

VALE OF GLAMORGAN COUNCIL



Gas, Oil, and Solid Fuel - Safety and Servicing Policy

Housing and Building Services

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1. Introduction

1.1 Aim

The aim of this policy is to set out the Vale of Glamorgan Council's approach to Gas, Oil, and Solid Fuel - Safety in its Council Housing stock, as required under Gas Safety Installation and Use Regulations (GSIUR) set out in section 2.1 of this document.

1.1 Purpose

The purpose of this policy is to ensure the Vale of Glamorgan Council fulfils its statutory obligations as a landlord for carbon fuel heating appliances and in doing so protects the health, safety and wellbeing of its tenants, occupants and visitors to any of the council housing stock and housing premises.

This policy identifies the arrangements the Council has put in place to ensure the completion of annual heating appliance safety inspections within 12 months of the previous inspection or installation i.e. servicing of all Council-owned carbon fuel based appliances and boilers within all Council housing properties by the anniversary of the previous inspection and service date.

The current servicing contract for all carbon fuel based heating appliances also includes the annual inspection of smoke, heat & carbon monoxide detectors installed in the Council's Housing stock. This annual inspection will be completed as part of the annual servicing programme carried out by the Council's Servicing Partner(s) and as such is included in this policy

1.2 Scope

The Vale of Glamorgan Council manages approximately 3,850 properties with a mix of electric, gas central heating, solid fuel, oil, LPG and ground source heat-pump systems. Many of the Council's housing stock is served by mains gas, although within the rural vale there are a number of properties which do not have direct access to the national gas network and have alternative fuel systems.

The Council manages the servicing and landlord's compliance of all of the Council's housing heating appliances through its Housing Compliance Team. The Council does not have in house servicing engineers and all heating appliance servicing is provided by external servicing partner(s).

The Council aims to service all heating appliances within one year of the previous inspection to ensure all properties have a valid safety inspection certificate. This principal is applied across all gas, solid fuel, heating oil and LPG heating appliances in accordance with the relevant regulations.

The Council has audited its council housing property portfolio to ensure all gas heating systems have been identified and included on the annual servicing

programme. Since 2014, significant improvements have been made in managing the gas servicing contract and there are a minimal number of properties which present access difficulties and frustrate achievement of full compliance. To ensure adequate time within the servicing procedure to obtain full access to all properties, the council operates a ten (10) month cycle for servicing. This provides sufficient time to make appropriate effort to gain access as set out in the 'Gas Safety Access Procedure' (Appendix F) and complete the relevant safety inspection.

As a landlord, the Council has a responsibility under the Gas Safety Installation and Use Regulations to:

- Repair and maintain gas pipework, flues and appliances in safe condition,
- Ensure an annual gas safety check on each appliance and flue,
- Keep a record of each safety check for a minimum of two years.

As a result of the Right to Buy scheme, the Council also has over 300 leaseholders residing in managed blocks. For leasehold properties the Council does not have the same legal responsibilities as with tenanted properties. Consideration of leaseholder properties is required however, as failures in gas safety may impact on the wellbeing of other residents in the vicinity and also the buildings in general, in which there is a freehold interest.

2. Legislation & Management Responsibilities

2.1.1 Legislation

The Gas Safety (Installation and Use) (Amendment) Regulations 2018 (GSIUR) state:-

“(2) Every landlord shall ensure that there is maintained in a safe condition –
(a) Any relevant gas fitting; and
(b) Any flue which serves any relevant gas fitting,
so as to prevent the risk of injury to any person in lawful occupation or relevant premises.

(3) Without prejudice to the generality of paragraph (2) above, a landlord shall - ensure that each appliance and flue to which that duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety (whether such check was made pursuant to these Regulations or not);”

2.1.2 There is extensive legislation on Gas, Oil, LPG & Solid Fuel Servicing requirements including:-

- The Landlord and Tenant Act 1985;
- The Health and Safety at Work etc. Act 1974 (HASWA)
- The Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
- Management of Health and Safety at Work Regulations 1999
- Environmental Protection Act 1990

The Vale of Glamorgan Council, in association with its Servicing Partner, will comply with all legal requirements.

2.1.3 There are also a number of Codes of Practice and Guidelines issued including:-

- HSE Leaflet – LANDLORDS.
- A guide to landlords' duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance
- HSE Leaflet – NEW INFORMATION. It Could Save Your Life
- HSE Leaflet - GAS APPLIANCES. Get Them Checked. Keep Them Safe
- Detailed guidance on the safe installation, operation and maintenance of solid fuel and biomass appliances is contained in the HETAS Guide, published annually
- OFTEC Requirements for oil

2.1.4 The Vale of Glamorgan Council, in association with the Servicing Partner(s), complies with the HSE Codes of Practice and Guidelines.

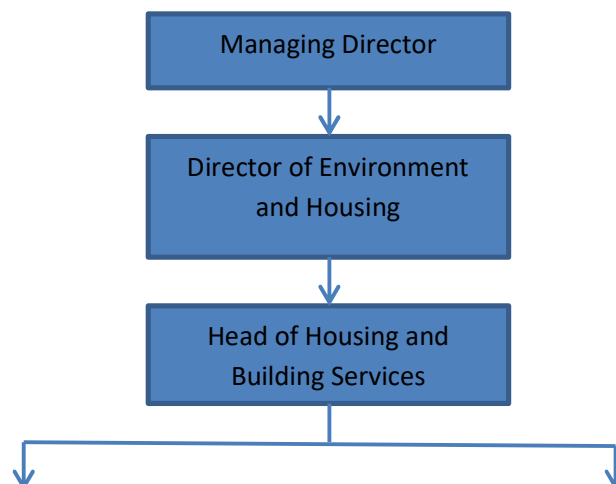
2.1.5 The Council requires an annual gas, oil or solid fuel safety certificate (CP12, LOSR, LSFSR) to be issued to all properties within the Housing Revenue Account which have an oil, LPG, or gas supply and appliance present.

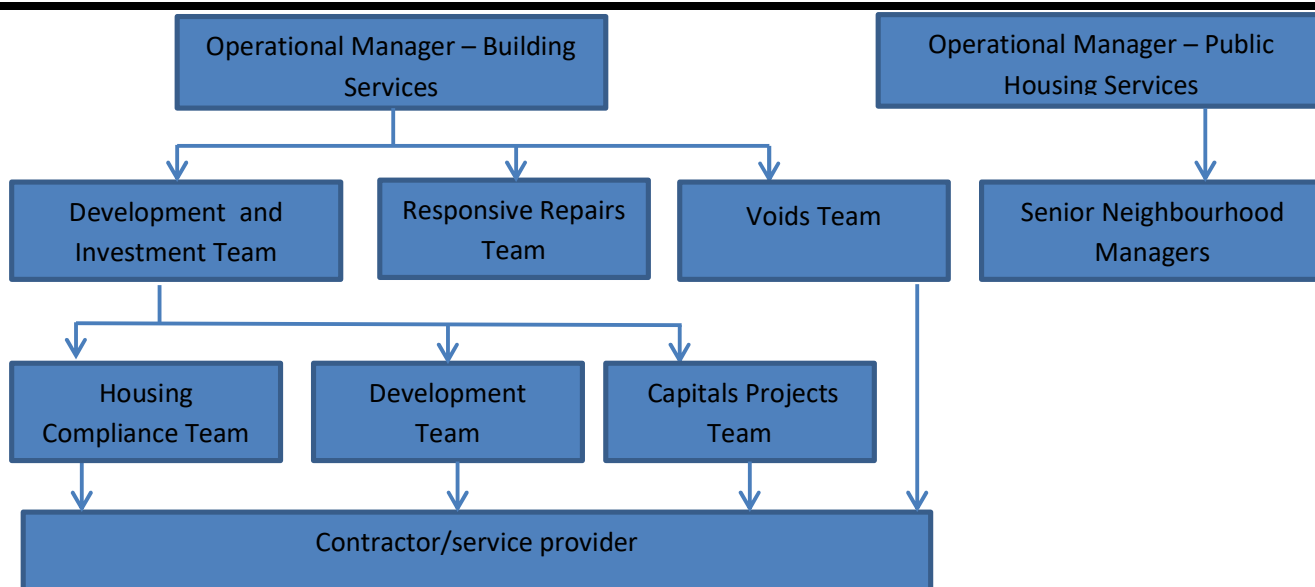
The Vale of Glamorgan Council is not responsible for undertaking a 'Safety Check' on the following:

- Properties where it is known there is no oil, LPG, gas supply or solid fuel within the premises;
- Leasehold properties;
- Tenants own appliances;
- Portable gas heating appliances.

2.2 Roles & Responsibilities

To ensure compliance with the aforementioned legislation (2.1.), the following responsibilities have been established:





The Managing Director

The Managing Director has overall responsibility for safety across the Council including but not limited to.

- The promotion of good practice and the continuous improvement of safety management;
- Ensuring suitable & sufficient resources are allocated to enable the implementation of this Gas, oil and Solid fuel servicing Policy, procedures and any subsequent updates;

Director of Environment & Housing Services

The Director of Environment & Housing Services has responsibility for safety across the Environment and Housing Services Directorate.

Head of Housing and Building Services

The Head of Housing and Building Services has responsibility for ensuring appropriate financial and human resources are available to support the delivery of the 'Gas, Oil, and Solid Fuel – Safety Policy' and any necessary training associated with such.

Operational Manager - Building Services

The Operational Manager - Building Services is responsible for the preparation and monitoring of the policy ensuring it meets with current legislation relating to Gas, Oil, and Solid Fuel - Safety

Further areas of responsibility are:

- Ensuring staff are appropriately trained in the responsibilities associated with the policy.
- Ensuring staff are appropriately instructed on the procedures to support effective delivery of this policy;
- Monitoring the implementation of the Gas, Oil, and Solid Fuel - Safety policy and setting targets or objectives where appropriate;

- The promotion of good practice and continuous improvement of Gas, Oil, and Solid Fuel - safety management, across the department and its housing Stock;
- Review and approval of this policy document at any legislative change or no longer than every three years;

Operational Manager – Housing Services

The Operational Manager – Public Housing Services shall ensure they are familiar with the current legislation relating to Gas, Oil, and Solid Fuel - Safety and is responsible for:

- Supporting access arrangements to tenancies refusing access to complete annual servicing and maintenance.

