

THE VALE OF GLAMORGAN COUNCIL

HOMES AND SAFE COMMUNITIES SCRUTINY COMMITTEE: 16<sup>TH</sup> JULY, 2019

REFERENCE FROM CABINET: 17<sup>TH</sup> JUNE, 2019

**“C12 HOUSING COMPLIANCE POLICY REVIEW (HBS) (HOMES AND SAFE COMMUNITIES SCRUTINY COMMITTEE) –**

The Housing Compliance policies were first presented to Cabinet in October 2016 and subsequently adopted by the service following referral to the Homes and Safe Communities Scrutiny Committee.

It had been over two years since these policies were drafted and there had been a number of changes to the legislation and standards which now needed reflecting in these policies. Consequently they had been revised and were presented to Cabinet for consideration.

Additionally, the report contained information on the performance of the Housing and Building Services in execution of these policies which was for noting.

The Cabinet Member for Housing and Building Services referred to paragraph 2.10 of the report, which highlighted that performance for Electrical Compliance of the housing stock was just short of 100%. She added that the Council was on track to achieve 100% by the end of the year.

This was a matter for Executive decision

Cabinet, having considered the report and all the issues and implications contained therein

RESOLVED –

(1) T H A T the revised Housing Compliance Policies attached at Appendix:

- A - Council Housing Fire Risk Management Strategy,
- B - Council Housing Legionella Management Plan and Policy,
- C - Council Housing Electrical Compliance Policy,
- D - Council Housing Gas, Oil, and Solid Fuel - Safety and Servicing Policy

be approved in principle.

(2) T H A T the revised Housing Compliance Policies attached at Appendices A, B, C and D be referred to the Homes and Safe Communities Scrutiny Committee for consideration.

(3) T H A T the drafts and any comments received be returned to Cabinet for final approval.

(4) T H A T the performance of the Housing Compliance activity in relation to the areas covered by the Housing Compliance Policies be noted.

Reasons for decisions

(1) To agree the revisions to the Housing Compliance Policies in principle.

(2) To provide the Homes and Safe Communities Scrutiny Committee opportunity to review the updates to the Housing Compliance policies.

(3) To approve the draft policies for Housing compliance to ensure Housing and Building Services have clear and appropriate guidance to ensure the service continues to safeguard tenants and improve its service standards.

(4) To update Cabinet on the performance of the Housing Compliance team in relation to maintaining a safe Council Housing stock for its tenants.”

Attached as Appendix - Report to Cabinet: 17<sup>th</sup> June, 2019

|   |   |
|---|---|
| Meeting of:   | <b>Cabinet</b>  |
| Date of Meeting:  | <b>Monday, 17 June 2019</b>   |
| Relevant Scrutiny Committee:  | Homes and Safe Communities  |
| Report Title:   | Housing Compliance Policy Review  |
| Purpose of Report:  | To present the updated Housing Compliance policies to Cabinet for consideration and to note the current performance levels of the service following introduction of the Compliance Policies |
| Report Owner:   | Cabinet Member for Housing and Building Services  |
| Responsible Officer:  | Miles Punter - Director of Environment and Housing Services   |
| Elected Member and Officer Consultation:  | Cabinet Member for Housing and Building Services<br>Accountant - Housing<br>Head of Housing and Building Services<br>Legal Services - Committee Reports                                     |
| Policy Framework:   | This report is a matter for Executive decision  |
| <p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• The Housing Compliance policies were first presented to Cabinet in October 2016 and subsequently adopted by the service following referral to the Homes and Safe Communities Scrutiny Committee.</li> <li>• It has been over two years since these policies were drafted and there have been a number of changes to the legislation and standards which now need reflecting in these policies. Consequently they have been revised and are presented to Cabinet for consideration.</li> <li>• Additionally, the report contains information on the performance of the Housing and Building Services in execution of these policies which is for noting.</li> </ul> |   |

## **Recommendations**

1. That Cabinet approves in principle the revised Housing Compliance Policies attached at appendix:
  - A - Council Housing Fire Risk Management Strategy,
  - B - Council Housing Legionella Management Plan and Policy,
  - C - Council Housing Electrical Compliance Policy,
  - D - Council Housing Gas, Oil, and Solid Fuel - Safety and Servicing Policy
2. That Cabinet refers the revised Housing Compliance Policies attached at appendix A,B,C and D to the Homes and Safe Communities Scrutiny Committee for consideration.
3. That the drafts and any comments received are returned to Cabinet for final approval.
4. That Cabinet notes the performance of the Housing Compliance activity in relation to the areas covered by the Housing Compliance Policies.

## **Reasons for Recommendations**

1. To agree the revisions to the Housing Compliance Policies in principle.
2. To provide the Homes and Safe Communities Scrutiny Committee opportunity to review the updates to the Housing Compliance policies.
3. To approve the draft policies for Housing compliance to ensure Housing and Building Services have clear and appropriate guidance to ensure the service continues to safeguard tenants and improve its service standards.
4. To update Cabinet on the performance of the Housing Compliance team in relation to maintaining a safe Council Housing stock for its tenants.

## **1. Background**

- 1.1 The current version of the Housing Compliance policies were introduced in October 2016 (minute C3352) and have now been updated to reflect changes in legislation made since this date.
- 1.2 The Housing Compliance team has a dedicated resource to review and monitor the compliance status of all the Council's Housing stock and manage a number of framework contracts in delivery of the inspection, servicing and maintenance of the stock. All documentation relating to the servicing, inspection and maintenance is entered into the Housing Asset Database to ensure a full auditable trail through individual property history files.

## 2. Key Issues for Consideration

- 2.1** The Housing Compliance Policies have served the Housing team well and no major changes have been found necessary to the documentation other than an update on the legislation. However, the Fire Risk Management Strategy has been improved to reflect growing concerns regarding risk management in relation to fire safety in flats and shared accommodation.
- 2.2** There have been no legislative amendments as yet in relation to the legislation affecting the Council Housing Fire Risk Management Strategy, provided at appendix A. It is likely, following the outcome of the Grenfell Tower enquiry, further legislative changes will be made to fire safety in flats and whilst these are unlikely to provide any significant impact on low rise flats, the Council's policy does not propose to make any significant changes in these areas until the Government releases new legislation. This is to ensure finite financial resources can be targeted into the most appropriate response.
- 2.3** However, this strategy has been amended to reflect the increased concerns regarding fire safety in flats and sheltered accommodation. Following the concerns regarding buildings which have communal access and common escape routes, Housing and Building Services recognise the need to improve fire safety for properties where individual families share the same escape route. Consequently, the Council Housing Fire Risk Management Strategy, now seeks to improve fire management in such buildings and where improvement works are being considered works are proposed which exceed the current statutory requirements.
- 2.4** Examples of exceeding the current fire requirements for buildings have included additional fire stopping in flats where External Wall Insulation is being fitted, improved fire detection systems and a sprinkler system to the six storey block at Awbery House in Barry.
- 2.5** As a result of the implementation of the current policy significant monitoring has now been established to ensure regular monthly site inspections are taking place at all buildings with communal access.
- 2.6** The current performance for fire safety is presented in the table below and shows 100% compliance with no change from the start of the policy.

| Compliance Fire Safety:          | Target % | Sep-16 | Mar-19 |
|----------------------------------|----------|--------|--------|
| % up to date Communal Area FRA's | 98.5%<   | 100    | 100    |
| %High Risk                       | 98.5%<   | 100    | 100    |
| %Medium Risk                     | 98.5%<   | 100    | 100    |
| %Low Risk                        | 98.5%<   | 100    | 100    |

**2.7** The Council Housing Legionella Management Plan and Policy has been updated with the latest British Standard (BS 8558:2015). No other changes are considered necessary.

**2.8** The current performance for Legionella is presented in the table below and shows 87.5% compliance for Legionella Risk Assessments at high risk site. This relates to one outstanding risk assessment at one site. This Risk Assessment is currently being undertaken to ensure all sites are again compliant.

| Compliance Legionella:                         | Target % | Sep-16 | Mar-19 |
|--|----------|--------|--------|
| % up to date Legionella RA's high risk sites:  | 100%     | 100    | 87.5   |
| % of Housing Stock RA profiled:                | 100%     | 0      | 100    |
| % up to date annual tank clean & Chlorination: | 100%     | 100    | 100    |

**2.9** The Housing Electrical Compliance Policy has been updated with the latest British Standard to ensure the Council complies with the 18th Edition of the regulations.

**2.10** The current performance for Electrical Compliance is presented in the table below. Whilst the percentage of housing stock with a current valid test certificate has improved since September 2016, it still falls short of the 98.5% target set. Considerable work has been undertaken to address this issue and the Compliance team have entered a contract with two electrical contractors to inspect properties without a current certificate and remediate any work found necessary. As there is a five year rolling cycle of inspection, the team are not only addressing the backlog of inspections but also coping with the volume of new addresses where the certificate has expired. The work programme to address the back-log and all newly expiring certificates remains on target and will be fully compliant by the end of March 2020.

| Compliance Electrical:            | Target % | Sep-16 | Mar-19 |
|-----------------------------------|----------|--------|--------|
| Communal Areas                    | 98.5%<   | 100    | 100    |
| Housing Stock:                    | 98.5%<   | 77.65  | 82     |
| % of up to date SHUs & Hostel PAT | 100%     | 100    | 100    |

**2.11** There are no specific amendments to the policy, which remains as set out when first produced.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** The Policies provided at appendix A-D directly contribute to Well-being Outcome 1: An inclusive and safe Vale. The Council Housing Gas, Oil, and Solid Fuel - Safety and Servicing Policy specifically meets Objective 1: Reducing poverty and social exclusion, by ensuring the heating appliances installed in all properties operate as efficiently as possible through a regime of annual servicing, whilst all the policies meet Objective 2: Providing decent homes and safe communities.
- 3.2** These strategic policies consider the long-term future by ensuring the Council's Housing stock is well maintained, regular servicing helps not only protect the Council from potential litigation but also extends the life of individual appliances through regular servicing. Additionally, regular inspection enables any potential installation failure to be identified at the earliest opportunity and planned for replacement within the available budgets.

The Housing compliance team has developed a range of inspection and replacement programmes which support the delivery of these policies. These policies are therefore essential in providing the longer term strategic direction for the service and provide a basis on which to develop a meaningful partnership with the contractors providing these services, thereby supporting and integrated approach and a collaborative way of working. Contracting partners already engaged in the service delivery have been able to understand the Council's requirements as a result of the introduction of these policies and have been able to introduce systems and processes which enable their efficient and effective delivery.

### **4. Resources and Legal Considerations**

#### **Financial**

- 4.1** There is a cost associated with the delivery of inspection, remediation and improvement programmes associated with these policies, however, the duties are mandatory and the cyclical programmes associated with such have been factored into the Housing Business Plans for the full 30 year period.
- 4.2** There are no additional costs expected beyond those currently identified within the HRA business plan as a result of any of these policies being introduced.

#### **Employment**

- 4.3** There are no specific employment issues arising through these policies.

### **Legal (Including Equalities)**

- 4.4** There are a large number of statutory duties which the Council as a landlord must comply with. These are considered more fully within each of the policies appended to this report and are therefore not repeated here.
- 4.5** The Council must ensure that it complies with all statutory duties imposed on it not only as landlord but as a Local Authority.
- 4.6** Failure to comply with these duties could result in formal action against the Council as a landlord, such as criminal prosecution for offences including corporate manslaughter and/or civil claims for personal injury or damage.
- 4.7** The attached policies assist the Council in discharging the statutory duties imposed upon it as a landlord and following the policies will help to ensure that the Council complies with its various statutory duties in relation to Fire Risk Management, Legionella Management, Electrical Compliance, and Safety & Servicing for Gas, Oil & Solid Fuel.

### **5. Background Papers**

None.



