing to be carried out in accordance with BS 6461 and HETAS, or relevant European Standard.

High risk appliances shall be checked every 6 months. All properties that still have solid fuel heating installed to have a minimum of 1 CO detector.

Sweep chimney for all appliances with BS wire centered brush of appropriate size and strength for the chimney and fuel burnt. Brushes to be in a good state of repair with full bristle.

Include for all equipment, seals, lubricants and making necessary adjustments to appliance(s) to ensure safe and correct operation.

All system checks including expansion tank, pipework, radiators, valves and controls should be carried out as per the main specification within this document.

Where appropriate carry out the following:

Open Fire

- Check operation and clean damper assembly on top of appliance.
- Scrape and clean firebox.
- Check if ashpit cover is airtight.
- Confirm operation of any air control and any recommendations.
- Check fire front is secured to hearth.
- Check seal between fire front and fireplace opening and hearth.
- Confirm adequate ventilation.
- Carry out Smoke Draw Test on completion.

Room Heater

- Check operation and clean damper assembly on top of appliance.
- Check flue connection is secure and sealed correctly.
- Scrape and clean firebox.
- Check operation of damper mechanism.
- Check and clean internal flue ways.
- Check seals between the appliance & hearth / fire surround.
- Check ashpit cover for airtight seal – repair as necessary.
- Check operation of any air control and that all seals are intact to ensure only air via the air control enters the firebox.
- Check convection chamber to flue seals are intact, replace as necessary.
- Check all parts in contact with the fire bars, fire bricks, damper mechanism and de-ashing mechanism.
- Check, using feeler gauge, fire door & ash pit seals with metal-to-metal contact against manufacturer's instructions.
- Fire doors and ash pit cover door with rope seals to be checked by rubbing coloured chalk on the knife-edge and observing contact.
- Check fire door alignment. Report all findings and correct as necessary.

- Check any fan for correct operation and wear.
- Check for adequate ventilation and make any recommendations to the Client if required.
- Carry out Smoke Draw Test on completion.
- Independent Boiler
- Check for debris at the base of the chimney flue.
- Check and clean all internal flue ways.
- Check operation of flue draft stabiliser and lubricate with appropriate high temperature grease.
- Clean and scrape firebox.
- On gravity feed boiler scrape and clean hopper, paint with suitable anti-rust treatment.
- Check movable grate or de-clinking mechanism for correct operation.
- Check access doors for airtight fit.
- Check any secondary air ducts are clean and free from debris.
- Check fuel regulator plates (if fitted) for correct installation and suitable for the fuel being used. Confirm plates are not bowed.
- Check operation and calibration of thermostat.
- Check operation and condition of fan and air regulator (if fitted), check for wear.
- Confirm adequate ventilation and make any recommendations to the Client if required.
- Carry out Smoke Draw Test on completion.