Housing Development & investment Team

The Housing Development & Investment Team are responsible for management and delivery of the following:

- Managing the Vale of Glamorgan Council's housing Gas, Oil, and Solid Fuel - servicing programme;
- Addressing any issues noted within individual service visits and ensure appropriate action is taken, which may include instruction to other service management areas;
- Ensuring all servicing and maintenance records are uploaded onto the Housing Management System (Keystone);
- Management of the servicing contractors;
- Preparing and managing specifications, action plans and schedules of work in respect of the housing portfolio.

These duties will extend, but are not limited to the following areas:

- Providing advice and guidance in the relation to specific issues in relation to the Gas, Oil, and Solid Fuel - safety standards;
- Approving Contractor method statements and 'safe systems of work';
- Ensuring the Gas permit to work is completed prior to any construction work commencing;
- Approving of commissioning certificates and handover documents;
- Informing the Neighbourhood management Team of any properties which have been capped and may require support services e.g. due to fuel poverty;
- Running weekly progress meetings with the Neighbourhood officers to monitor progress with no access properties;
- Ensuring appropriate contract administration between our service partner(s);
- Development and review of servicing, maintenance and audit programmes.

Housing Senior Neighbourhood Managers

The Senior Neighbourhood Managers are responsible for:

- Assisting in obtaining reasonable access to properties where the servicing contractor has been unsuccessful in making access from reasonable request. This may include working with Legal Services to prepare and execute injunction requests for court.
- Ensuring their officers have received gas safety awareness training to identify any unsafe practices introduced by tenants;
- Providing signposting to support services where cases of fuel poverty are identified e.g. following a gas installation being capped off rather than serviced.

Responsive Repairs Team Manager

The Responsive Repairs Team Leader must ensure all emergency and responsive repairs (including short term) are carried out in a timely manner and are in line with the policy.

Voids Team Manager

The Voids Team Leader is responsible for management and delivery of the following:

- Ensuring that all void property's gas installations are capped whilst void with a CP12 keep on record;
- Assess whether a gas installation is due for replacement at the time a property becomes void;
- All work undertaken on gas installation is undertaken by competent persons;
- All gas safety installation information must be passed to the Development and Investment on completion of void property works e.g. CP12, commissioning certificate's, replacement parts, user manuals etc.

2.3 Management of Gas Activities

The Senior Manager of the contracting partner who is responsible for the delivery of the servicing contract will ensure an effective management structure and procedures are implemented which satisfies the below criteria:

- Provision of competent and adequate management/supervision of all operatives to include direct labour, agency staff and subcontractors.
- Make sure all service engineers are competent for any servicing, inspection, repair, or replacement activities they are instructed to carry out.
- Ensure any new direct labour service engineers are Gas Safe Registered and hold the correct ACS and qualifications before allowing them to carry out any gas/oil/LPG activities.
- Guarantee any sub-contractors or agency staff appointed; hold their own Gas Safe Registration, relevant ACS and qualifications for the activities they will be carrying out. In addition, hold auditable records showing effective checks have been carried out to ensure the competence of any such sub-contractor or agency staff.
- Ensure ACS and relevant qualifications are maintained and renewed, when required, for all service engineers (including agency staff and sub-contractors).
- Guarantee any gas operative who's ACS has expired, does not carry out any work relating to the elements which have expired.

- Ensure recorded distribution of any technical updates, changes in legislation and company policy to gas operatives (including agency staff and sub-contractors).
- Ensure use and correct completion of statutory documentation.
- Ensure work notification takes place when required under building regulations.

2.3.1 Employing sub-contractors and agency staff working on gas

The Servicing Partner(s) will ensure sub-contractors or agency staff will not be allowed to complete any gas work until the criteria below is satisfied:

- Gas Safe Registration needs to be confirmed to the Servicing Partners Gas Safe Registration Holder.
- Gas Safe Registration Certificate and card has been inspected and copied for records by the Servicing Partners Gas Safe Registration Holder.
- Original ACS certificates/qualifications have been inspected and copied for records by the Servicing Partners Gas Safe Registration Holder.
- All copies of certificates and documentation obtained during verification must be kept securely for a minimum of two years by the Servicing Partners Gas Safe Registration Holder.

3. Key Principles and Service Standards

3.1 Key Principles

3.1.1 In delivery of the landlord's servicing requirements, The Vale of Glamorgan Council will:

- Ensure the inspection and service is cost-effective and carried out to the highest standards whilst being flexible to meet the needs of the tenants;
- Be able to safeguard the health and safety of tenants residing within council housing and the wider community;
- Aim to complete scheduled servicing within 52 weeks of the previous visit by commencing access arrangements at week 42;
- Ensure all legislative requirements for working on gas systems and associated controls are adhered to and in accordance with industry standards;
- Ensure gas inspections and appliance servicing is completed in accordance with current legislation, industry standards and 'best practice';
- Survey tenants on their views of the service they receive and take action to remedy any issues, using the results to continually improve policies and procedures;
- Ensure all tenants receive a copy of the landlord record (LGSR, LOSR, LSFSR) within 28 days of the service being completed;
- Ensure appropriate up to date records of all servicing information are kept on the Housing Management System (Keystone).

3.1.2 Landlords are responsible for carrying out an annual Gas Safety Check to their properties and must provide evidence of this by issuing a Landlord Gas Safety Certificate (CP12, See Appendix B). A registered 'Gas Safe' Engineer must carry out these checks. The Council also requires a Gas Safety Check to be carried out each time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.

3.1.3 On a regular basis the Council and its Servicing Partners will reconcile the Council's Housing stock list with the servicing register to identify any areas where changes to the heating appliance may have occurred. Where changes to the heating appliances have been made by either the Council or the tenant, the servicing list will be adjusted to reflect these changes and ensure all carbon fuel heating appliances are serviced annually.

3.2 Service Standards

3.2.1 Emergency Gas Safety Procedure

If a tenant telephones the Council reporting the smell of gas or fumes then the following "**Emergency Gas Safety Procedure**" will be applied as detailed below.

- An auditable log is maintained of the incident and actions taken.

- Tenants are provided with relevant advice to minimise the risks through 'Contact one Vale'.
- Contact is made with the National Grid Gas.
- The Council's Compliance Technical Officer (Heating) is notified and provides the appropriate and proportionate response.
- The Council's Servicing Partner is notified and responds accordingly.
- Details, initial actions and logging of the incident are recorded by use of the "Gas Escape Report" (See Appendix A).

3.2.2 The Vale of Glamorgan Council will make every effort to ensure all homes managed by Housing and Building Services are regularly checked for the presence of a live gas supply, gas pipe work, oil tank and supply pipework, LPG and supply pipework, and appliances. All gas, oil, LPG and solid fuel appliances will be added to the servicing programme to ensure compliance with the relevant legislation.

3.2.3 The gas safety responsibilities, with regard to properties leased to another landlord, are dependent on the terms and conditions of the lease agreement. The gas/oil safety check will include full servicing of all the appliances owned by the Council. This will be recorded on the Landlord Gas/ Oil Safety Certificate. Servicing and checks must be carried out on or before the expiry date of the current certificate. Servicing dates are planned for at least eight weeks before expiry of the current certificate to ensure adequate time is allowed for missed appointments, no access and, if necessary, legal action.

The Solid Fuel Servicing contract runs over a 12 month period whereby orders are raised twice annually. Servicing & chimney sweeps are all undertaken within one month of orders placed. Initial servicing for all applicable properties is undertaken during April/May of each financial year with the 2nd Sweep undertaken in September/October.

3.2.4 A clearly defined '**Gas Access Procedure**' is provided as a separate document and attached as Appendix F.

Where a legal remedy to gain access to a tenanted property is required, or individual addresses regularly prove difficult to gain entry to, a 'Service Interval Timer' will be fitted when access is gained. The 'Service Interval Timer' gives the tenant advance warning the annual gas safety check is due and prompts them to make an appointment. This also allows the tenant 'limited' manual control of heating and hot water if the service becomes overdue.

Where such tenant transfers to another property the 'Service Interval Timer' will be installed in the new property of the tenant. Eventually all gas boilers throughout the property portfolio will have a service timer fitted.

Where access to the property is progressed to legal proceedings to gain access, the Council will seek to recover, from the offending tenant, any legal costs incurred. To avoid this, tenants will be advised to contact the Council as a matter of urgency.

In addition to legal costs, the costs and expenses incurred in undertaking forced entry will be recovered from the tenant through the Council's 'Rechargeable Works Policy'.

3.2.5 Tenant-Owned Appliances

The Vale of Glamorgan Council has no obligation to service appliances installed or owned by its tenants; however, it does require the Servicing Partner to include all flues and supply pipework connected to gas appliances within the safety check even when they do not serve appliances provided by the Council. As recommended by the Health and Safety Executive, the appliance will require to be checked for safety. Tenants' cookers and other appliances will be subject to a visual inspection only, but may be isolated if they are found to be faulty.

Tenants must request authorisation from the Housing Management Team to make any alterations to a property's gas, Oil, or solid fuel installation. If alterations are approved records must be provided to the Housing Compliance Team to confirm it has been carried by a competent contractor and complies with the appropriate regulations. Any identified unauthorised alterations will be subject to the Rechargeable Works Policy whereby tenants will be charged for any works to make the installation safe.

Where tenant-owned heating appliances are found, these will be checked to ensure they are appropriate, safe and correctly connected to the gas supply. Tenants own heating appliances will be safety checked but not serviced, in some instances it will be necessary to remove the appliance to check the flue integrity before replacing it. Where such an appliance is found to be unsafe it will be disconnected, a warning label will be placed on the appliance and the tenant will be advised of the defect. Tenants own appliances will also include cookers and other such appliance. These appliances will be visually inspected and where faults are identified they will be isolated to ensure safety of the resident and their neighbours.