**VALE OF GLAMORGAN COUNCIL**



# **Council Housing Fire Risk Management Policy and Procedures**

Housing and Building Services

January 2019 Version 1.4  
Review date: March 2023

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## **Section 1 – Introduction**

### **1.1 Aim**

The aim of the policy is to set out the Vale of Glamorgan Council's approach to fire safety and management in its Council Housing stock, including communal areas as required under fire regulations set out in section 2.1 of this document.

### **1.2 Objectives**

The objective of the policy is to:

- Keep tenants safe by maintaining legal compliance as a minimum standard for fire safety and aiming to achieve industry best practice where possible
- Underpin the Corporate Fire Safety Management Strategy

It will do this by ensuring:

- all council housing properties with communal areas are subject to regular Fire Risk Assessment (FRA) in accordance with the relevant fire legislation;
- all Fire Risk Assessments (FRA) and associated Action Plans (AP) are subject to regular review and updated in line with legal requirements and best practice;
- staff, tenants, contractors and visitors are provided with relevant fire safety information;
- the appropriate fire protection measures installed in the Council' Housing buildings are maintained efficiently and where necessary all staff receive any training required;
- a policy framework whereby the Vale Glamorgan Council's Housing and Building Service's team manage, plan and co-ordinate appropriate fire safety systems and procedures across the entire property portfolio;
- Any fire risk, once identified, is adequately managed to ensure the safety of occupants and protect the property and environment.

### **1.3 Scope**

The following property types are considered within the strategy

- General needs accommodation with communal areas;
- Sheltered housing schemes;
- Leasehold properties with common parts;
- Temporary accommodation.

#### **Out of scope**

This policy and supporting procedures is limited to the Councils housing stock and does not cover the office environment which is subject to the corporate procedures on fire safety management and evacuation.

## **Section 2 – Legislation & Management Responsibilities**

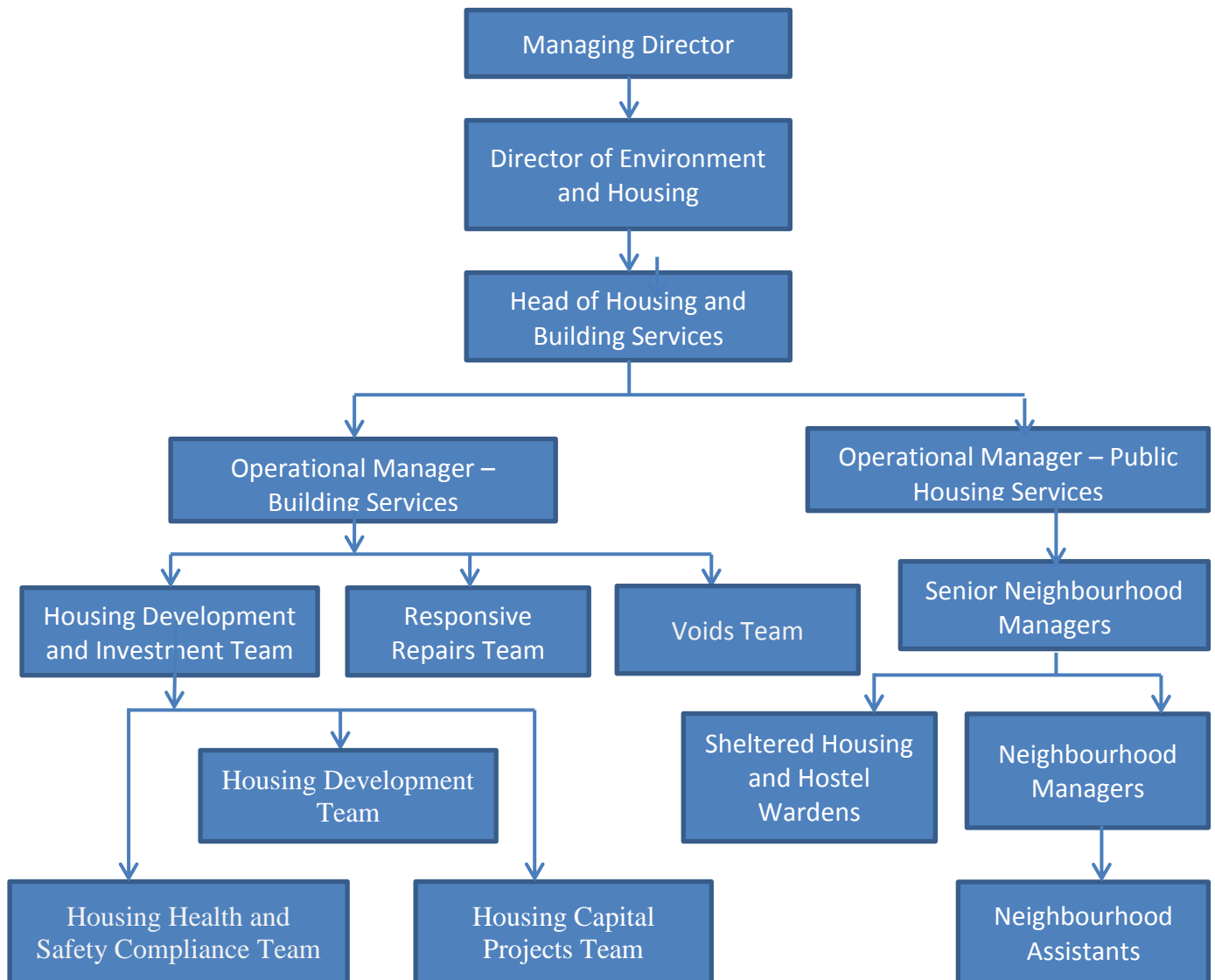
### **2.1 Key Fire Legislation**

The strategy has been developed using the following fire legislation:

- The Regulatory Reform (Fire Safety) Order 2005;
- The Regulatory Reform (Fire Safety) Order 2005-Guide for Sleeping Accommodation (Sheltered Schemes);
- The Housing Act 2004 – specifically the Housing, Health and Safety Ratings System (HHSRS);
- Furniture and Furnishings (Fire Safety) Regulations 1988;
- Electrical Equipment (Safety) Regulations 1994;
- The Local Government Guide “Fire Safety in Purpose Built Blocks of flats” 2011 (Blocks of flats with communal areas)];
- Dangerous Substances and Explosive Atmospheres Regulations (DESAR) 2002.

## 2.2 Management Roles & Responsibilities

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



### The Managing Director

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

- The promotion of good practice and the continuous improvement of the fire safety management;
- Ensuring suitable & sufficient resources are allocated to enable the implementation of this fire policy, procedures and any subsequent updates;

### Director of Environment & Housing Services

The Director of Environment & Housing Services has responsibility for fire 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 Housing and Building Services Fire Safety Strategy 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 fire 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 fire safety policy and setting targets or objectives where appropriate;
- Ensuring Fire Risk Assessment programmes are in place and monitored as appropriate;
- The promotion of good practice and continuous improvement of the fire safety management, across the department and its housing Stock;
- Annual review of performance (KPI's)
- Annual review and approval of this strategy document;

## **Operational Manager – Housing Services**

The Operational Manager – Public Housing Services shall ensure they are familiar with the current legislation relating to fire safety and is responsible for:

- Ensuring effective fire safety management arrangements are implemented and maintained at all identified housing sites by:
  - Delegating appropriate responsibilities to relevant team managers;
  - Ensuring staff are appropriately instructed on the procedures to support effective delivery of this policy;
  - Monitoring the implementation of the fire safety policy and setting targets or objectives where appropriate;

## **Housing Development and Investment Team**

The Housing Asset Management and Compliance Team are responsible for management and delivery of the following:

- Managing the Vale of Glamorgan Council's housing fire risk management programme, including the arrangement of new fire risk assessments to be undertaken when required;
- Addressing any issues noted within individual fire risk assessment action plans and ensure appropriate action is taken, which may include instruction to other service management areas;

- Ensuring new developments are designed and built so far as reasonably practicable to reduce and manage the risk of Fire;
- Ensuring all fire safety information is uploaded onto the Housing Management System (Keystone);
- Regular maintenance of the fire protection systems and equipment;
- Liaising with the Fire Consultant(s) as and when required;
- Regular reviews and audits of the fire risk assessment programme;
- 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 fire safety standards;
- Tenant and leaseholder communications relating to fire safety and fire safety management procedures;
- Approving Contractor method statements and 'safe systems of work';
- Approving of commissioning certificates and handover documents;
- Liaising with the 'South Wales Fire Service' as and when required;
- Monitoring leaseholder compliance and ensuring appropriate levels of fire safety as identified in the fire risk assessment;
- Development and review of servicing, maintenance and audit programmes;

### **Housing Senior Neighbourhood Managers**

The Senior Neighbourhood Managers are responsible for:

- The fire safety induction training for new staff;
- Ensuring all staff receive regular fire awareness refresher training and where applicable fire warden training;
- Monitoring the Neighbourhood Managers, their Assistants & Sheltered Housing Wardens to ensure they undertake their responsibilities set out in the procedures;
- Ensure leasehold agreements place a responsibility on the leaseholder to assist with maintaining any fire safety arrangements which may affect the communal areas to the block of flats;
- Ensuring the fire safety information when circulated to new and existing tenants is kept up to date;
- Ensuring officer's visit and complete monthly communal area inspections including where in situ testing fire alarm systems, fire doors and emergency lighting.

### **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 along with records kept of repairs and product information.

### **Sheltered Housing Scheme Managers, Hostel Wardens, Neighbourhood Managers and Neighbourhood Assistants**

Sheltered Housing Wardens, Hostel Wardens, Neighbourhood Managers and Neighbourhood Assistants are responsible for delivering the day to day

implementation of the fire safety procedures as it relates to their areas of control. Sheltered Housing Wardens, Hostel Wardens, Neighbourhood Managers and Neighbourhood Assistants are deemed as premises managers and have responsibility to contribute to the effective delivery of this policy.

Specifically, Sheltered Housing Scheme Managers, Hostel Wardens, Neighbourhood Managers and Neighbourhood Assistants will:

- Have an understanding of relevant fire legislation;
- Ensure the practical implementation of this policy and supporting procedures;
- Ensure their area of responsibility is covered by a valid Fire Risk Assessment (FRA) and undertake a monthly fire safety inspection to communal areas;
- Liaise with the appropriate line manager and/or the Housing Compliance Team on matters of fire safety;
- Liaise with the 'South Wales Fire Service' as and when required;
- Ensure all residents are provided with any relevant fire safety information, fire procedures, tenants' information, signpost to the website, leaflets, newsletters, etc.
- Ensure all users of communal areas and other common rooms have been informed of all fire safety arrangements for the site and keep records of such information.
- Monitor and deal with the behaviours of tenants & leaseholders when fire safety is compromised in communal area (e.g. installation of non-fire rated PVC front doors).

### **Housing Fire Risk Management Group (HFRMG)**

The Fire Risk Management Group (FRMG) meets on a monthly basis to discuss Housing fire safety management issues and comprises of the following officers Development & Investment Manager, Compliance Manager, Responsive Repairs Manager, Senior Neighbourhood Manager and Corporate Fire Safety Advising officer.

The FRMG monitor KPI compliance and review progress regarding actions identified following South Wales Fire Service audit and inspection reports. The group also discuss the impact of national changes in legislation and guidance in the approach to fire risk management.

External and internal officers may also be invited to the group to speak or answer queries in relation to current Housing fire risk management.

### **Housing & Building Services Staff**

- All Housing & Building Services staff who visit council housing properties as part of their duties are responsible for reporting to the Development and Investment Team, any issues they consider may be detrimental to fire safety;
- Ensure they attend any training provided in relation to fire safety and apply that learning when needed.

## **Section 3 - Fire Risk Assessments**

Under the 'Regulatory Reform [Fire Safety] Order 2005' and the 'Local Government Guide "Fire Safety in Purpose Built Blocks of flats" 2011', as the 'Responsible Person' (RP), the Development and Investment Team is responsible for arranging the undertaking of Fire Risk Assessments (FRA's) to all Council Housing communal



areas and ensuring programmes of work are developed to address the building risks within a suitable timeframe. The Development and Investment Team shall ensure there is a valid FRA for all housing buildings requiring such assessment.

Where, the risk assessment identifies tenancy management issues the Neighbourhood Manager/scheme manager will be responsible for addressing and monitoring these as the 'premise manager'.

The Development and Investment Team shall be responsible for arranging one of the four types of FRA to each qualifying communal area/flat as set out within the fire regulations; these assessments are detailed below and shall be applied to individual buildings according to individual risk levels.

### **3.1 Type of Fire Risk Assessments**

Under current Fire Legislation there are four levels of Fire Risk Assessment:

- **Type 1 - common parts only (non-destructive)** – the inspection of the building is non-destructive and considers, as far as is reasonably practicable, the separating construction between the flats and the common parts, this is non-invasive.
- **Type 2 - common parts only (destructive)** – these assessments are similar to those outlined in type1, except there is a degree of destructive inspection, carried out on a sampling basis.
- **Type 3 - common parts and flats (non-destructive)** – the assessment includes the work involved in a type 1 assessment, but goes beyond the scope of the 'Regulatory Reform [Fire Safety] Order 2005' and considers fire safety within a sample number of flats. This assessment may be appropriate if there is reason to suspect serious risk to residents in the event of a fire in their flat.
- **Type 4 - common parts and flats (destructive)** – these assessments are similar to those outlined in type 3, except there is a degree of destructive inspection, in both the common parts and the flats, carried out on a sampling basis.

Unless otherwise advised, the Development and Investment Team will initially undertake type 1 Fire Risk Assessments on its entire property portfolio with common areas.

### **3.2 Scope of the Fire Risk Assessment**

As a Fire Risk Assessment is primarily concerned with the fire safety within the common parts of the Council's housing properties, the flats themselves are outside the scope of the fire legislation noted above. However, it will normally be necessary to have access to a sample of flats during the Fire Risk Assessment to the property. This is to examine the entrance door to the flat, access points between communal areas and service ducts, so should a fire occur within the flat, the common areas of the property and other flats are not placed at risk (refer to 3.4 for frequencies).

Each FRA will be carried out to ascertain the level of fire protection, assess the possibility of a fire starting and the potential risks to people in the event of a fire.

The Fire Risk Assessment and associated action plans will be in a format approved by the Development and Investment Team.

### 3.3 Programme of Fire Risk Assessment

#### 3.3.1 Sheltered Housing Unit Schemes

A FRA to each scheme will initially be undertaken by the Health, Safety and Wellbeing Team (HSWT) instructed by the Development and Investment Team.

#### 3.3.2 Flats with Common Areas

A FRA of each General Needs block will initially be undertaken by Fire Safety Consultant or Health, Safety and Wellbeing Team instructed by the Development and Investment Team.

#### 3.3.3 Housing Premises

A FRA of community housing premises will initially be undertaken by fire safety consultants or the Health, Safety and Wellbeing Team instructed by the Development and Investment Team.

#### 3.3.4 Qualifications of the Fire Risk Assessors

Consultants or competent Health, Safety and Wellbeing Team, who undertake the FRA programme on behalf of the Development and Investment Team will meet the following minimal requirements:

- Recognised level of competence or formal fire qualification (UKAS, IFE)
- Professional indemnity insurance
- Public liability insurance

### 3.4 Banding of properties

The Vale of Glamorgan Council's housing properties are categorised as Band **A, B or C** according to risk. The risk assessment review process will be based on the following schedule unless the premise has been subject to structural or layout alterations which materially alters or compromises the fire compartmentation systems, at which stage a new FRA will be undertaken on completion of the work.

| Banding  | Type of Property                                       | Initial Fire Risk Assessment-Year 1   | Revise at Year       | New Fire Risk Assessment   |
|----------|--|---|----------------------|--|
| <b>A</b> | <b>Sheltered Housing Schemes</b>                       | Undertaken by Health, Safety and Wellbeing Team/Officer or Fire Safety Consultant | <b>Every 3 Years</b> | Undertaken by Health, Safety and Wellbeing Team/Officer or Fire Consultant |
| <b>B</b> | <b>General Needs Accommodation with communal areas</b> | Undertaken by Health, Safety and Wellbeing  | <b>Every 5 Years</b> | Undertaken by Health, Safety and Wellbeing                                 |

|          |   |   |                      |   |
|----------|---|---|----------------------|---|
|          |   | Team/Officer or Fire Safety Consultant  |                      | Team/Officer or Fire Consultant   |
| <b>B</b> | <b>Leasehold property</b>   | Undertaken by Health, Safety and Wellbeing Team/Officer or Fire Safety Consultant | <b>Every 5 Years</b> | Undertaken by Health, Safety and Wellbeing Team/Officer or Fire Consultant        |
| <b>C</b> | <b>Temporary accommodation. (Ty Iolo Hostel &amp; Awbery House)</b> | Undertaken by Health, Safety and Wellbeing Team/Officer or Fire Safety Consultant | <b>Every 2 Years</b> | Undertaken by Health, Safety and Wellbeing Team/Officer or Fire Safety Consultant |

### 3.5. Review of Fire Risk Assessments

The Fire Risk Assessment will be reviewed periodically by the Housing Asset Management & Compliance Team. Each Fire Risk Assessment needs to be reviewed:

- On completion of significant works completed to address issues identified by the original fire risk assessment,
- Annually to check relevance or updates,
- When there is a reason to suspect the original fire risk assessment is no longer valid,
- When structural alterations are made to the property,
- After a fire event.

### 3.6 Responsible Persons (by locations)

**Sheltered Housing Schemes & Ty Iolo Hostel** - The Sheltered Housing Scheme Managers will be responsible for ensuring the regular monitoring of any site management requirements identified in the FRA. Revision of the FRA is the responsibility of the Development and Investment Team.

**General Needs Flats with Common Areas** - The Neighbourhood Managers are responsible for ensuring the regular monitoring of any site management requirements identified in the FRA. The Fire Risk Assessment for each general needs property with common areas, will be reviewed on an annual basis by the Development and Investment Team and once every 5 years by the Corporate Health and Safety Officer.

**Leasehold Property** - The Neighbourhood Managers are responsible for ensuring the regular monitoring of any site management requirements identified in the FRA. The Fire Risk Assessment for each general needs property with common areas will be reviewed on an annual basis by the Development and Investment Team and once every 5 years by the Health, Safety and Wellbeing Team/Officer.

**Temporary Accommodation** - The Temporary Accommodation Manager will be responsible for ensuring the regular monitoring of any site management requirements identified in the FRA. Revision of the FRA is the responsibility of the Development and Investment Team.

## **Section 4 – Guidance Notes for Fire Standards**

### **4.1 General Guidance**

Fire hazards and risks cannot be completely removed, and therefore there is no guarantee a fire will not occur. In such an event, it is likely to have an impact on people, buildings the environment.

Fire protection measures are generally designed to ensure the building is as safe as practicable in event of fire, and allow people in the building to escape safely before a fire can endanger them.

In the common parts of Council housing buildings, the fire safety arrangements for emergency exits, fire-fighting and fire detection are to meet the requirements outlined in the current 'Building Regulations', 'The Regulatory Reform (Fire Safety) Order 2005' & the 'Local Government Guide "Fire Safety in Purpose Built Blocks of flats" 2011-General Needs Blocks of flats with communal areas'. Should conflict arise between any of these standards specialist advice will be sought.

### **4.2 Inside dwellings**

Within each individual dwelling the fire safety arrangements shall comply with the requirements of the Building Regulations in force at the time of construction and the Housing Act 2004.

### **4.3 New & Existing Buildings Including Alterations and/or Extensions**

New Buildings will be designed in accordance with current Building Regulations which are in force at the time of construction. The Council, where reasonably practicable will look to design the building with higher technical specifications to manage the risk of fire.

The existing building is expected to have been designed in accordance with the relevant 'Building Regulations' in force at the time of construction. Any gaps between actual provision and housing standards will be identified by the Fire Risk Assessment. This will result in an action plan being prepared and prioritised as appropriate.

The specific design of each alteration or extension to a building is to be in accordance with the relevant current Building Regulations and any additional Housing and Building Services specification which affect the premises being altered or extended. E.g. when the Council has introduced cladding to the exterior of a property or block it has before the Grenfell incident ensured all external cladding has had both vertical and horizontal fire breaks installed as part of the installation to manage the risk of fire spread. Another example would be the recent refurbishment of Awbery House whereby rock wool cladding boards were installed from the first floor to the top of the building which was again over engineered to minimise the risk of fire spread. This specific design was signed off by the South Wales Fire service.

### **4.4 Fire Fighting Provisions**

#### **Portable Fire Fighting Equipment (FFE) - General Needs Property**

The provision of FFE or the continued presence of existing FFE will be based on a justification identified through the Fire Risk Assessment.

### **Portable Fire Fighting Equipment (FFE)-Sheltered Housing, Hostel & Offices**

The provision of FFE or the continued presence of existing FFE will be based on a justification identified through the Fire Risk Assessment. Where FFE is provided, the staff working at the site will be provided with an appropriate level of training.

#### **General**

Where fire extinguishers, fire blankets, or sprinkler systems are provided, the area adjacent to each point must be maintained free from obstruction.

All such equipment will be maintained under an annual service contract with records kept on site and also recorded within the Housing Management System (Keystone).

#### **4.5 Emergency Escape Lighting**

Emergency escape lighting will be located (as a minimum):

- To each final and storey exit door;
- Along escape routes, including stairways;
- At corridor intersections;
- To external escape routes;
- At changes in floor level;
- To windowless rooms (e.g. plant, boiler) and toilet accommodation;
- In passenger lifts.

Where provided, emergency escape lighting will be regularly tested and maintained to meet the requirements of BS5266. Typical testing regimes will include:

- **Monthly** - the site manager (warden/Housing site staff) will conduct a switch function test by operating the test facility for a predetermined period of time to allow each lamp to illuminate. Records will be maintained in the site log and updated on the Housing Management System (Keystone).
- **Annually** – the Housing Compliance Team will arrange for a full system discharge test whereby the system is switched off for 3+ hours and then reset. Records will be maintained in the site log and updated on the Housing Management System (Keystone).

#### **4.6 Fire Safety Signs**

In all premises standard fire safety signs will be displayed in the common escape routes, including fire action notices and no smoking notices. Where escape is possible in more than one direction, fire exit signs are provided to indicate the alternative escape routes. Site specific checks will be made as part of regular on-going inspection programme by Neighbourhood Managers & Assistants, Sheltered Housing Scheme Managers, Capital Projects Team and Housing Compliance Team

Officers to ensure signage and escape routes are maintained and free from obstruction.

#### **4.7 Fire Hydrants**

A fire hydrant is used to access water from the mains water supply. The main purpose of a fire hydrant is to enable the Fire and Rescue Service to access mains pressure water in the event of a fire. The Asset Management and Compliance Team will ensure it is compliant with the 'Regulatory Reform (Fire Safety) Order 2005' and 'BS9990:2006' by; servicing all fire hydrants located on Housing land on annual basis, ensuring all fire hydrant covers are painted yellow and appropriately signed with an 'H' plate. All records will be kept on the Housing Management System (Keystone).

#### **4.8 Fire Procedures-Sheltered Housing Unit, Hostel and General Needs & Housing Premises**

##### **Fire Procedure**

The fire evacuation procedure for each Sheltered Housing Scheme, the Hostel, general needs property having common areas and housing premises will be identified through the Fire Risk Assessment. Once agreed, details of the fire procedure will be formally communicated to each staff member, tenant and leaseholder and clearly displayed in communal areas.

##### **Stay Safe Fire Procedure**

A "Stay Safe" policy is adopted in all housing schemes & general needs properties having communal areas, unless the fire risk assessment indicates otherwise, in which case an 'evacuation' policy will be adopted.