3.2.6 **Non-room-sealed gas appliances located in sleeping accommodation.**

Bedrooms or bedsitting rooms in rented accommodation are subject to Primary Regulation (in this case GSIUR). This means, where rated heat input is greater than 12.7kW net, appliances in sleeping rooms must be room-sealed. Where rated heat input is less than or equivalent to 12.7kW net, appliances do not need to be room-sealed, but must incorporate a safety control designed to shut down the appliance before a dangerous amount of combustion product spills into the room.

However, the GSIUR does not recognise temporary changes of use of a room. This means for rooms used as temporary sleeping accommodation (i.e. a lounge or sitting room, or other space not normally designated as a bedroom), where an appliance is not suitably room-sealed or otherwise protected, such an appliance must be replaced with an appliance meeting the requirements or turned off until it can be replaced or the tenant is able to stop using the space as sleeping accommodation.

Landlords also have a duty of care, under Section 3 of the HSWA, to take reasonable practical steps to ensure the safety of tenants. This includes

replacing or removing appliances, or rehousing tenants into suitable alternative accommodation. The Act requires that; if an accident occurs in premises with an unsuitable appliance, the Council can demonstrate it has taken all reasonable steps to avoid the accident occurring.

As a result, the Council have adopted a robust policy of not allowing tenants to sleep in the same room as any gas appliance which is not room-sealed, regardless of the heat input, even if it incorporates an oxygen sensing device. In such instances the Council will isolate or remove the appliance. The Council may install central heating where appropriate and resources permit or, refer tenants to Housing Neighbourhood Team to discuss additional available support or alternative accommodation options.

3.2.7 Unsafe appliances and installations

If the Servicing Engineer believes the installation, or any part, section or appliance of the installation is unsafe, the Engineer will advise the tenant and the Council accordingly and issue a 'Warning' or 'Advice Notice' (See Appendix C). This procedure is used whether the equipment is owned by the Council or the Tenant. The Engineer will leave a copy of the 'Warning/Advice Notice' with the Tenant, place a 'Warning Label/Sticker' (See Appendix D) on the installation/appliance and proceed to complete work to prevent its use.

If the condemned appliance is owned by the tenant, the Engineer will disconnect the unsafe appliance from the supply; explain to the tenant the reason why the appliance must be disconnected and inform them to either:

- repair the appliance;
- have it re-installed (if this is possible);
- replace the appliance.

In all cases the tenant will be advised and an appropriately registered 'Gas Safe' installer must be used by the tenant to remedy their own appliances.

3.2.8 Void properties

At the earliest opportunity and before any other trades are allowed to work in the property, the Servicing Partner or any other competent persons shall ensure:

- The gas meter outlet capped with a meter sealing disc, an appropriate label attached and the cooker point capped or plugged;
- A Landlord Gas Safety Record (CP12) is completed with one copy left at the premises and another copy provided to the Housing Development & Investment Team;
- All gas appliances in the property are assessed and repaired or renewed if possible;
- The re-let team identifies if the heating is due for renewal and arranges if required;
 - Meter debts are cleared;
 - The gas meter and ECV/AECV access/position is assessed and corrected if required.

On the same day of letting the property or when the tenant has gas available, the Servicing Partner shall ensure:

- The Housing Neighbourhood Team / Tenant contact the council's servicing partner and, arranges for the gas to be re-instated, appliances serviced and a new Gas Safety Record (CP12) including smoke, heat / carbon monoxide detector test to be completed on the day the new tenant signs for the property;
- A gas carcase soundness test is completed;
- The new tenant is advised of the meter and ECV/AECV position and operation;
- User instructions for all appliances and controls are given to the new tenant as well as being instructed in their use;
- A new Gas Safety Record is given to the new tenant and a copy (including smoke & / CO detector servicing sheet) is sent on to the Housing Development & Investment Team for updating records.

4.0 Monitoring and performance measurement

4.1 Monitoring

4.1.1 The Servicing Partner(s) will ensure administration and maintenance of:

- A complete database of all properties owned by the Vale of Glamorgan Council and details of the tenants living in them;
- A complete record of all previous and existing Landlord Gas Safety Certificate details and dates recorded on an annual basis.

All documents will be kept in accordance with the General Data Protection Regulation (GDPR) 2018, i.e.: the service contract, any other policy by which the Servicing Partner is bound and any other regulation or guideline relevant to the service provision.

4.1.2 The Servicing Partner(s), or appointed persons, will set up and maintain a programming database for the data storage of all inspection information. In addition, the Servicing Partner will provide a secure way of recording information and a means of planning an inspection programme to ensure checks are carried out in advance of the expiry dates.

The Servicing Partner will ensure all received and completed certificates are entered on to the database within ten working days of completion of the service/safety inspection. Information on the progress of incomplete inspections will be entered onto the database within five working days.

The Servicing Partner will check all certificates before releasing them to the Council and will ensure all completed certificates are updated on the system within ten days of completion.

The Servicing Partner's appointed person will have signed and dated the safety certificate (or electronically authorised) to show the record is accurate.

The Council's appointed person will also spot check certificates are accurate and bring any deficiencies to the attention of the Servicing Partner for rectification.

4.1.3 The following actions will be used by the Vale of Glamorgan Council Housing and building Services Team to monitor the performance of heating appliance safety and servicing:-

- The Vale of Glamorgan Council Housing Compliance Team will conduct regular quality audits of Landlord Safety inspections carried out. The Servicing Partner will be sent the results and will be provided with information about performance, this policy and any other regulations or guidelines relevant to the service provision;
- Qualified Council staff will post inspect and quality audit; heating installations, gas remedial, responsive, void, kitchen and solid fuel works;
- Qualified Council staff will also inspect and quality audit works in progress and the contractors operatives undertaking those works;
- The Council will check all certificates are accurate and bring any deficiencies to the attention of the Servicing Partner for rectification;
- The Servicing Partner will submit regular performance reports in accordance with the contract for the provision of inspection and servicing works;
- The performance reports will measure whether all inspections have been successfully completed within 12 months of the previous safety check and the inspection and certification before the expiry of the existing Landlord Gas / Solid Fuel Safety Certificate;
- The performance reports will be detailed enough to enable the Council to audit and verify the completion of Landlord Gas / Oil / Solid Fuel Safety Certificates within the required 12 month period;
- The Council will maintain a database showing the progress and status of all properties referred to us where the Gas Servicing Partner has been unable to gain access, in accordance with the Gas Safety Access Procedure;
- The Council will monitor the progress and status of all properties referred to us where the Servicing Partner has been unable to gain access;
- The Servicing Partner will provide details of all properties where any unsuccessful attempts of access have been made;
- The Housing Development & Investment Team will report gas service performance to the Council through its KPI monitoring protocol.

4.2 Performance Measurement

4.2.1 The Gas Servicing Partner will maintain a gas safety database of all properties by address and UPRN (Unique Property Reference Number) and hold details of the current certificate and the unique certificate reference number. The Vale of Glamorgan's Compliance Team have access to the Servicing Partners database which holds all the information on gas safety checks, the gas safety certificates and servicing information. The Asset Management System (Keystone) will be used to monitor the servicing program to ensure the service provider(s) information is accurate.

4.2.2 Performance Targets

The Council's target is to carry out 100% of the annual gas, solid fuel and oil safety inspections and servicing before the anniversary date of the last inspection.

5.0 Equalities & supporting policies

5.1 Equalities Statement

The Vale of Glamorgan Council recognises it provides services to a community with a wide social diversity and are committed to providing equal opportunities and valuing diversity.

Through the discharge of the Council's duties regarding heating appliance safety it aims to treat all tenants fairly, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status.

The Council will provide all tenants access to clear information about heating appliance safety and will publish information in a range of appropriate languages and formats when requested.

This policy is designed to be fully inclusive regardless of the ethnicity, gender, sexuality, religious belief, or disability of service users or residents.

5.2 Links to Other Policies

The Gas Safety and Servicing Policy has links with, and supports the delivery of the following;

- Gas Safety Access Procedure
- Asset Management Strategy
- Tenancy Agreement
- Housing Revenue Account Business Plan
- Housing Fire Strategy
- Rechargeable Repairs Policy
- Repairs Policy (in development).

5.3 Definitions

ACS - The Nationally Accredited Certification Scheme (ACS) is the industry recognised route for operatives to gain a certificate of competence, needed to become a member of the Gas Safe Register. The scheme is overseen by the United Kingdom Accreditation Service (UKAS).

CP12 - The gas safety record form used to record details such as appliances at the property, when and who made safety checks, remedial actions required and taken.

ECV/AECV - Emergency Control Valve/Additional Emergency Control. A valve for shutting off the supply of gas in an emergency.

Gas Safe - is the official gas registration body for the United Kingdom. They operate the Gas Safe Register. By law all gas engineers must be on the Gas Safe Register.

Servicing Partner – the company that provides the housing maintenance and repair service for the Vale of Glamorgan Council.

HSE – the Health and Safety Executive the body responsible for the encouragement, regulation and enforcement of workplace health, safety and welfare.

LSFSR – Solid Fuel safety record form which details appliance at the property, when and who made the safety checks, remedial actions required and taken.

LOSR - Oil safety record form which details appliance at the property, when and who made the safety checks, remedial actions required and taken.

Service Interval Timer - timer device that shuts down a heating system completely when annual services become overdue.

UPRN - Unique Property Reference Number every property in the country has a unique number assigned under a national system.