The "Stay Safe" policy is based on the following factors:

- A fully working and maintained fire alarm system in the communal areas;
- Hard wired smoke detectors in dwellings;
- Appropriate fire compartmentation and fire doors:
  - FD30 glazing and frames within communal areas;
  - FD30 doors and glazing to storage facilities within communal areas;
  - FD30 loft hatches found within communal route ways;
  - FD30s door fitted to as the main entrance door to individual flat, complete with three hinges, FD30 letter plate and spy hole, door closer and combined smoke heat seals;
  - Fire breaks to loft spaces within blocks containing multiple flats;
- Concrete floors and walls;
- Fire resistant ceilings;
- Emergency lighting in communal areas;
- 5 yearly test & inspection of all fixed wiring (common areas);
- Annual portable appliance testing within communal areas (where applicable e.g. SHUs);
- Annual check of gas boilers;
- Smoke dispersal (automatic opening vents where identified in the FRA);
- No smoking policy within communal areas;
- Fire retardant soft furnishings in communal areas and guest rooms;
- Good housekeeping standards maintained in communal areas.

## **Sheltered Housing Schemes**

The fire procedure will be discussed with each new resident of a sheltered housing scheme as part of their welcome meeting with the Scheme Manager/Neighbourhood Manager. A record of the welcome meeting will be maintained by the Scheme Manager/Neighbourhood Manager. A copy of the fire procedures will be placed on the sheltered scheme notice board and other strategic communal locations, in the guest room (where applicable) and within the site fire logbook.

### **Ty lolo Hostel**

The fire evacuation procedure for Ty lolo Hostel is a full evacuation of the building with the assistance of trained fire wardens. A copy of the fire procedure is placed on the Hostel notice board, other strategic communal locations, in the staff sleeping-in room and within the site fire logbook.

### **Blocks of flats**

For residents of blocks of flats, information on the fire procedure will be provided at their tenancy sign up, as part of the mutual exchange process and through regular flyers and leaflets. In each block of flats, a copy of the fire procedure will be clearly displayed in communal stairwell areas.

### **Contingency Planning**

If a building is lost due to a fire incident, the Senior Neighbourhood Managers are responsible for providing contingency arrangements to temporarily relocate tenants until the building has been declared safe to re-occupy.

## **4.9 Personal Emergency Evacuation Plans (PEEPs)**

### **Sheltered Housing Schemes**

Where appropriate, Scheme Managers will be responsible for developing a Personal Emergency Evacuation Plan for those residents with known disabilities. PEEP's will, as a minimum, be subject to an annual review.

PEEP's are not required for general needs stock.

### **Offices**

Site/Service Managers, in conjunction with Health, Safety and Wellbeing Team are responsible for developing a Personal Emergency Evacuation Plan for members of their staff with known disabilities.

## **4.10 Inspection, Testing and Maintenance of Fire Safety Systems**

The inspection, testing and maintenance of fire safety equipment will be undertaken in accordance with appropriate British Standards and will be undertaken by a

competent person under a service agreement contract. The servicing contract will be managed by the Asset Management and Compliance Team.

#### **4.11 Fire precautions-General**

In order to reduce the potential for a fire to start within common areas of flats, the following good housekeeping measures must be adopted at each site:

- The Neighbourhood Managers will adopt a zero tolerance within the common areas of all sheltered housing schemes and general needs flats. Residents will not be permitted to use the common parts to store their belongings or dispose of rubbish;
- All electrical and service cupboards must not be used for storage of any materials and must be kept locked at all times;
- Adequate security measures will be maintained to all flats and sheltered housing schemes with communal entrances to keep the building secure but allow safe exit in the event of a fire, e.g. door entry systems;
- All common areas will be designated “No smoking” and appropriate signage will be clearly displayed on doors leading into the scheme or block of flats and at other key strategic positions.

#### **4.12 Utilities**

##### **Gas**

In order to prevent a gas escape or other combustible incident within blocks of flats and sheltered housing schemes, all gas installations (gas fire/boiler etc.) will be maintained in accordance with the ‘Gas Safety (Installation and Use) Regulations 1998’.

##### **Electrical - Common Areas**

To reduce the potential for a fire to start from a faulty electrical appliance or apparatus within the common areas of blocks of flats, sheltered housing scheme and the Hostel, the electrical installations will be subject to a periodic inspection and test undertaken at 5 yearly intervals unless the electrical inspection report recommends sooner.

Any portable appliances located in housing premises or within a sheltered housing scheme or the Hostel, which are the property of the Council’s Housing and Building Services team will be subject to annual portable appliance testing.

##### **Electrical - Flats**

To reduce the potential for a fire to start from a faulty electrical installation within a flat, the electrical installation will be subject to a periodic inspection and test undertaken every 5 years or when there is a mutual exchange or prior to being re-let.



## Empty Council Housing Properties

All empty properties, properties within sheltered housing schemes and general needs blocks will be cleared of unwanted combustibles. Whilst the property remains empty it will have the gas capped and electricity isolated. All remedial repairs will be rectified and new certificates will be issued prior to re-letting. All records are kept on the Housing Management System (Keystone).

### 4.13 Escape routes

All fire escape routes (internal and external) will be maintained free of all obstruction at all times through a programme of regular inspection.

All fire exit routes will be clearly signed (running person etc.).

All fire exit routes will be provided with a good standard of general and emergency escape lighting.

Final exit ground floor fire doors will be either fitted with a push bar device, push pad or thumb twist lock device dependent upon their use and location. Regular checks will be undertaken by scheme managers or Neighbourhood Managers/Assistants and Hostel Wardens. The Housing Compliance Team will also monitor escape routes during ad-hoc site inspections.

### 4.14 Dry Riser System

Currently there is one dry rising system installed within Awbery House and where provided the dry riser system will be:

- Maintained under an annual service contract;
- Maintained free from obstruction (inlet and outlet points) by Neighbourhood Managers/Assistants;
- Secured to prevent theft of coupling, valve and pipe work;
- Clearly identified locations visible from the road (emergency services);
- All servicing records will be kept on the Housing Management System (Keystone).

### 4.15 Fire doors and Fire stopping

#### Fire Doors

**Plant rooms** - all plant rooms (electrical, lift motor room etc.), located adjacent fire escape routes, will be FD30 and fitted with a pair and a half butt hinges or continuous hinge with an approved closing mechanism, combined smoke and heat seals and clearly signed 'fire door keep locked'.

**Corridor areas** - doors located within corridor areas and access to stairs will be FD30 and fitted with a pair and a half butt hinges or continuous hinge with an approved closing mechanism, combined smoke and heat seals and clearly signed 'fire door keep locked'.

**Flatted dwelling accessed from a communal entrance** - main doors to each dwelling will be to FD30 standard (including letter plate and spy hole) and fitted with a pair and a half butt hinges, door closer device and combined smoke and heat seals.

All fire doors will be certified, inspected and maintained by competent 3<sup>rd</sup> party accredited persons to ensure they meet British Standards. All records will be kept within the Housing Management System (Keystone).

The council has approximately 175 leasehold flats within its housing stock. More recently the housing Development & Investment Team and leasehold officer has written to its leaseholders requesting they provide evidence that their flat entrance doors complied with current standards at the time of installation. Any flat front doors found not to be compliant will result in the council working with its leaseholder to ensure they are brought up to compliance.

### **Fire Stopping**

All communal areas been assessed by a competent 3<sup>rd</sup> party accredited Contractor for fire stopping and compartmentation compliance during 2016/17. As a result a competent 3<sup>rd</sup> party accredited contractor has been commissioned to undertake works to ensure our housing stock common areas and high risk alternative premises e.g. SHU's and Ty Lolo Hostel have suitable and sufficient free so far as reasonable practicable from any breaches where required to maintain the fire safety arrangements whereby the buildings were designed to perform.

All fire stopping programmed works will have its records kept on Keystone.

Any work undertaken by the housing development team will be designed in compliance with current building regulations with appropriate sign off prior to letting to ensure all fire stopping and compartmentation have been complied with.

### **4.16 Fire Alarm Systems**

**Blocks of flats** - Unless indicated by the fire risk assessment, common areas of blocks of flats will not be fitted with any fire alarm system or stand-alone smoke detection. Where necessary following the risk assessment, the Council's Housing and Building Services team, installs hardwired AICO 150/160 smoke detectors as a minimum within general needs communal areas unless an alternative system is advised within the fire risk assessment.

**Sheltered Housing (SH) Schemes & Hostel** - Fire alarm systems will be designed, installed and maintained to meet the requirements of BS5839. All such systems within the SH schemes will be connected to a Central Control and Monitoring Centre.

All sheltered housing scheme communal areas are fitted with a minimum of an L2 rated fire alarm system. Ty Lolo Hostel has an L1 fire alarm system installed.

### **Domestic Housing Stock**

Fire alarm systems will be designed, installed and maintained to meet the requirements of BS5839. As a minimum Grade D category LD3 (with additional coverage within all kitchens) will be installed. Should a property's occupants need

change through risk assessment additional coverage can be provided e.g. a supported living property.

**General** - Where installed fire alarm systems will be serviced and maintained a minimum of an annual basis and will be tested on a weekly basis and a record maintained (e.g. SH schemes, Ty Lolo Hostel, and Communities First offices). General needs communal area fire alarms will be tested on a minimum of a monthly basis.

#### **4.17 Arson Protection**

The motives for arson are varied, but include spite, revenge, jealousy, pyromania, profit-making including insurance fraud following bankruptcy, the desire to damage competitors, fraud related to slum clearance, gaining possession of a building, and the desire of criminals to conceal their crime.

Arson can present a serious threat to life, especially if the fire is started with a rapid-burning material such as petrol or if the arsonist starts fires in several places simultaneously so that the alternative escape routes normally provided in a building are blocked.

Where identified, Senior Neighbourhood Managers will complete a risk assessment in regard to arson, as part of each site's risk management process, considering such things as tenant behaviour, security measures in place to protect the buildings from unwanted visitors, minimising dark hidden areas and ensuring combustible materials are stored safely. Any measures intended to prevent unauthorised access will not hinder the entry of the Fire and Rescue Service in their response to any emergency within the property.

#### **4.18 Contractors and subcontractors on the premises and hot work**

Contractors and subcontractors (including the Council's services) can present an additional fire risk, as they are likely to be unfamiliar with the premises or the associated fire risks and fire precautions. The risk at a property is increased when contractors and subcontractors are carrying out hazardous activities such as hot work (e.g. cutting or welding), or when they are using substances which emit flammable vapours (e.g. some adhesives).

To minimise this risk, the Development and Investment Team will ensure the activities of external contractors will be strictly supervised and controlled. The supervision will include checks Construction Phase Plans (CPP) of any area where hot work is to be undertaken or where contractors have been engaged. There must be a hot work permit in use at all times where such work is being completed.

Arrangements will be put in place for the safety of the contractors own staff and take into account other users of the building.

### **Section 5 – Fire Safety record keeping & maintenance**

#### **5.1 Record Keeping**

The following fire information will be maintained by the Development and Investment and Compliance Team within, for each Sheltered Housing Scheme, and Ty lolo Hostel, other flatted blocks. This information shall be held centrally by the Development and Investment Team and where practicable kept on site at each location.

- Fire Log Book Fire
  - Risk Assessment & Action plans
  - Maintenance of FFE (Extinguishers & fire blankets)
  - Maintenance of Dry Riser
  - Fire Alarm System Service Records
  - Record of false Alarms
  - Information provided to residents on the fire procedure
  - Staff fire training
  - Visit from Fire Safety Officer & SWFS Officers
- Emergency lighting test-annually
- Emergency lighting test-Monthly
- Maintenance of lightning protection system
- Sprinkler Systems

## 5.2 Maintenance & Inspection arrangements

The following maintenance schedule will apply to firefighting and other building related fire management systems:

| Topic   | Frequency   | Carried out by                            |
|---|-------------|---|
| ▪ Fire extinguishers  | 12 monthly  | Contractor                                |
| ▪ Sprinkler systems   | 12 Monthly  | Contractor                                |
| ▪ Fire blankets   | 12 monthly  | Contractor                                |
| ▪ Smoke/Heat detectors-Common areas   | Annually    | In-house/<br>Contractor                   |
| ▪ Smoke/Heat detectors-Dwellings  | 12 monthly  | Contractor/In-house                       |
| ▪ Smoke vents-roof and window   | 6 monthly   | Contractor                                |
| ▪ Fire alarm system (Panel, bells, sirens, break glass points)                  | 6/3 monthly | Contractor                                |
| ▪ Break glass alarm points [part of bell test]                                  | Weekly test | Housing staff, Staff Wardens              |
| ▪ Fire alarm bell test  | Weekly test | Housing staff, Staff Wardens              |
| ▪ Emergency lighting  | Monthly     | Housing staff, Staff Wardens              |
| ▪ Emergency lighting  | Annually    | In-House/Contractor                       |
| ▪ Fire doors  | Weekly      | Housing staff, Wardens                    |
| ▪ Fire doors  | 6 monthly   | Contractor                                |
| ▪ Dry risers  | 12 monthly  | Contractor                                |
| ▪ Lightning Protection System   | 12 monthly  | Contractor                                |
| ▪ Fireman's drop key (where door entry system is provided)                      | 12 monthly  | Contractor                                |
| ▪ Water Hydrants located outside buildings (i.e. on public roads and footpaths) | As required | Water Authority or Fire & Rescue Services |

|  |        |            |
|--|--------|------------|
| ▪ Water Hydrants located outside buildings on Housing Land | Annual | Contractor |
| ▪ Evacuation Chairs  | Annual | Contractor |
| ▪ Portable Appliance Testing                               | Annual | Contractor |

All records will be kept on the Housing Management System, (Keystone).

### **5.3 Emergency/Responsive Maintenance**

All emergency/responsive maintenance jobs, which affect the fire safety of a property/communal area, will be prioritised for quick response within the Council's responsive maintenance process. All equipment and or materials will meet current British Standards.

Any temporary repairs will maintain the fire safety standards using the appropriate fire stopping materials e.g. when covering a damaged 30 minute glazing pane it will be covered with ½ inch plywood board and sealed with 30 minute fire resisting mastic.

The Responsive Maintenance Team will complete record sheets to provide an auditable trail of work completed during a repair and the Development and Investment Team will post inspect/spot check to monitor review the work.

### **Monitoring of the Processes associated with Policy**

The procedures associated with this policy will be subject to an annual internal review process involving an audit of procedures and records held by the Compliance Team.

### **Review of the Policy**

This policy will be reviewed every four years to ensure it continues to comply with legislation pertaining to fire safety.

Review Date: March 2023

Person responsible for review – Operational Manager - Building Services

**VALE OF GLAMORGAN COUNCIL**



# **COUNCIL HOUSING LEGIONELLA POLICY AND MANAGEMENT PLAN**

Housing and Building Services

October 2019 Version 1.3  
Review date: October 2023

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# **1 Introduction**

## **1.1 Aim**

The aim of the policy is to set out the Vale of Glamorgan Council's approach to managing legionella risk in its Council Housing stock.

## **1.2 Purpose**

Legionella bacteria are common and can be found naturally in many environmental water sources, usually in low numbers. Water temperatures in the range of 20°C to 45°C promote the growth of this bacterium. They also require a supply of nutrients to grow, which includes algae, sediment, sludge, scale etc.

Legionella bacteria are commonly encountered in environmental water sources and can eventually colonise poorly maintained and vulnerable water systems, such as hot and cold water systems and water plant which use or store water. When legionella colonisation occurs within a water system, which is capable of producing a water mist, spray or droplets, (e.g. humidifiers, spa baths, cooling towers and shower systems etc.) the bacteria can become airborne and be subsequently inhaled by an individual. Legionnaires' disease is contracted after inhaling legionella bacteria from such spray or mist into the lining of the lungs. This can only occur if the bacteria are directly inhaled on water mist or in droplet nuclei (the particles left after the water has evaporated) contaminated with legionella.

There is no evidence to show the disease can be contracted from someone who is already infected.

On average there are approximately 200-250 reported cases of Legionnaires disease a year in the UK, although it is anticipated there is a hidden population which is not diagnosed.

To reduce the possibility of creating conditions in which the risk from exposure to legionella bacteria is increased, it is important to control such risk by introducing measures which:

- a. do not allow colonisation of the organisms in the water system; and
- b. reduce, as far as is reasonably practicable, exposure to water droplets and aerosol.



### **1.3 Scope**

This procedure will apply to all premises where hot and cold water systems are directly managed by Housing and Building Services.

The document is also provided for guidance, to leaseholders, partners, etc. who have responsibility for managing water systems in Council's Housing owned premises.

Whilst this document applies to the management of all hot and cold water systems, it also relates to other "at risk" systems including, for example:-

- Cooling towers and evaporative condensers.
- Humidifiers and air washers.
- Spa baths and pools where the water is deliberately agitated.
- Other plant and systems containing water likely to exceed 20°C and able to release a spray or aerosol.

Therefore, where the term "water system" is used it should be read to include the definitions above.

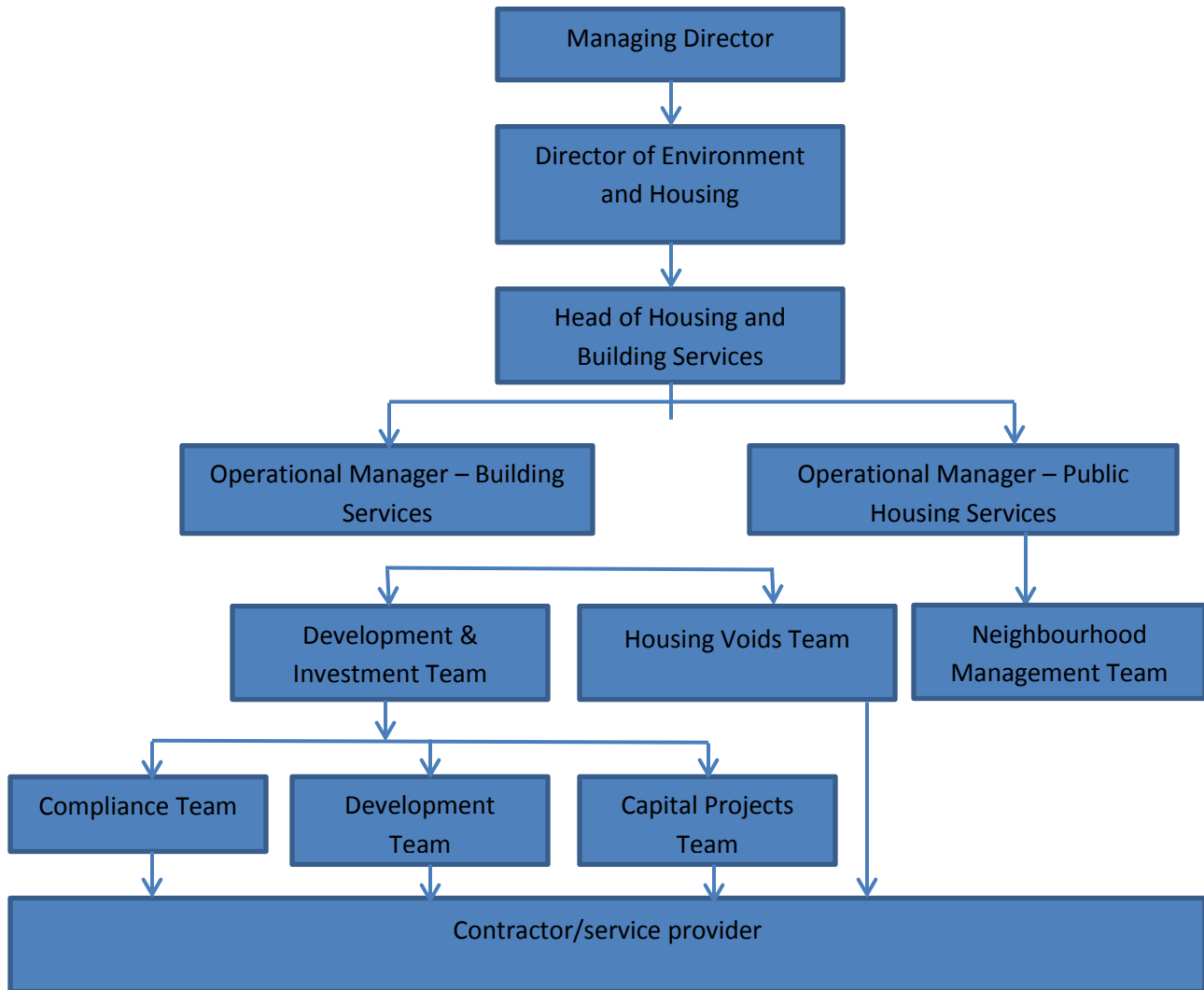
## **2 Legislation and Management Responsibilities**

### **2.1 Legislation**

The Health and Safety Executive's (HSE) Approved Code of Practice (ACOP) L8 entitled "The Control of Legionella Bacteria in Water Systems", establishes the water hygiene standards to be adopted in order to comply with legal responsibilities under the Health and Safety at Work Act and the Control of Substances Hazardous to Health Regulations.

### **2.2 Roles and 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 compliance with the statutory obligations and guidance have been delegated to the relevant service areas for implementation and delivery.

### **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 'Council Housing Legionella Policy and Management Plan' 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 Legionella - 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 Council Housing Legionella Policy and Management Plan and setting targets or objectives where appropriate;
- The promotion of good practice and continuous improvement of Legionella 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 Legionella Safety and Management and is specifically responsible for:

- Supporting access arrangements to tenancies refusing access to complete annual servicing and maintenance;
- Ensure staff received suitable and sufficient training and information in relation to legionella management.

## **Responsible Person – Housing Compliance Manager**

The Housing Compliance Manager is required to liaise closely with other professionals in supporting specialist disciplines. This involves:

- Advising on the potential areas of risk and identifying where systems do not comply with the guidance;
- Advising on the necessary continuing procedures and actions for the prevention or control of legionella;
- Monitoring and inspecting the implementation and efficacy of these procedures and actions;

- Approving and identifying any changes to those procedures and / or actions;
- Maintaining and co-ordinating adequate records.

The Responsible Person (RP) will appoint at least one deputy to whom delegated responsibility may be given. This deputy will act on behalf of the Housing Compliance Manager in their absence.

### **Engineering Professionals**

Specialist professionals shall ensure they follow the guidance laid down in this document and the relevant primary reference publications upon which this plan is based. They shall also ensure their knowledge and competencies are up to date, by attending relevant awareness and training sessions.

These professionals shall report any defects, suspicions or concerns regarding the design, condition, operation or performance of water systems which might increase the risk of legionella.

Records of all actions taken with respect to legionella control shall be generated and maintained.

### **Contractors**

Contractors shall conduct all of their water system related tasks in accordance with this document and the requirements of the Planned Preventative Maintenance programme. In particular, they will;

- Employ their highest standards of workmanship;
- Use only approved materials when working on water systems;
- Report any defects, suspicions or concerns regarding the design, condition, operation or performance of water systems that might increase the risk of Legionella proliferation. Where blind ends [i.e. blanked-off pipes that do not serve outlets] are found they should be reported to the Responsible Person.
- Keep relevant records; and
- Attend appropriate Legionella awareness/training sessions. Housing Asset Management and Compliance Team

## Lines of communication

### Housing & Building Services Senior Management Team

- Ensure resources are available to implement plan & policy
- Monitor performance on a quarterly basis

### Housing Compliance Team Manager

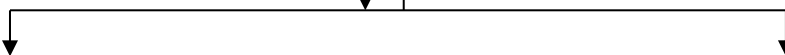
- Identify competent contractor to carry out work
- Monitor contract/program of work e.g. RA's, Tank Clean & Chlorination, TMV servicing etc.
- Monitor site logbooks are being maintained
- Manage records, provide training
- Provide annual legionella management report to senior management team

### Legionella Contractor

- Specialist advice & Guidance
- Risk Assessments
- Annual Tank Chlorination

### Site Managers

- Carry out regular monitoring tasks
- Keep records within site logbook



### **2.3 LEGIONELLOSIS RISK MANAGEMENT POLICY STATEMENT FOR HOUSING AND BUILDING SERVICES**

It is the requirement of the Vale of Glamorgan Council's Housing and Building Services Department to provide and maintain safe and healthy working conditions, equipment and systems of work for all staff and visitors, and to provide such resources, information, training and supervision as needed for this purpose.