Appendix A – Emergency Gas Procedure Incident Form

GAS ESCAPE / FUMES / FIRE / EXPLOSION INCIDENT REPORT SHEET

REPORT DETAILS					
REPORT RECEIVED	DATE:			TIME:	
METHOD RECEIVED	TELEPHONE	LETTER	VISIT TO AREA OFFICE	OTHER:	
PERSON MAKING REPORT	NAME:		CONTACT TELEPHONE:		
ADDRESS:					
POSTCODE:			TELEPHONE		
TYPE OF PROPERTY:	DOMESTIC	COMMERCIAL	OTHER:		
TENANT NAME:					
WHAT IS BEING REPORTED?	GAS ESCAPE	FUMES	FIRE/EXPLOSION	OTHER:	
LOCATION OF THE ESCAPE/FUMES/FIRE					
WHERE IS THE GAS METER?			IS THE GAS TURNED OFF?	YES	NO
IS THERE STILL A SMELL?	YES	NO	IS THERE A SMELL OUTSIDE?	YES	NO
SAFETY ADVICE GIVEN					TICK OR 'X' TO CONFIRM
<p>TURN OFF THE GAS SUPPLY EMERGENCY CONTROL VALVE NORMALLY FOUND ADJACENT TO THE GAS METER, EXCEPT WHERE THE VALVE IS IN A CELLAR OR CONFINED SPACE WHERE THERE IS ALSO A SMELL, WHEN THE ADVICE SHOULD BE NOT TO ENTER BUT VACATE THE PREMISES</p>					
TURN OFF ALL APPLIANCES SUSPECTED OF HAVING A GAS ESCAPE / EMITTING FUMES					
OPEN DOORS & WINDOWS TO VENTILATE THE PROPERTY TO HELP DISPERSE ANY GAS / FUMES					
DO NOT TURN ELECTRICAL SWITCHES / APPLIANCES ON OR OFF					
DO NOT SMOKE, USE NAKED FLAMES, MOBILE PHONES OR ANY OTHER POTENTIAL MEANS OF IGNITION					
DO NOT USE ANY DOOR ENTRY SYSTEMS TO ALLOW PERSONS ACCESS TO THE PROPERTY, OPEN MANUALLY					
DO NOT TURN THE GAS SUPPLY / APPLIANCES ON UNLESS CHECKED BY A GAS SAFE REGISTERED GAS OPERATIVE					
ANIMALS – PLEASE MAKE SURE THAT ALL PETS ARE SAFELY SECURED AWAY FROM THE AREA SMELLING OF GAS					
REASON ADVICE NOT GIVEN (IF APPLICABLE)					
<p>IMMEDIATELY REPORT THE INCIDENT TO THE NATIONAL GAS EMERGENCY CALL CENTRE ON: TEL: 0800 111 999</p> <p>THEN CONTACT / RAISE A JOB TICKET FOR THE GAS MAINTENANCE CONTRACTOR TO ATTEND</p>					
INFORMATION PASSED TO CALL CENTRE:	DATE:			TIME:	
JOB REFERENCE NUMBERS:	EMERGENCY CALL CENTRE:				
EMPLOYEE REPORTING INCIDENT:	NAME:			SIGNATURE:	
<p>PLEASE FORWARD COMPLETED FORM TO HOUSING COMPLIANCE TEAM: 'B' BLOCK, ALPS DEPOTS, QUARRY ROAD, WENVOE, CF63 4RU</p>					
CHECKED & LOGGED BY	NAME:		SIGNATURE		DATE:

Appendix B – Landlord Gas, Oil & Solid Safety Record Examples

INSPECTING INSTALLER		LANDLORD/HOME OWNER GAS SAFETY RECORD															
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>This inspection is for gas safety purposes only to comply with the Gas Safety (Installation and Use) Regulations. Flues have been inspected visually and checked for satisfactory evacuation of products of combustion. A detailed internal inspection of the flue integrity, construction and lining has NOT been carried out.</p> </div> </div>																	
<p>I certify that I carried out inspections on the appliances detailed below. Signed: _____ Date: _____</p>																	
INSPECTION ADDRESS								LANDLORD (OR AGENT) NAME AND ADDRESS									
Name _____ Address _____ _____ _____ Post Code _____ Tel: _____								Name _____ Address _____ _____ _____ Post Code _____ Tel: _____									
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">APPLIANCE DETAILS</div> <div style="width: 10%;">FLUE TESTS</div> <div style="width: 45%;">INSPECTION DETAILS</div> </div>																	
	Location	Make	Model	Type	Flue Type OF/RS/FL	Operating pressure in Mbar or Heat Input kW/h or Btu/h	Safety device Correct Operation Yes/No/NA	Smoke Match Spillage Test Pass/Fail/NA	Smoke Pallet Flue Flow Test Pass/Fail NA	Combustion Analyser Reading (if applicable)	Satisfactory Termination Yes/No/NA	Visual Condition Pass/Fail NA	Adequate Ventilation Yes/No/NA	Appliance safe to use Yes/No	Landlord's Appliance Yes/No/NA	Inspected Yes/No	Appliance Serviced Yes/No
1																	
2																	
3																	
4																	
5																	
Gas Installation Pipework: Satisfactory Visual Inspection Yes <input type="checkbox"/> No <input type="checkbox"/> Emergency Control Accessible Yes <input type="checkbox"/> No <input type="checkbox"/> Satisfactory Soundness Test Yes <input type="checkbox"/> No <input type="checkbox"/>																	
GIVE DETAILS OF ALL FAULTS AND RECTIFICATION WORK REQUIRED														WARNING NOTICE ISSUED Yes/No		WARNING TAG OR STICKER FIXED Yes/No	
1																	
2																	
3																	
4																	
5																	
Number of appliances tested NEXT GAS SAFETY CHECK MUST BE CARRIED OUT WITHIN 12 MONTHS																	
This record is issued by: Signed Print Name: Date: 																	
Received on behalf of the Landlord/ Home Owner Signed Tenant/Agent/Landlord/Home Owner Date: 																	
Copies: White - Landlord/Agent/Home Owner Green - Installer Pink - Tenant																	

LANDLORD/HOME OWNER GAS SAFETY RECORD



Gas Engineer:
Gas Safe ID Card No:

Job No:

This inspection is for gas safety purposes only in accordance with The Gas Safety(Installation and Use) Regulations. Flues were inspected visually and checked for satisfactory evacuation of products of combustion. A detailed internal inspection of the flue integrity, construction and lining has not been carried out.

JOB ADDRESS	LANDLORD DETAILS (if applicable)	REGISTERED BUSINESS DETAILS
Name: Address: Tel No:	Name: Address: Tel No:	Company: Address: Tel No:

APPLIANCE DETAILS					INSPECTION DETAILS										
	Location	Appliance Type	Make	Model	Flue Type OF/RS/FL	Landlords Appliance YES/NO/NA	Appliance Inspected YES/NO	Combustion Analyser Reading (if applicable)	Operating Pressure mbar or Heat Input BTU/h or kW/h	Safety Device(s) Correct Operation YES/NO/NA	Ventilation Provision Satisfactory YES/NO	Visual Condition of Flue and Termination Satisfactory YES/NO/NA	Flue Performance Test PASS/FAIL/NA	Appliance Serviced YES/NO	Appliance Safe to Use
1															

DEFECT(S) IDENTIFIED	REMEDIAL ACTION TAKEN	Label and Warning Notice
1		P.V. Unit checked?
2		Mechanical Heat Recovery Unit Type?
3		
4		MVHR Filter Changed?
5		No of Smoke Alarms cleaned and tested
(State 'YES' or 'NO')	DECLARATIONS	No of CO Alarms cleaned and tested

Gas Installation Pipework Visual Inspection Satisfactory ☐
 Emergency Control Accessible ☐
 Satisfactory Gas Tightness Test ☐
 Equipotential Bonding Satisfactory ☐
 Number of Appliances Tested (State No.) ☐

Safety Record Issued By

Signed:

Print Name:

Date:

Signed:

Print Name:

Date:

Received By:

NEXT SERVICE CHECK DUE BEFORE

LANDLORD SOLID FUEL SAFETY RECORD

Reference Number		Tel: Number	
APPLIANCE		1	2
Location			
Type - Room heater/Hot Water Boiler/ Central Heater			
Make / Model			
Flue Type - Brick/Solid Liner/Pumped Liner			
Appliance Being Used		Yes No	Yes No
Type of Fuel Used			
INSPECTION			
Flue Swept		Yes No	Yes No
Appliance Cleaned		Yes No	Yes No
Flue Connection		Pass Fail	Pass Fail
Appliance seals		Pass Fail	Pass Fail
Door Alignment		Pass Fail	Pass Fail
Thermostat		Pass Fail	Pass Fail
Ventilation		Pass Fail	Pass Fail
Condition of Chimney Pot		Pass Fail	Pass Fail
Condition of Bird Cage		Pass Fail	Pass Fail
Test Undertaken		Pass Fail	Pass Fail
Smoke Draw Test		Pass Fail	Pass Fail
Core Test		Pass Fail N/A	Pass Fail N/A
Smoke Pressure Test		Pass Fail N/A	Pass Fail N/A
INSPECTION			
Appliance Safe		Yes No	Yes No
Notice Attached		Yes No	Yes No
Temp. Heater Left		Yes No	Yes No
Approximate Age			
Condition (Good 1~10 Poor)			

TENANT DETAILS	
Name	
Address	
Tel: Number	

LANDLORD DETAIL	
Name	
Address	
Tel: Number	
UNIT	RECTIFICATION WORK / PARTS REQUIRED BEFORE APPLIANCE USED
RECOMMEND/REPAIRS/IMPROVEMENTS TO BE PROGRAMMED	
URGENCY OF THESE WORKS LOW 1 - 5 HIGH	
1	2 3 4 5
FANS / SMOKE ALARMS / CO DETECTOR	
Extractor fans No. []	SATISFACTORY UNSATISFACTORY
Smoke Alarms No. []	
CO Detector No. []	
COMMENTS	

ENGINEERS SIGNATURE	TENANTS SIGNATURE
I can confirm I have serviced [/] No. of appliances	Report and Safety advice received by:
Name	Signature:
Signature	Print Name:
Date	



OFTEC REGISTERED TECHNICIAN'S FORM

Issue 1: January 2009

CD/12 landlord oil installation safety check

COMPLETE ALL THE UNSHADED AREAS

Tenant name and address

Tel

Landlord / Agent name and address

Tel

Appliance make	FIREBIRD	Model	C26	Serial No.	
Burner make	ALB	Model	2002.2	Type PJ / Vap(S) / Vap(P) / Wallflame	
Tank Type	Metal / Plastic / Bunded	Flue Type	CF / BF / LLD	Fuel Type	C2 / D / Biofuel (e.g. B10)

Schedule	Pass	Fail	Comments
Ventilation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Flue termination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Combustion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Safety controls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Oil storage / supply	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Comments / Observations The comments below may include advice on remedial work necessary to enable the installation to comply with the requirements of the Building Regulations, Control of Pollution and British Standards.