The Department aims to do all that is reasonably practicable to manage the risk of legionellosis and to follow the steps laid out in this management plan. This will be based on the balance of risk, cost and practicability of undertaking the identified works.

The HSE's Approved Code of Practice and Guidance Document [L8] – 'Legionnaires disease': the control of Legionella bacteria in water systems" is taken as the primary source of guidance on matters relating to legionella risk management.

The Vale of Glamorgan Council's Housing and Building Services Department will meet the requirements of the relevant guidance, and comply with these procedures so far as is reasonably practicable.

The management of the risks from legionella is a continuous commitment to a risk assessment programme, which includes; regular management and progress meetings. Re-assessments will also fulfil many of the monitoring, inspection and record keeping requirements, including programme implementation, and system condition reports.

The Housing Compliance Manager has been appointed by the Duty Holder as the Responsible Person for all Housing owned and/or controlled premises.

The Housing and Building Services Department will make the necessary resources available to do all that is reasonably practicable to comply with the requirements of this policy.

### **2.4 MANAGEMENT PLAN**

The Vale of Glamorgan Council's Housing Department accepts its responsibilities as outlined in L8 and associated guidance. They will aim to eliminate or reduce, as far as is reasonably practicable, the risks from legionella bacteria. In support of this they will adhere to the following Management Plan:

- Appoint suitable persons to be managerially responsible for the implementation of this Management Plan and supporting procedures.

- Identify and assess sources of risk by implementing a programme of water hygiene risk assessments to the portfolio in order to locate and identify the conditions which encourage bacteria to multiply.
- Ensure new or refurbished water systems are designed, so far as reasonably practicable, to eliminate/minimise the risk of legionella development within the system.
- Prepare and maintain a written scheme for preventing and controlling the water hygiene risks presented at each of our buildings.
- Implement, manage and monitor all precautions following a water hygiene risk assessment.
- Identify and specify necessary routine water hygiene tasks and checks for each of our buildings.
- Commission only competent and appropriately qualified contractors to complete the water hygiene risk assessments.
- Provide training for all staff engaged in routine water hygiene tasks and checks.
- Provide an appropriate level of information and training for those with responsibility under this management plan.
- Review risk assessments at least once every 2 years, or when the risk assessment is deemed no longer valid e.g. change of use, demographics and water systems upgrades.
- Create a schematic diagram of the hot and cold water systems for each of our premises.

### **3 Key Principles and Standards**

#### **3.1 Water Hygiene Risk Assessments**

All Council managed premises will be subject to a water hygiene risk assessment carried out by a competent and experienced water hygiene specialist.

The assessments will be conducted in accordance with the 'HSE Approved Code of Practice and Guidance' document L8.

The order and timescales for assessments will be prioritised based on the risks presented. This will be determined by the age of the building, its occupancy and use and any current industry knowledge of the legionella bacteria.

The risk assessment will identify the remedial action necessary, in order of priority, to ensure the risk of Legionnaires Disease is minimised to an acceptable level. Following each risk assessment to a premise, a re-assessment date will be set as required (at least once every two years) and, whenever there is reason to suspect such assessment is no longer valid.

A copy of the risk assessment (subsequent reviews) and written scheme of control will be held on site, with a copy retained by the Housing Compliance Team.

Where the assessment shows there is a reasonably foreseeable risk, the use of water systems, parts of water systems or systems of work which lead to exposure, will be avoided so far as is reasonably practicable. Where this is not reasonably practicable, there will be a written scheme for controlling the risk from exposure which will be implemented and monitored by the Housing Compliance Team.

#### **3.2 Written Scheme of Control**

As part of the water hygiene risk assessment, a site specific 'Scheme of Control' will be established by the risk assessor to minimise the risks of legionella and ensure good water hygiene for each premises. The 'Scheme of Control' will include:

- A detailed schematic drawing of the hot and cold water system;
- A description of the correct and safe operation of the system;
- Precautions to be taken;



- The required routine water hygiene tasks and checks for the building to ensure the system is functioning efficiently (These will be listed within the Water Hygiene Site Log Book);
- Remedial action to be taken in the event of the current scheme being shown not to be effective;
- Routine water testing/monitoring where identified for the system e.g. legionella bacteria, other general bacterial testing, e.g. Total Viable Count (TVC) etc.

### **3.3 Water Hygiene Monitoring**

It is a requirement of HSE Approved Code of Practice and Guidance Document L8, for appropriate records to be kept, which includes; the person responsible for conducting the risk assessment, the management and implementation of the written scheme, the significant findings of any risk assessment, the written scheme itself and all monitoring results.

Risk assessments and written schemes are provided at each site for storage in the Water Services Log Book, and on the Housing Management System (Keystone).

An annual legionella management audit is conducted, which summarises the status the Council's Housing legionella control. This audit report is located in the legionella file held with the Housing Compliance Team, with electronic copies available within the team's folders.

The 'Policy and Procedures' document and monitoring records logs are held by the Housing Compliance Team, with electronic copies kept on the Housing Management System (Keystone).

Records are retained for the following periods;

- Policy and Procedures: – 2 years following re-issue or revision.
- Risk Assessments: Throughout the period for which they remain current and for a further two years after
- Risk Management Schemes: Throughout the period for which they remain current and for a further two years after
- Monitoring, Inspection and Test results: 5 years

## **4 Monitoring and Performance Management**

### **4.1 Monitoring**

Water hygiene monitoring is undertaken in all properties in accordance with the ACOP (L8).

The routine monitoring comprises monthly temperature checks at all water outlets. Where the water temperature cannot be used as a control, then additional checks are carried out in the form of legionella tests at the cold water storage tank, furthest outlet, calorifier outlets, or nearest tap along with the return supply. This will be carried out on a quarterly basis with TVC tests taken in between.

Should the results of any test be unsatisfactory, then appropriate action will be taken in line with the ACOP recommendations. Users of highly susceptible occupancy sites will be informed of an unsatisfactory test result. However, users at other sites, where unsatisfactory test results are found, will only be informed if results are considered imminently dangerous (this is in accordance with the ACOP recommendations). In all cases, an incident form will be completed (see Appendix 14).

Cold water storage tanks and calorifiers are to be inspected annually.

Weekly temperature monitoring will be conducted at little-used outlets, as identified in the risk assessment.

Inspections and routine maintenance will only be carried out by a competent Water Hygiene Contractor.

## **APPENDIX 1 - WATER HYGIENE MANAGEMENT SYSTEM**

### **1. Building Managers and Building Services operatives**

Housing services and Building Services operatives shall follow the guidance contained within this document. In particular;

- Operate hot water systems at or above the approved minimum temperatures. Stored water temperature to be at least 60°C (unless this document indicates otherwise).
- Outlet temperatures to be at least 50°C, unless fitted with a point of use thermostatic mixing/blending valve(TMV) which is set at 43°C;
- Maintain cold water systems at or below the approved maximum water temperature. Cold water storage and outlet temperatures to be maintained below 20°C. It is permitted for the temperature to be 2°C greater than the incoming mains water temperature. However, this temperature should not exceed 25°C.
- Infrequently used showers and outlets to be identified for removal if no longer required for operational reasons. If retained the shower and infrequently used outlets to be run weekly for at least 3 minutes.
- Avoid the stagnation of water in pipework by ensuring all outlets are run on a regular basis. If a basin or other outlet is no longer used it should be removed and the pipework serving it cut back to the last outlet point;
- Avoid potential contamination of the water systems e.g. storage of substances on top of cold water tanks. Inspect and maintain storage tanks to the required standards.
- Avoid the creation of unnecessary water aerosol.
- Clean and disinfect water systems if any activity or occurrence has jeopardised water hygiene or when recommended by the risk action plan or if a bacteriological analysis requires it;
- Where there is a risk of scalding (i.e. temperatures above 43°C) local point of use thermostatic mixing/blending valves should be installed. The provision of instantaneous or low volume localised water heaters, set at a lower temperature can also be considered (this will be dependent upon the susceptibility of the person - see Appendix 9 - Domestic Hot Water Systems). Where a lower temperature water system is provided, water treatment must be installed to prevent legionella growth i.e. copper/silver

electrodes or ultra violet lamps which must then be monitored to prove efficiency.

## **2. Risk Assessment**

Housing Services through the compliance team will arrange and review its legionella risk assessments under the following circumstances:

- **Premises with highly vulnerable occupants** - The initial risk assessment is undertaken. Review of the risk assessment will be undertaken every two years are based on 'on-site re-assessment' and management information taken from maintenance records.
- **Premises with low vulnerability occupants** - The initial risk assessment is undertaken. Review of the risk assessment will be undertaken every two years or if there is reason to believe the assessment may no longer be valid.
- **Non-scheduled reviews** of risk assessments will take place whenever there is reason to believe the latest risk assessment may no longer be valid e.g. due to a change of building use, major refurbishment work.

The Compliance Team shall ensure all risk assessments:

- Are undertaken by competent persons;
- Identify and evaluate potential sources of risk;
- Encompasses all buildings and all water systems.

## **3. Risk Management Program**

The risk assessment shall form the basis of a Risk Management Programme, describing the particular means by which the risk from exposure to legionella is to be controlled. Any remedial action identified within the Risk Management Program shall be reasonably practicable and prioritised on the basis of risk, cost and practicality.

## **4. Risk Management Audit**

An annual legionella risk management audit is undertaken in order to ascertain the effectiveness of the management arrangements. The audit report includes recommendations for improvement and forms part of the legionella risk management programme.

## **5. Management Review**

Annual management review meetings are held to assess the progress on identified legionella management issues.

## **6. Competence**

Legionella risk management training, appropriate to the level of responsibility for each member Council Housing & Building Services staff, shall be provided. For example technical and procedural training is provided to staff responsible for day-to-day operation of buildings e.g. temperature testing and flushing regimes undertaken by Wardens.

The Housing Compliance Manager and his deputies are provided with training specific to their legionella risk management roles and responsibilities.

## **7. Contractor competence**

The roles and responsibilities of contractors involved in the control regime shall be defined in writing, in all contract documents. Any agreed deviation from the initial contract document, shall be mutually agreed and documented as part of the contract review process. The competence of such contractors will be assessed prior to the engagement of any contractor.

For Legionella and water sample testing, the laboratory shall be UKAS accredited.

## **APPENDIX 2 - DISINFECTION OF CONTAMINATED SYSTEMS.**

The disinfection procedures presented for cold water storage tanks, domestic hot water vessels and water systems are designed to minimise the risk to staff and others who may come into contact with water which may have been contaminated with Legionella bacteria.

In instances where it is necessary to drain a system, water should be disposed of in such a way as to avoid the creation of an aerosol. This also applies to the safe purging of stagnant water from shower heads and unused outlets.

Specialist Contractors shall undertake a suitable Risk Assessment before commencing any work and provide all operatives with appropriate Personal Protective Equipment where necessary.

Only suitably trained and competent operatives will be allowed to undertake disinfection and chlorination works.

Where possible, cleaning methods should minimise the creation of aerosols.

The Specialist Contractor shall ensure the:

- Safe entry into confined spaces;
- Safe handling and use of Chemicals;
- Prevention of scalding and burns.
- Health and Safety of their operatives on site.

The use of any water treatment chemical must be subjected to a COSHH assessment.

The disinfection methodology and extraction must be in accordance with relevant British Standards (BS 8558:2015).

## **APPENDIX 3 - PROCEDURE IN THE EVENT OF BUILDING CLOSURE**

1. Where a property or building is closed for a period of greater than one week, the Housing Manager must ensure the following procedures are implemented and recorded in the Site Water Services Hygiene Log Book.

### **1.1. Closure of less than 60 days.**

Where a closure exceeds 7 days, a nominated individual is identified to run each and every tap for a period of three (3) minutes and flush every toilet once per week. This flushing practice must be recorded in the site logbook.

N.B: It is the responsibility of the building's manager to notify the Housing Compliance Team of their intention to re-open a closed building.

Before the property is re-occupied, an inspection and legionella test of the hot and cold water systems will be conducted. Results must be reported to the Housing Manager.

### **1.2. Closure of greater than 60 days**

When a property or building is to close, with no planned re-opening date or where the closure period exceeds 60 days, the building's manager must inform the Compliance Team so that they can arrange to isolate, disconnect and drain the water services within the affected area/s.

Notices shall be posted throughout the affected building stating that water services are disconnected.

## **2. Re-occupation of a Building closed for greater than 60 Days.**

Upon the re-occupation of a building or property closed for greater than 60 days the following shall be undertaken:

- The relevant water systems will only be put back into service following completion of any necessary modifications or maintenance.
- The system will be chlorinated and flushed clean, in accordance with BS 8558:2015. This will include shower units and any booster pump sets.

#### **APPENDIX 4 - OCCUPATION OF NEW PREMISES - SAFE OPERATION OF WATER SYSTEMS.**

Prior to occupation of any new premises, cleaning and chlorination of all domestic hot and cold water systems shall be carried out in accordance with L8.

At the point of hand over, all relevant information on the systems operation, together with schematic and as-fitted drawings, along with design criteria of the hot and cold water systems plus any chlorination and cleaning certificates must be submitted to the Housing Compliance Team. These records will be kept against the relevant property on the Housing Management System (Keystone).

N.B: -The responsibility of maintaining the water system remains with the Contractor until handover. After handover and up to occupation the responsibility lies with the building's manager. If the period between handover and occupation of the site is greater than seven (7) days then the procedure for short term closure is implemented (see Appendix 5, para' 1.1).



## **APPENDIX 5 - DOMESTIC COLD WATER SYSTEMS**

### **1. Cold Water Storage Cisterns and Tanks**

- 1.1. All new domestic cold water storage cisterns and tanks will comply with the requirements of the Water Supply (Water Fittings) Regulations 1999 for cold water storage. All tanks are subject to a cleaning and disinfection regime before being put into service.
- 1.2. All cold water storage tanks are visually inspected on a yearly basis. Based upon the findings, a decision is made as to whether a clean and disinfection takes place.
- 1.3. Any non-compliance temperatures are reported to the Compliance Team and recorded. Any recurring 'out of range' temperatures will be investigated and remedial actions taken to rectify the situation.

N.B: where possible, potable water outlets will be supplied directly from the mains service.

### **2. Cold Water Services - Boosted Pressure Supply Pumps**

- 2.1. Where two or more pumps have been fitted for pressurising cold water services, the lead pump shall be changed over, at least weekly, in order to avoid water stagnation in the standby pump. Dates and times of the manual pump change over shall be recorded in the site logbook.
- 2.2. Where pumps have not been in service for a period of greater than four weeks or have been removed for any reason, the pump and associated pipework shall be thoroughly washed out and chlorinated before being brought back into service. Chlorination of pumps shall be to 50ppm free residual chlorine for 1 hour and pumps shall be totally submerged during this period. An incident report record sheet shall be completed, giving details of why the pump was out of use. Details of any such action shall be recorded in the Site Water services Log Book.

## **APPENDIX 6 - CLEANING AND DISINFECTION OF COLD WATER SYSTEMS**

1. Cold water domestic systems will be chemically disinfected where the conditions below are applicable:
  - If the risk assessment conducted by the specialist third party consultant shows that this is necessary;
  - If unsatisfactory bacteriological water quality results are obtained;
  - If physical contamination or extremely dirty tanks are identified.
  - When a building has been closed for more than 60 days.

### **2. Tank Cleaning Precautions**

- 2.1. Tank cleaning operatives shall not be permitted to enter any water storage system (i.e. tank, calorifier, AHU) if they are suffering or have recently suffered from any gastric or other communicable illness, or a condition which may result in their increased susceptibility to legionellosis. It is the responsibility of the individual to inform their supervisor immediately if applicable.
- 2.2. All tanks are classified as potable water tanks.
- 2.3. The project manager shall notify all users of the proposed line of action, and of any disruption or modification to service. The project manager being the individual responsible for the management of the task in question.
- 2.4. All equipment and tools to be employed during the cleaning and disinfection process must be dedicated only to this task - this will include hire equipment. All equipment should be disinfected in a high concentration of chlorine solution prior to commencement of the process.

### **3. Tank Cleaning Process Steps**

- 3.1. The contractor will isolate and shut down the cold water storage tank and remove the cover or inspection hatch. The contractor shall display warning labels in and around the plant room stating chlorination in progress.
- 3.2. The tank shall be examined visually for signs of corrosion (if applicable), debris and biological growth. The water storage temperature and any defects identified are to be recorded and reported to the Housing Compliance Team.

- 3.3. Permission must be obtained from the relevant water authority before dumping the contents of a tank. The relevant water authority will need to be informed of the volume to be discharged. Any further quantities of chlorinated water dumped as a result of tank cleaning should be included. It may be necessary to neutralise the chlorine with sodium thiosulphate before dumping. Tank cleaning shall be performed using non-abrasive cleaning materials;
- 3.4. Protective clothing, footwear, face goggles and masks are to be worn where identified. These items must be specific to the task of cleaning and chlorination, and must not have been used for other activities.
- 3.5. Where tanks are to be painted; only paints, coatings or materials recognised and approved by the Water Research Council (WRc) and detailed in "The Water Fittings and Materials Directory" shall be employed. The specification for any such product must be submitted to the Compliance Team for approval prior to use;
- 3.6. Details of all cleaning and painting materials shall be listed on the cold water tank inspection record sheet;
- 3.7. On completion of the cleaning/painting exercise, and after the necessary paint maturing period (if required), the tank shall be thoroughly flushed and washed out with water, refilled to the tanks normal working level and dosed to a level of 50 ppm free residual chlorine. The tank shall be left to stand for a minimum period of one (1) hour. During this period the level of free chlorine shall be monitored and maintained at 50 ppm;
- 3.8. On completion of the tank chlorination period, the tank contents shall be discharged as previously detailed in paragraph 3.3. The tank is then refilled to its normal operating level with fresh water. The free chlorine level in the tank water shall be monitored until it matches that of the incoming water supply;
- 3.9. On completion of this exercise the tank shall be put back into service immediately, and water samples taken for analysis -A sample of water should be taken using sterile bacteriological techniques for deposit and examination at a UKAS accredited laboratory. The analysis shall include:
  - Total Coliforms - 100ml
  - E. coli - 100ml
  - Total Colony Count 2 days @ 37°C/ml, 3 days @ 22°C/mlSamples must reach the laboratory within 6 hours of sampling.

- 3.10. On receipt of analysis results, these shall be submitted to the Compliance Team. The assistance of a consultant may be required to aid with the interpretation of the results, and the identification of remedial actions if necessary;
- 3.11. On completion of the tank cleaning or inspection exercise, it is recommended that details should be entered onto a tank cleaning record label to be posted on or adjacent to the tank. Such a label must be robust, and able to withstand contact with water;

Details of findings, actions taken and test results and chlorination certificates are to be obtained and held in the Building Water Services Hygiene Log Book and copies kept on the Housing Management system (Keystone).

Any defects shall be reported immediately to the responsible person or nominated deputies.

Once a system has been filled it will not be drained unless full disinfection is to be undertaken before the system is brought into use again. The only exception is in the case of an emergency and with the consent of the Responsible Person.

## **APPENDIX 7 - DOMESTIC HOT WATER SYSTEMS**

### **1. Hot Water Treatment**

In general the hot water treatment method used by the Housing Department is that of full temperature control. This requires the storage and flow temperature of hot water to be maintained at 60°C and distributed to all outlets (or to thermostatic mixing valves) at a minimum of 50°C.

There is scope within L8 to use an alternative method of water treatment from full temperature control. Where an alternative water treatment regime is used the Housing Department establishes the efficacy of the system in its control of Legionella for each site by,

- Achieving a control level and;
- Providing the assurance that the control level is maintained by sampling.

The Housing Department ensures that all that is reasonably practicable is done to reduce outlet temperature in high risk areas either by the reduction of storage temperature (along with an alternative means of legionella control), or the use of thermostatic mixing valves (TMV's).which are sited within 2m of the outlet. TMV's are not used to serve low volume spray taps in buildings with susceptible populations.

### **2. Monitoring requirements**

A monthly check of water temperatures at the outlets is undertaken and recorded in the Site Water Services Log Book. Where a mixing valve is fitted, the nearest unmixed outlet is tested.

Records of temperature checks are retained for a minimum of five years. The Housing Compliance Team will conduct regular audits of the site logbooks to ensure they are being completed and are up to date.

### **3. DHW Circulation pumps**

Circulation pumps are installed within the DHW secondary circuit, to assist the distribution of water around the system. The pumps are sized appropriately to ensure all outlets are capable of delivering hot water at 50°C or above.

#### 4. Pressurisation/Booster Units

Where there are two or more pressurisation/booster units, these are set up to operate in sequence, so as to prevent any accumulation of stagnant water within the system. The sequence ensures all pipe work is flushed at least daily.

#### 5. Low volume hot water systems.

At sites where users of the water system fall into the low risk category for legionella it is possible to reduce the storage temperature of low volume units. This has the benefit of reducing any scalding problems.

At sites where the end user is a high risk, such as the elderly, care is taken before any reduction of storage temperature takes place. Scalding issues are addressed if outlet temperatures are greater than 43°C.

The following table is used to determine whether low volume water heaters are operated at 43°C to remove any scalding risks.

| Capacity of hot water storage unit (litres) | Acceptable storage temperature/°C |                              |
|---|-----------------------------------|------------------------------|
|   | Low risk legionellosis site       | High risk legionellosis Site |
| 25 or less - 'Point of Use'                 | 43                                | 43                           |
| 26 to 100 - 'Water Heater'                  | 43                                | 60                           |
| Above 100 - 'Calorifier'                    | 60                                | 60                           |

This is based on the balance of risk from scalding versus Legionella and incorporates reasonable practicality.

If there is a change of occupant of the building served by the water system; a review of the risk assessment will be carried out to determine if the temperatures are adequate.

#### 6. Calorifiers.

Where calorifiers cannot be internally inspected and cleaned, a thermal disinfection will be carried out on an annual basis and the action recorded.

## **APPENDIX 8 - PROCEDURE FOR DOMESTIC HOT WATER SYSTEMS FAILURE**

*This section applies to full temperature hot water systems only, i.e. those which are stored at 60°C.*

1. If for any reason there is a reduction of domestic hot water temperature to below 45°C the Building Manager is responsible for contacting the Responsible Person. If this occurs on a high risk site a disinfection of the affected system is required.

Such temperature reductions can result from system failures such as:

- Primary heat source failure;
- Calorifier water temperature controls failure;
- Domestic hot water distribution pump failure;
- System shut down for modification or repair.