Test results It is important to keep a record of the combustion analysis results – if they have been carried out electronically a copy of the printout should be attached to all copies of this report.

Print out attached
YES ☒ NO ☐

Smoke No.	0	Draught	<input checked="" type="checkbox"/>	inWG / mmWG	CO ₂ 12.3 %	Flue gas temp.	61 °C
CO	14 ppm	Efficiency	98.3	Nett %	Gross %		

The information contained in this form relates to the condition and performance of the equipment during the technician's visit. It does not negate the need for the equipment to undergo full annual service in line with manufacturers' recommendations and requirements of BS 5410.

Is there any evidence that the equipment has been serviced within the last 12 months (e.g. CD/11 issued)? YES ☐ NO ☒

I acknowledge receipt of this oil installation safety check

Recipient's name (print)	ELIZ	KS	Recipient's status (e.g. tenant)	
Recipient's signature	Patricia		Date	6-10-14

Technician's details

Technician's name (print)		Technician's OFTEC Reg. No.	
Technician's signature		Date	6

Appendix C – WARNING / ADVICE NOTICE REPORT

Regin		WARNING/ADVICE NOTICE REPORT		Serial No: 55C0044352	
THIS NOTICE IS ISSUED FOR YOUR SAFETY Issued to comply with the current Gas Industry Unsafe Situations Procedure					
INSPECTION ADDRESS			REGISTERED BUSINESS DETAILS		
Name _____			Reg No: _____		
Address _____			Gas Engineer: _____		
_____			Gas Safe registered engineer No: _____		
_____			Company: _____		
Postcode _____			Address: _____		
Tel No. _____			_____		
Rented accommodation: YES <input type="checkbox"/> NO <input type="checkbox"/>			_____		
Date & Time of issue: _____			Postcode: _____ Tel No: _____		
Engineer's signature: _____			_____		
IMPORTANT SAFETY INFORMATION					
THE GAS APPLIANCE					
MAKE/ MODEL: _____		TYPE: _____		SERIAL No: _____	
LOCATION (position/room): _____					
AT THE ABOVE ADDRESS IS:					
<input type="checkbox"/> IMMEDIATELY DANGEROUS (ID) because: _____					
and,					
A. with your permission it has been disconnected from the GAS SUPPLY and a WARNING LABEL attached, or					
B. as you have refused to allow it to be made safe, a WARNING LABEL has been attached.					
NOTE:					
Gas Safe registered installers are required to report cases where they are refused permission to disconnect an IMMEDIATELY DANGEROUS gas installation to the Gas Emergency Service Call Centre (details on reverse) for natural gas or for LPG the Gas Supplier. All Gas Transporters provide a gas emergency service and are empowered under the Gas Safety (Rights of Entry) Regulations to visit properties and disconnect unsafe gas appliances/installations.					
<input type="checkbox"/> AT RISK (AR) because: _____					
and has been turned off and a WARNING LABEL affixed.					
OR IN THE EVENT OF A:					
<input type="checkbox"/> or GAS ESCAPE					
An escape of gas has been found on the installation and the gas supply has been turned off and disconnected.					
'IMMEDIATELY DANGEROUS' AND 'AT RISK' GAS APPLIANCES/INSTALLATIONS SHOULD NOT BE USED					
THE GAS INSTALLATION PIPEWORK/GAS APPLIANCE (delete as appropriate)					
Make/Model: _____		Type: _____		Serial No: _____	
Location (Room/Position): _____					
<input type="checkbox"/> IS NOT TO CURRENT STANDARDS (NCS) reason: _____					
The installation/appliance is currently operating safely and does NOT constitute either an 'Immediately Dangerous' or 'At Risk' situation. The defect(s) do not present a gas safety danger at this time. However, in the interests of safety, it is recommended that the installation is upgraded to current requirements.					
CUSTOMER'S ACKNOWLEDGEMENT					
I acknowledge receipt of this Warning/Advice Notice in connection with the safety of this installation. I confirm that I understand that the use of an 'IMMEDIATELY DANGEROUS' or 'AT RISK' appliance and or installation could present a hazard and could place me in breach of the Gas Safety (Installation & Use) Regulations					
Signed _____		Print name _____		Date: _____	

Appendix D

SAFETY WARNING		
This gas appliance/installation has been classified:		
AT RISK		
The gas appliance/installation is UNSAFE and has been turned off for YOUR SAFETY. It must not be turned back on until a competent gas operative has carried out remedial work on the gas appliance/installation to render it safe to use. It is an offence to continue using an unsafe gas appliance/installation under THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS.		
DO NOT REMOVE THIS LABEL		
Gas Operative Name/Tel No:	Registration No:	REGP37
Brief Description of Fault:	Date:	Regin
		5 060026 575628

REGP15	
Regin	5 060026 570753
IMPORTANT FOR YOUR SAFETY	
The compartment door should remain CLOSED at all times, except for access.	
This compartment MUST NOT be used for storage, drying or airing, unless there is a purpose-built partition dividing the appliance from stored items.	
DO NOT block or restrict any air grilles or louvres in the walls, door, floor or ceiling of this cupboard/compartment.	
Engineer's Name	

Regin	
REGP30	
WARNING	
THIS APPLIANCE/INSTALLATION HAS BEEN CLASSIFIED IMMEDIATELY DANGEROUS - DO NOT USE!	
The gas appliance/installation is dangerous and has been disconnected for YOUR SAFETY. It must not be reconnected until a competent gas operative has carried out remedial work on the gas appliance/ installation to render it safe to use. It is an offence to continue using an unsafe gas appliance/installation under THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS.	
DO NOT REMOVE THIS LABEL	
COMPETENT GAS OPERATIVE: If this gas appliance/installation has led to a fatal/major injury (RIDDOR 6(1) reportable) it may be subject to an HSE/Suppliers investigation. Contact the local HSE Office and/or Gas Supplier before assessing and/or repairing this gas appliance/installation.	
Description of findings:	
Gas Operative's Name:	
Tel. No: Date:	
ID Card Licence No:	
5 060026 570784	

Appendix E – Gas, Oil & Solid Fuel Servicing Performance Management

The performance of Gas & Solid Fuel Servicing is a priority indicator for the Vale of Glamorgan Council – It is a measurement of the service and its progress is essential to guarantee legislative requirements are being achieved.

The definitions below are provided to ensure performance of the service is measured consistently and provides an accurate evaluation of performance:

Ref	
	Proportion of properties with a valid CP12 / LOSR / LSFSR
	<p>This is the percentage of properties which have a valid CP12/ LSFSR / LOSR safety certificate divided by the number of properties where a gas, oil or solid fuel installation is present. The percentage can be run at any time for information purposes; however, the reported figure for any one month shall be calculated on data entered on the last day of every calendar month. The figure shall include all properties regardless of tenure status, where a 'live' gas service enters the property.</p> <p style="text-align: right;">Solid fuel Annual Target = 100% Gas Annual Target = 100% Oil Annual Target = 100%</p>
	Number of Properties without a Valid CP12/ LOSR / LSFSR
	<p>This is the number of properties where it has not been possible to issue or renew the CP12 / LOSR / LSFSR safety certificate. This should include all properties where a live service enters the property, regardless of status.</p> <p style="text-align: right;">Monthly Gas Target = <10 Monthly Solid Fuel & Oil = <5</p>
	Proportion of CP12s issued within anniversary date
	<p>This is the percentage of properties where the new CP12/ LOSR / LSFSR safety certificate divided by the number of properties where gas, oil, or solid fuel installation is present.</p> <p style="text-align: right;">Monthly Gas Target = >99.65% Monthly Solid Fuel Target= >95% Monthly Oil Target = >95%</p>



Gas Safety Access Procedure (Issue A)

1. Objective

To gain access to a Vale of Glamorgan Council (VOGC) rented property for the purpose of inspecting/servicing Council owned gas appliances within the prescribed 12 month period, including where access has been refused or where the tenant fails to keep appointments. (Ref: Gas, Oil, and Solid Fuel Safety and Servicing Policy)

2. Introduction

- Under Section II (6) of the Landlord and Tenant Act 1985 the Landlord has the right to enter a tenant's home both to inspect for repairs & carry out necessary work. (Tenancy Agreement Para 4.18)
- At least 24 hours' notice should be given and a convenient time of the day arranged for doing the work (except in an emergency).
- The tenant's right of exclusive possession means that it is TRESPASS for the Landlord to enter the property unless either the tenant has agreed or a court order has been granted; this applies even in an emergency.

3. Gas Safety Regulations 2010 (Gas Servicing Contract)

3.1 Legislation, regulations and compliance

- Gas Safety (Installation and Use) Regulations 1998.
- Gas Safety (Management) Regulations 1996.
- The Landlord and Tenant Act 1985.
- Health and Safety at Work etc. Act 1974.
- BS 5440 Part 1: Flues
- BS 5440 Part 2: Ventilation
- BS 5864 Domestic gas fired ducted air heaters
- BS 5871 Part 1. Gas fires convector heaters and fire/back boilers
- BS 5871 Part 2 Inset live fuel effect gas fires
- BS 5871 Part 3 Decorative fuel effect gas fires
- BS 6892 Installation of low-pressure gas pipe work
- BS 6798 Installation of gas fired hot water boilers
- Keystone Vale of Glamorgan KSI Gas Safety Check ref VI.3.vsd

3.2 Initial Action by Vale of Glamorgan Council (VOGC)

- 3.2.1 VI.3.vsd Process Map Ref: 000 VOVC to hand HEATFORCE a spread sheet containing a list of priorities of the council properties that are in need of servicing/inspection.**

3.3 Initial Action by (Appendix 10a & 10b)

3.3.1 VI.3.vsd Process Map Ref: 010 _____ **to send spread sheet to VOGC regarding entry to property.** _____ are to send a **Stage 1** letter (**Appendix 1**) to all tenants with a proposed gas inspection/servicing first appointment date giving the option for tenants to rearrange/agree an alternative appointment. Tenants must give a **Minimum Notice of 10 Working Days. Stage 1** letters are to be sent out to the tenants at least two weeks prior to the proposed gas servicing appointment date.

3.3.2 VI.3.vsd Process Map Ref: 010 | _____ will deal directly with tenants; contact them by making and/or receiving telephone calls and agreeing/making alternative appointments with those tenants who have responded to the **Stage 1** letter.

3.3.3 VI.3.vsd Process Map Ref: 010 _____ to leave a no access/second appointment card (**Appendix 3**) at the tenants property who have failed to allow access or have not responded to the **Stage 1** letter.

3.3.4 VI.3.vsd Process Map Ref: 110 _____ **send spread sheet back to VOGC outlining No Access to property.** _____ are to send a **Stage 2** letter (**Appendix 2**) to all tenants with a proposed gas inspection/servicing appointment date giving the option for tenants to rearrange/agree an alternative appointment. Tenants must give a **Minimum Notice of 5 Working Days but not exceeding 15 Working Days.**

3.3.5 VI.3.vsd Process Map Ref: 110 | _____ **MUST attend on the appointed time/date, as failure to do so will result in complaints being received by the VOGC and deterioration in overall performance provided by VOGC.** _____ service engineers are to immediately contact/ring their service desk/ office when in attendance outside the property to validate/record "Contractor" time of attendance/etc.

3.3.6 VI.3.vsd Process Map Ref: 110 Failure to gain access at this **Stage 2** appointment requires _____ to leave another no access/third appointment card (**Appendix 3**) advising the tenant to contact them in order to arrange/agree an alternative appointment by making and/or receiving telephone calls from the tenant.

At this stage _____ (and a member of the VOGC Compliance Team) **will attempt to make contact with the tenant via telephone and text.**

3.3.7 | _____ must inform the appropriate VOGC Housing Management Team immediately following two failed appointments reported "electronically" followed by hard evidence of the two failed appointments, as follows:

- Hardcopy evidence of all letters and appointment cards left or sent to the tenant/property by _____ including evidence of one and two way communication with the tenant.

3.4 Action by the VOGC Housing Management Team (Appendix 10c & 10d)

- 3.4.1 Failure to gain access at this stage (Para 3.4) or receive or make contact with the tenant will result in the VOGC Housing Management Team issuing a **Stage 3** final appointment letter to be hand delivered by the Housing Management Team (**Appendix 4**) *VI.3.vsd*
Process Map Ref: 140 to 160 VOGC advising the tenant that a gas inspection/servicing appointment has been arranged with _____ gas engineer.

The process set out at Appendix 10c will commence at this stage with the aim of ensuring an early solution, preventing the need for legal action.

Failure to agree/or satisfactorily rearrange the appointment by the tenant will initiate legal proceedings, leading to court action, cutting of the gas supply (**Appendix 5**) and subsequent costs to the tenant.

- 3.4.2 The VOGC Housing Management Team are to identify and produce a document case file for those tenants that have had three failed _____ appointments. Each file is to be uniquely identified and developed in support of possible legal proceedings/action, as a result of a breach of the tenancy agreement by the tenant. The document case file is to contain the following:

- Hardcopy completed Standard Instruction Sheet (**SIS**) (**Appendix 6**) including chronology of events, (**Appendix 8 for example**) document case file check list of required enclosures, (**Appendix 7**) to be sent to the VOGC legal department in support of legal proceedings. The SIS should be categorised as urgent.
- Hardcopy evidence of all letters and appointment cards left at /or sent to the tenant/ property by _____
- Evidence of one and/or two way communications to the tenant by _____
- Hardcopy evidence of the **Stage 3** letter (**Appendix 4**) sent to the tenant/property by the VOGC Housing Management Team.
- Hardcopy evidence of the joint letter from _____ and the VOGC (**Appendix 5**) informing the resident that the gas supply has been capped (if/when applicable) as a result of the engineer from _____ being unable to access the residents property.
- Evidence of one and/or two way communications with the tenant by the VOGC Housing Management Team.
- Hardcopy evidence of relevant property information and associated details i.e. OHMS data/flags and Keystone Database, as applicable.
- Vulnerability Checklist/Assessment Form (**Appendix 9**)
- All relevant historic/background information from other VOG services, including information from tenants family, neighbours, mitigating circumstance and confirmation of checks identified in (Para 3.4.3)
-
- The SIS should contain the financial code required by legal officers for court costs; 407101 & 42043.

The Housing Management Team must ensure they have exhausted all attempts identified here-on to make contact with the tenant in order to gain access to the tenant's property.

The target for completing these checks is ten working days.

3.4.3 Having failed all attempts to gain access to the property and completion of vulnerability checks. Providing the gas meter is accessible and following follow-up calls, are to cap the meter leaving a notification letter. **(Appendix 5)** **Note: The primary aim is on compliance and service delivery and that capping should be limited to summer months.**

VI.3.vsd Process Map Ref: 310

If the gas meter is not accessible to | , a hardcopy of the contents of the document case file (Para 3.4.2) is to be passed to the legal team/department for their information and appropriate action.

Before initiating legal proceedings

The Housing Management Team who have not been able to contact tenants, or have received no reply to **Stage 3** letter **(Appendix 4)**, are to double check the following:

1. VI.3.vsd Process Map Ref: 200

Is the property void and in compliance?

2. VI.3.vsd Process Map Ref: 210

Is there a Vale Community Alarm contact/Warden?

(If YES, attempt to make an appointment through VCAS)

3. VI.3.vsd Process Map Ref: 220

Are there other Housing Support Contacts?

(If YES, attempt to make an appointment through Housing Support)

4. VI.3.vsd Process Map Ref: 230

Are there other service appointments or WHQS works within 2 weeks?

(If YES, attempt to make an appointment through other services or WHQS)

If YES to any of the above, notify to synchronise visit.

3.5 Action by the VOGC Legal Team - Appendix 10d

On receipt of property document file (3.4.2) from Housing Officers

3.5.1 The Legal Team will carry out the following actions on receipt of an SIS:

- I. Review evidence supplied by the department. Consider if there is sufficient evidence to support proceedings and ask for further information as appropriate;
- II. Provide advice on the evidence supplied and whether or not the matter is at a point where Court proceedings can be pursued and/or consider any issues peculiar to the matter which require further work or additional legal advice;

- III. On the basis that the initial assessment indicated there is sufficient evidence for the Council to proceed, the Legal Team will send the tenant a 'letter before claim' type correspondence warning that if no appointment is made legal proceedings will be issued. The tenant will be given 7 days to arrange an appointment.
- IV. The department to update the Legal Team after 7 days of the letter being sent to confirm if an appointment has been made.
- V. If the tenant fails to arrange an appointment, proceedings will be drafted by the Legal Team. This will include completing necessary court forms for the proceedings to be lodged at Court. These forms will be sent to the department for review to check the details are accurate before sending to the Court. It is the department's responsibility to ensure that the Court forms are factually accurate.
- VI. Once the forms are returned to the Legal Team and are in a finalised format, they will be sent to the Court and the Court will then process the forms and allocate a date for hearing the matter. Court fees may be payable dependent upon the Court process being utilised and these are payable by the department. Details of such costs will be provided to the department at the same time as the draft Court papers are sent for approval. It will be for the department to provide a financial charging code to the Legal Team for such fees to be allocated to.
- VII. Notice of the Court date for hearing the matter will be provided to the Council and it may be necessary for further preparatory work to be undertaken at this stage. For example an officer from the department may need to attend the hearing as a witness to explain what has happened and why the Council found it necessary to issue proceedings. The Legal Team will provide advice in regards to this as appropriate within the processes being utilised.
- VIII. At the hearing, the Council will be represented by a Legal Representative and an officer from the department may also need to be in attendance. The Court will consider the information before it and determine whether or not the Council should be given access to the Property. The tenant, if not in attendance, at the hearing, will be notified of the outcome of the hearing.

The process explained above is given in generic terms because each matter will be case specific and dependent upon its own circumstances. The length of time the process takes will be dependent upon the own circumstances. The Legal Team will provide advice in relation to this at the commencement of the Court process and throughout the process. It is important to seek advice from the Legal Team as soon as possible.

Stage 1 Letter - Appendix 1



***The Tenants Address
Date of Letter***

Dear Tenant
Re: Landlords Safety Check.

Your appliances need to be checked for safety every year. The Vale of Glamorgan Council has employed _____ to service your appliances for them.

The safety check is important because:-

- It ensures your appliances are working safely.
- It ensures your appliances are working efficiently.
- As your Landlord, the Council have a legal responsibility to ensure they are checked annually.

Our service engineer will be calling at your home on ***Proposed Appointment Date***. If you are not likely to be at home on this day, or prefer a different time please contact the _____ on _____ . They will arrange a convenient date and time to call and carry out this work.

Please note that these safety checks are in the interest of your safety and are completely free, you will not be charged for this service.

Carbon Monoxide which can be produced by faulty appliances is colourless, tasteless and odourless and can KILL!

Your co-operation for this essential safety check to take place would be greatly appreciated.

Please be aware of bogus visitors to your home. All workers employed on behalf of _____ carry identification cards; please ensure that you check the identity of anybody calling at your home before you let them in. If you are in any doubt, take the name of the person calling and contact _____) before allowing access.

Yours faithfully
Service Co-ordinator

Correspondence is welcome in Welsh or English / Croesawir Gohebiaeth yn y Gymraeg neu yn Saesnog

You can ask for this document in other formats, for example larger font.

Stage 2 Letter- Appendix 2



The Tenant Address

Date of Letter

2nd APPOINTMENT FOR SERVICING

Dear Tenant

Re: Landlords Safety Check.

called at your home on a previously agreed date and were not been able to gain access. For your safety it is important that they gain access on this occasion. Failure to comply with this appointment will result in Vale of Glamorgan Council taking further action against you to gain access to your home.

Your Appliances need to be checked for safety every year. The Vale of Glamorgan Council has employed [] to service your appliances.

The safety check is important because:-

- It ensures your appliances are working safely.
- It ensures your appliances are working efficiently.
- As your Landlord, the Vale of Glamorgan Council have a legal responsibility to ensure they are checked annually.

The service engineer will be calling at your home on **Proposed Appointment Date**

If you are not likely to be at home on this day, or prefer a different time please contact the []. We will arrange a convenient date and time for us to call and carry out this work.

Please note that these safety checks are in the interest of your safety and are completely free, you will not be charged for this service.

Carbon Monoxide which can be produced by faulty appliances is colourless, tasteless and odourless and can KILL!

Your co-operation for this essential safety check to take place would be greatly appreciated.

Please be aware of bogus visitors to your home. All workers employed on behalf of [] carry identification cards; please ensure that you check the identity of anybody calling at your home before you let them in. If you are in any doubt, take the name of the person calling and contact the [] before allowing access.

Yours Sincerely

Service Co-Ordinator

Correspondence is welcome in Welsh or English / Croesawir Gohebiaeth yn y Gymraeg neu yn Saesneg

You can ask for this document in other formats, for example larger font.

No Access/Appointment Card - Appendix 3

Our engineer called on.....

To.....

As we were unable to gain access, would you please
telephone us before 5.00 p.m. to arrange a new appointment.

Stage 3 Letter- Appendix 4

Date/Dyddiad
Ask for/Gofynwch am
Telephone/Rhif ffôn
Fax/Ffacs
Your Ref/Eich Cyf
My Ref/Cyf
e-mail/e-bost

@valeofglamorgan.gov.uk

The Vale of Glamorgan Council
The Alps, Wenvoe CF5 6AA

Cyngor Bro Morgannwg
Yr Alpau, Gwenfô CF5 6AA

www.valeofglamorgan.gov.uk
www.bromorgannwg.gov.uk



Barry
Vale of Glamorgan
CF62



Dear Sir/Madam,

Re:- URGENT - Uncompleted Annual Gas Service

Our records show that the annual gas service has not been carried out at your property as our appointed contractors have failed to gain access on two separate occasions.

We have a legal obligation to undertake this work and if it is not done the safety of all occupants within the property and the surrounding properties are put at risk.

An appointment has been made for our heating engineer to call on:

If there is no credit on your gas and electric meters the engineer will cap the gas supply until you purchase credit to enable the full service to be completed.

One of the conditions in your tenancy agreement states that you must allow voluntary access to the property for essential maintenance work. To date you have breached these tenancy conditions.

Failure to allow access on the above date will result in an injunction application being made to court to gain entry to your property in order to undertake this essential service. This will have an application fee of £280.00 which you will be liable for and you will be invoiced accordingly. You will have no further contact until this court date has been obtained.

I trust I will have your full co-operation in this instance.

Yours sincerely

Neighbourhood Manager

Notification to Cap Gas Supply Letter - Appendix 5



Dear Resident.

Please note that your gas supply has been capped as a result of our engineer being unable to access your property again today to service your gas appliances. This measure has been sanctioned by the Vale of Glamorgan Council following the letter of notification posted by the Council's Housing department within the last 2 weeks. You will require a minimum of 24 hours' notice to recall to your property and will only reinstate the gas supply on the following conditions:

- 1. Access is granted to undertake the service of all Council owned gas appliances.*
- 2. There is sufficient credit on the meter to enable a gas service to be undertaken.*

Please call us on 029 20752140 to arrange your recall appointment

Yours Sincerely

Service Coordinator

Correspondence is welcome in Welsh or English / Croesawir Gohebiaeth yn y Gymraeg neu yn Saesnog

You can ask for this document in other formats, for example larger font.

Standard Instruction Sheet (SIS) - Appendix 6

STANDARD INSTRUCTION SHEET (SIS)

Instructing Officer		Contact No.	
Your Reference			

Are your instructions on behalf of another client department/section	YES / NO
--	----------

Instructing Department

(Please identify the instructing department from list)

Development Services	Learning and Skills	Resources	Social Services	Visible and Housing Services
Choose an item.	Choose an item.	Choose an item.	Choose an item.	Building Services

Is your instruction part of a project for which external funding has been made available?	YES / NO
Name of Project/Team Leader	Christopher Price – Housing Capital Projects Manager

Relevant Minute (copy attached)/Committee Report (copy attached)/Delegated Authority (copy attached)
--

Priority Rating: URGENT
Reason for urgent priority:

Instruction Details			
Brief history of case / see attached memorandum (delete as necessary):			
Cuddy undertook works at Youlden Houyse which was not completed correctly. It caused the incident to be reported to the HSE and boiler to be replaced along with items of clothing of a subcontractor CASA..			
Is a meeting with a Legal Officer required for this case?	(Please mark as appropriate)	YES	NO
Additional Papers Attached?	(Please mark as appropriate)	YES	

Desired Result	
Any acceptable alternative result:	
Name of Legal Officers Previously consulted or advised on the matter	
Does the matter relate to any other matters dealt with by Legal Services?	
Relevant Legal Officer	

Legal Services Use Only

Date Received		Date Commenced	
Legal Officer		Date Completed	
What Time scale for completion of this instruction has been			

Document Case File: Checklist - Appendix 7

Property File Reference: UPRN
Document Case File: CHECK LIST



Name:

Post

Document / Enclosure	Reference: VOGC Gas Safety Procedure		
	Appendix No	Enclosure No	Mandatory
Standard Instruction Sheet (SIS)	6		Yes
Chronology of events (refer/amend example)	8		Yes
I letters and appointment cards (Stages 1 and 2)	1, 2 & 3		Yes
Other : tenant communication			
VOGC Housing letter (Stage 3)	4		Yes
I : gas supply capped letter	5		
Other VOGC Housing communication, calling cards including file notes			
OHMS information			
Vulnerability Checklist/Assessment	9		Yes
Tenant mitigating circumstances			
Property void and in compliance			
Vale Community Alarm contact			
Other contacts; social services, neighbours and family members			
Recent and /or imminent VOGC WHQS service appointments (within 2 weeks)			
Other recent/ imminent appointments			

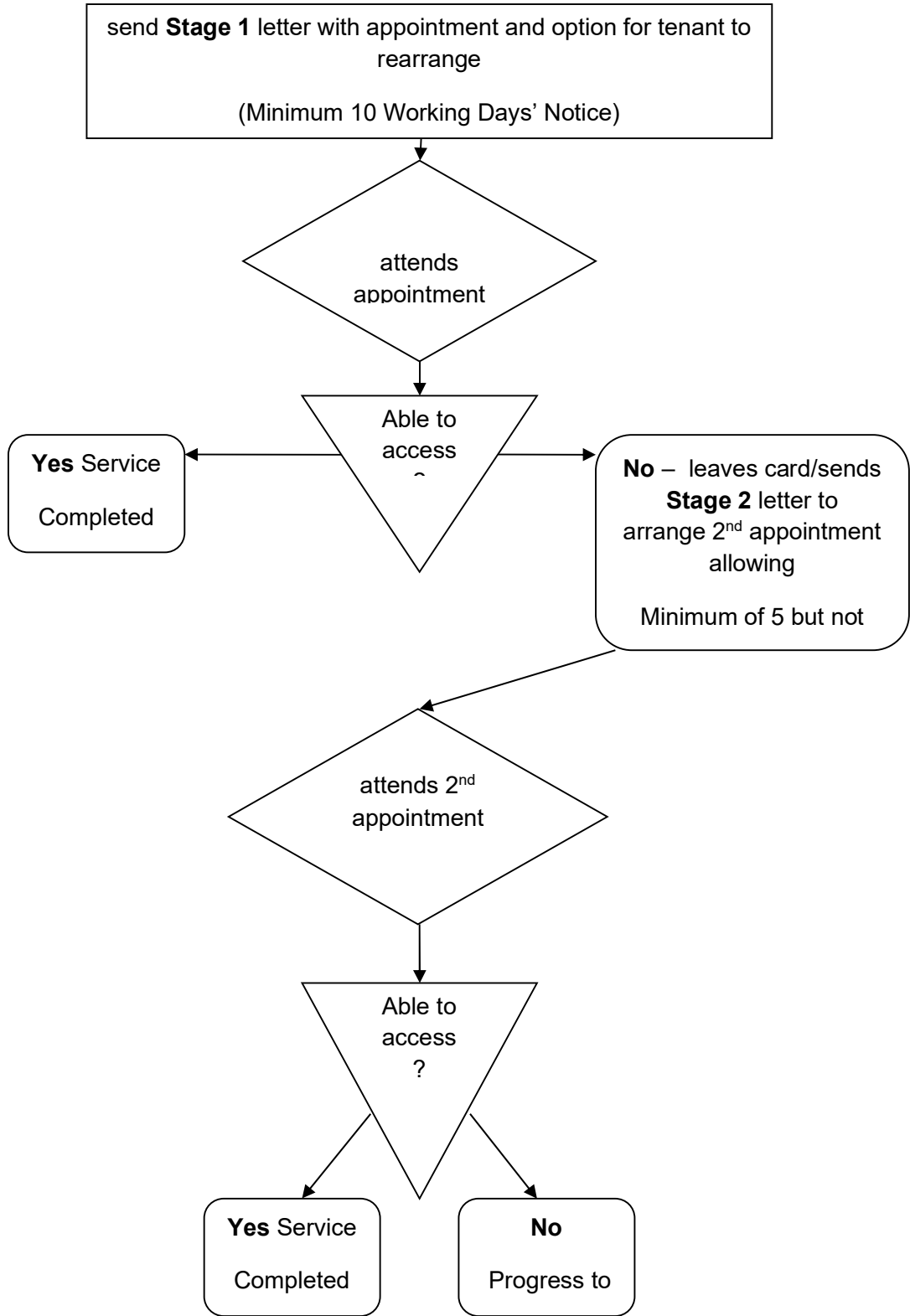
Chronology of Events Example - Appendix 8

DATE	EVENT
1 June 2013	Boiler was serviced whilst property was void.
24 June 2013	P Son and A Nother signed an introductory tenancy at the tenants address.
24 March 2014	A Stage 1 letter was sent from [redacted] to arrange an appointment for boiler to be serviced on 10 April 2014.
10 April 2014	A Heating Engineer from [redacted] arrived at the address to service the boiler but was unable to gain access due to no answer. No Access/ 2 nd Appointment Card was left by Engineer.
11 April 2014	A Stage 2 letter was sent from [redacted] to rearrange the missed appointment for 29 April 2014.
29 April 2014	A Heating Engineer from [redacted] called at the property to try and gain entry and service the boiler but was unable to gain access again. A second No Access/Appointment Card was left.
22 May 2014	A Heating Engineer from [redacted] called at the property to try to gain entry and service the boiler but was unable to gain access. A 3 rd No Access/Appointment Card was left.
18 July 2014	A Stage 3 letter was hand delivered by Housing Officer arranging a 3 rd appointment for Monday 28 th July. The letter was posted through the door as there was no answer. This letter advised that if we could not gain access we would begin legal proceedings to gain access.
13 August 2014	A Housing Officer and the Housing Assistant called to the property due to welfare concerns as A Bloke had been arrested for domestic abuse. P son's dad was at the property and would not allow entry or discuss where P Son was. Dad was advised of the importance of the service but advised that no one would be able to enter; a Daughter was not in the right place.
20 August 2014	Two Housing Officers attended the property however there was no answer from the tenant and a calling card was left requesting urgent contact re: gas servicing.
10 September 2014	A Housing Officer contacted children social services to try and contact P Son. Social service arranged an appointment and advised they would contact P Son and reiterate the urgency and importance of the Gas Servicing/Inspection appointment...
11 September 2014	A Housing Officer emailed [redacted] and the Housing Compliance Manager to confirm another appointment and also sent a 2 nd (3rd Stage) warning letter advising that the [redacted] appointment would be on Tuesday 16 September at 10 am.
16 September 2014	A Gas Service Engineer from [redacted] attended the property to service the boiler as arranged by the tenant. There was no answer at the property, a no access/appointment card was left and the Housing Officer/Assistant was informed ASAP
29 September 2014	SIS and completed document case file sent to legal

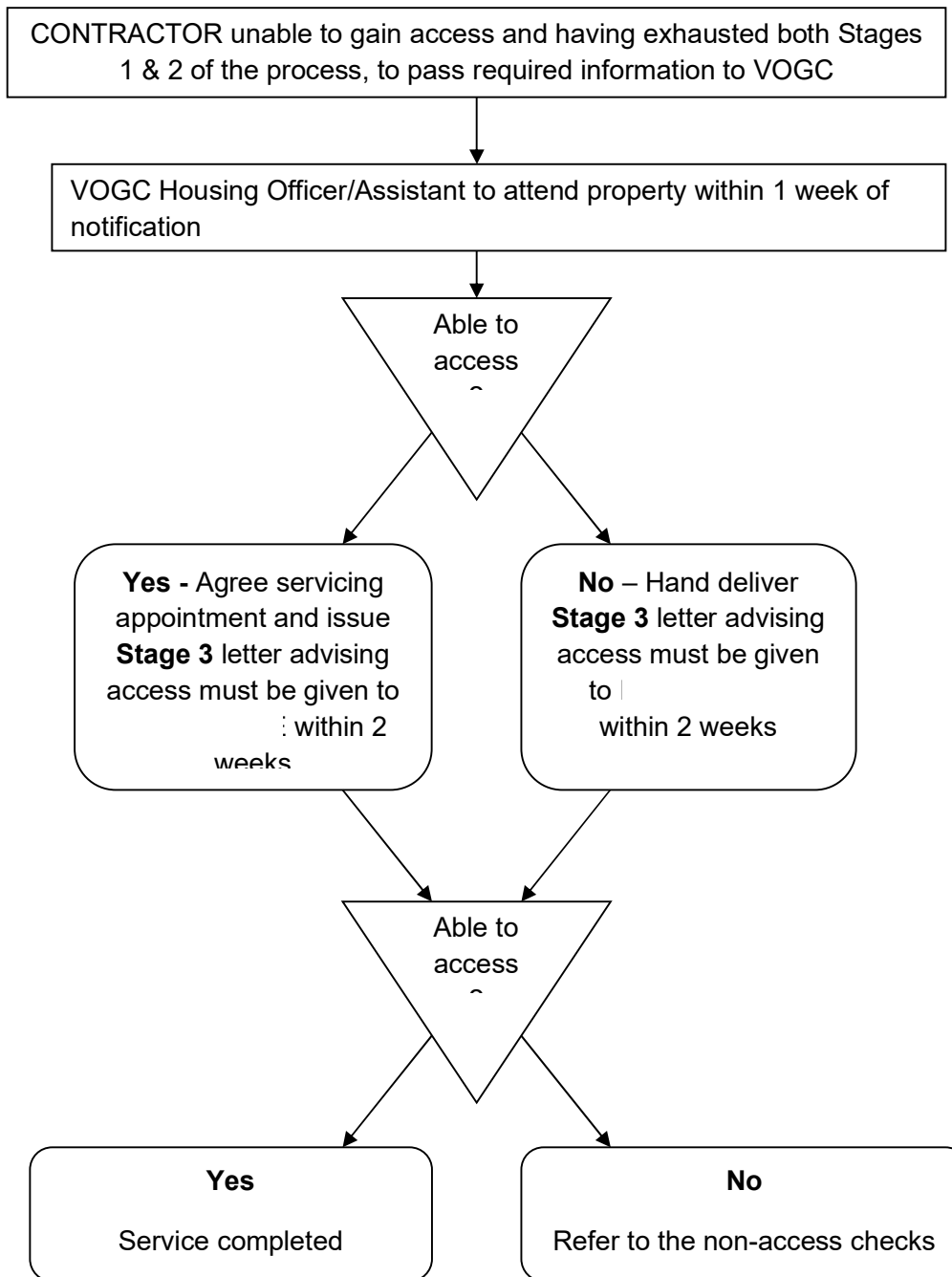
Vulnerability Checklist/Assessment - Appendix 9

Protected Characteristics-Groups	Comment (enclose/attach details as required)
Age:	
Disability: <ul style="list-style-type: none">• deafness• slow to door• blindness	
Health: <ul style="list-style-type: none">• physical• mental• impairment	
Race/ethnicity:	
Religion: e.g. will not receive male visitors	
Communication: <ul style="list-style-type: none">• Large print• Braille	
Communication: <ul style="list-style-type: none">• literacy• non-English speaking	

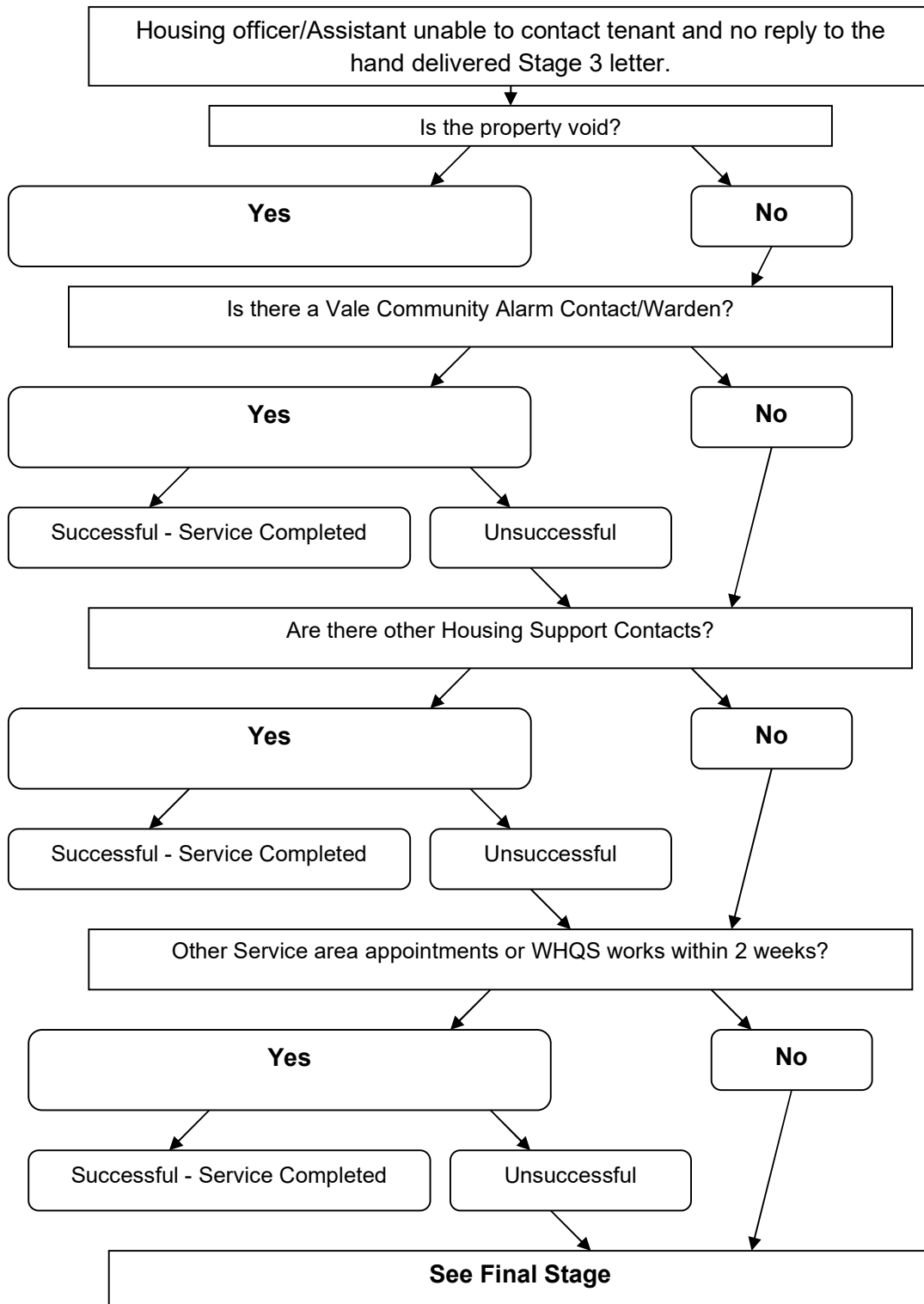
Appointment and Access Process (Stages 1 &2) Appendix 10a



Appointment and Access Process (Stage 3) – Appendix 10b



Appointment and (No Access) Process – Appendix 10c



Appointment and (No Access) Process – Appendix 10d

Final Stage