### **2. PROCEDURE**

- 2.1. In the event of a reduction in domestic hot water temperature to less than 45°C, the Housing Compliance Team and/Building Services team should be notified immediately by the building's manager. The reason for failure must be identified and rectified as soon as possible;
- 2.2. The building's manager shall notify the users of the failed system that they must not draw off any hot water from the affected services until further notice;
- 2.3. Thermal disinfection shall be carried out by raising the domestic hot water temperature of the contents of the calorifier to 60°C, and then circulating this water throughout the affected distribution system for at least one [1] hour. Each tap or appliance should be run in sequence until full temperature is achieved (this should be measured and recorded). To be effective the temperature in the calorifier should be high enough to ensure that all distribution outlets receive water at a temperature of greater than 60°C. Ensure the return flow to the calorifier is a minimum of 50°C;

**NB** Care must be taken not to exhaust the calorifier during this operation.

- 2.4. The building's manager and users shall be informed when the system is back in operation.
- 2.5. Sterile bacteriological samples are to be taken as stated in cold water tank cleaning procedure;
- 2.6. The Housing Compliance Team shall complete an Incident Record, and an entry shall be made into the relevant Log Book.

## **APPENDIX 9 - PROCEDURE FOR COLD WATER TANKS FOLLOWING THE IDENTIFICATION OF WATER TEMPERATURE GREATER THAN 20°C**

1. If the cold water tank temperature rises above 20°C (and the incoming mains is below 20°C), the building's manager is responsible for contacting the Housing Compliance Team.
2. The policy is to investigate the cause of temperature increase, carry out remedial work to prevent its reoccurrence and clean and disinfect the system.
3. Examples of failures which may be responsible for tepid cold water (greater than 20°C):
  - High ambient temperature and heat gain -may be accentuated by poor ventilation, glass windows above tanks, lack of or poor insulation.
  - Mixing valve failure causing back feeding -non return valves are recommended.
  - Domestic hot water system venting over the tank.
  - Failure of the primary heating coil.

### **4. Procedure**

- 4.1. The building's manager, on receiving report of or identifying a tepid cold water occurrence must notify the Housing Compliance Team as soon as the problem is identified in order for them to remedy the issue;
- 4.2. The Compliance Team Officer shall verify the problem by taking the water temperature of the appropriate cold water storage tank. If the cold water storage temperature is greater than 20°C, the temperature of the incoming mains cold water should be taken;
- 4.3. If the incoming water is 19°C or greater, and the tank water is no greater than 2°C higher, no actions are necessary unless the incoming water exceeds 25°C (in which case the Responsible Person will contact the Water Authority);
- 4.4. If the water temperature in the tank is greater than 2°C higher than the incoming water supply, the following actions should be implemented;
  - The reason for failure must be identified and rectified as soon as possible;
  - If the cause of the warm water is identified as heat gain to the tank, drain the tank contents and clean if necessary. A permanent solution, such as ventilation for the plant room or reducing the water storage volume must be implemented;
  - If the reason for warm water is found to be due to ingress of hot water (i.e. from the DHW system or similar source), the Homes, Housing and



Property Services team representative shall inform the users of the failed system that they must not draw off any cold water (and hot water if a single domestic hot water header) from the affected system until further notice;

- Chlorine disinfection of the tank and distribution system shall be carried out in accordance with the tank cleaning/disinfection procedure;
- The tank shall be brought back into service, as detailed in the tank cleaning/disinfection procedure;
- The users shall be informed when the system is back in operation,
- The Compliance Team representative shall complete an Incident Report Sheet. An entry will be made onto the Building Water Services Hygiene Log Book and upload a copy onto the Housing Management System (Keystone).

## **APPENDIX 10 - AIR CONDITIONING PLANT**

Air conditioning, humidifiers, ventilation plant and duct-work is inspected at the access point(s) on an annual basis in order to check cleanliness and general condition. If found dirty the system is cleaned. Any remedial work is reported during the risk assessment.

All information on condition, cleanliness etc is recorded in the Site Water Services Log Book, with any non-compliance or incidents being identified to the Housing Compliance Team.

Any contamination will be investigated to identify the cause and remedial action will be undertaken as necessary.

### **SHOWERS AND LITTLE USED OUTLETS**

Showers and outlets which are rarely used are either to be removed or flushed weekly for at least 3 minutes. The flushing of the showers and little used outlets must be recorded in the on-site log book.


Shower heads are to be dismantled, cleaned and descaled quarterly.

### **TEMPERATURE MANAGEMENT VALVES (TMVs)**

The site risk assessment will determine whether the TMV fittings are required, and if not, remove. Where needed, inspect annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations. During the inspection TMVs will be cleaned, descaled and any strainers or filters associated with TMVs disinfected.

TMVs help manage the risk of scalding. All regular routine maintenance will be carried out by competent persons in accordance with the manufacturer's instructions.

**APPENDIX 11**

|   |  |   |  |
|---|--|---|--|
| <b>LEGIONELLA RISK – INCIDENT REPORT FORM</b> |  |  |  |
| <b>Housing &amp; Building Services</b>        |  |   |  |
| <b>WATER HYGIENE INCIDENT REPORT</b>          |  |   |  |
| <b>Fault Reported By:</b>                     |  | <b>Date/Time Reported</b>   |  |
| <b>Building:</b>                              |  |   |  |
| <b><u>Nature of Fault:</u></b>                |  |   |  |
|   |  |   |  |
| <b><u>Action Taken:</u></b>                   |  |   |  |
|   |  |   |  |
| <b>Work Carried Out By:</b>                   |  | <b>Date/Time Completed:</b>   |  |
| <b>Operational Engineer – Name</b>            |  | <b>Signature:</b>   |  |

## Appendix 12 - Checklist for Hot & Cold Water Systems

| Service  | Action to take   | Frequency   |
|--|--|---|
| <b>Calorifiers</b>                                   | Inspect calorifier internally by removing the inspection hatch or using a boroscope and clean by draining the vessel. The frequency of inspection and cleaning should be subject to the findings and increased or decreased based on conditions recorded.  | Annually, or as indicated by the rate of fouling  |
|  | Where there is no inspection hatch, purge any debris in the base of the calorifier to a suitable drain Collect the initial flush from the base of hot water heaters to inspect clarity, quantity of debris, and temperature  | Annually, but may be increased as indicated by the risk assessment or result of inspection findings   |
|  | Check calorifier flow temperatures (thermostat settings should modulate as close to 60 °C as practicable without going below 60°C) Check calorifier return temperatures (not below 50 °C, in healthcare premises not below 55 °C)  | Monthly   |
| <b>Hot Water Services</b>                            | For non-circulating systems: take temperatures at sentinel points (nearest outlet, furthest outlet and long branches to outlets) to confirm they are at a minimum of 50 °C within one minute (55 °C in healthcare premises)  | Monthly   |
|  | For circulating systems: take temperatures at return legs of principal loops (sentinel points) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises). Temperature measurements may be taken on the surface of metallic pipework   | Monthly   |
|  | For circulating systems: take temperatures at return legs of subordinate loops, temperature measurements can be taken on the surface of pipes, but where this is not practicable, the temperature of water from the last outlet on each loop may be measured and this should be greater than 50 °C within one minute of running (55 °C in healthcare premises). If the temperature rise is slow, it should be confirmed that the outlet is on a long leg and not that the flow and return has failed in that local area. | Quarterly (ideally on a rolling monthly rota)   |
|  | All HWS systems: take temperatures at a representative selection of other points (intermediate outlets of single pipe systems and tertiary loops in circulating systems) to confirm they are at a minimum of 50 °C (55 °C in healthcare premises) to create a temperature profile of the whole system over a defined time period   | Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control |
| <b>POU water heaters (no greater than 15 litres)</b> | Check water temperatures to confirm the heater operates at 50–60 °C (55 °C in healthcare premises) or check the installation has a high turnover   | Monthly–six monthly, or as indicated by the risk assessment   |
| <b>Combination water heaters</b>                     | Inspect the integral cold water header tanks as part of the cold water storage tank inspection regime, clean and disinfect as necessary. If evidence shows that the unit regularly overflows hot water into the integral cold water header tank, instigate a temperature monitoring regime to determine the frequency and take precautionary measures as determined by the findings of this monitoring regime  | Annually  |
|  | Check water temperatures at an outlet to confirm the heater operates at 55–60 °C.  | Monthly   |
| <b>Cold water tanks</b>                              | Inspect cold water storage tanks and carry out remedial work where necessary.  | Annually  |
|  | Check the tank water temperature remote from the ball valve and the incoming mains temperature. Record the maximum temperatures of the stored and supply water recorded by fixed maximum/minimum thermometers where fitted   | Annually (Summer) or as indicated by the temperature profiling  |

| <b>Service</b>            | <b>Action to take</b>   | <b>Frequency</b>  |
|---------------------------|---|---|
| Cold water services       | Check temperatures at sentinel taps (typically those nearest to and furthest from the cold tank, but may also include other key locations on long branches to zones or floor levels). These outlets should be below 20 °C within two minutes of running the cold tap. To identify any local heat gain, which might not be apparent after one minute, observe the thermometer reading during flushing  | Monthly   |
|                           | Take temperatures at a representative selection of other points to confirm they are below 20 °C to create a temperature profile of the whole system over a defined time period. Peak temperatures or any temperatures that are slow to fall should be an indicator of a localised problem   | Representative selection of other sentinel outlets considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control |
|                           | Check thermal insulation to ensure it is intact and consider weatherproofing where components are exposed to the outdoor environment  | Annually  |
| Showers and spray taps    | Dismantle, clean and descale removable parts, heads, inserts and hoses where fitted   | Quarterly or as indicated by the rate of fouling or other risk factors ,e.g. areas with high risk patients  |
| POU filters               | Record the service start date and lifespan or end date and replace filters as recommended by the manufacturer (0.2 µm membrane POU filters should be used primarily as a temporary control measure while a permanent safe engineering solution is developed, although long-term use of such filters may be needed in some healthcare situations)  | According to manufacturer's guidelines  |
| Base exchange softeners   | Visually check the salt levels and top up salt, if required. Undertake a hardness check to confirm operation of the softener  | Weekly, but depends on the size of the vessel and the rate of salt consumption  |
|                           | Service and disinfect   | Annually, or according to manufacturer's guidelines   |
| Multiple use filters      | Backwash and regenerate as specified by the manufacturer  | According to manufacturer's guidelines  |
| Infrequently used outlets | Consideration should be given to removing infrequently used showers, taps and any associated equipment that uses water. If removed, any redundant supply pipework should be cut back as far as possible to a common supply (e.g. to the recirculating pipework or the pipework supplying a more frequently used upstream fitting) but preferably by removing the feeding 'T' Infrequently used equipment within a water system (i.e. not used for a period equal to or greater than seven days) should be included on the flushing regime Flush the outlets until the temperature at the outlet stabilises and is comparable to supply water and purge to drain Regularly use the outlets to minimise the risk from microbial growth in the peripheral parts of the water system, sustain and log this procedure once started For high risk populations, e.g. healthcare and care homes, more frequent flushing may be required as indicated by the risk assessment | Weekly, or as indicated by the risk assessment  |
| TMVs                      | Risk assess whether the TMV fitting is required, and if not, remove. Where needed, inspect, clean, descale and disinfect any strainers or filters associated with TMVs To maintain protection against scald risk, TMVs require regular routine maintenance carried out by competent persons in accordance with the manufacturer's instructions.   | Annually or on a frequency defined by the risk assessment, taking account of any manufacturer's recommendations   |
| Expansion vessels         | Where practical, flush through and purge to drain   | Monthly–six monthly, as indicated by the risk assessment  |

**VALE OF GLAMORGAN COUNCIL**



# **HOUSING ELECTRICAL COMPLIANCE POLICY**

Housing and Building Services

January 2019 Version 1.3  
Review date: October 2023

# **Electrical Compliance Policy for Replacement or Periodic Inspection and Testing of Electrical Installations & Portable Appliance Equipment**

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# **Electrical Maintenance Policy - Periodic Inspection and Testing of Electrical Installations & Portable Appliance Testing**

## **Section 1 – Introduction**

### **1.1 Purpose and Scope of the Maintenance Policy**

The purpose of this Electrical Compliance Policy, is to set out specific guidelines which enable the Vale of Glamorgan Council to be assured it is fully compliant with its legislative responsibilities in relation to the safety of all its fixed electrical installations; ensuring they are inspected and maintained at appropriate frequencies to minimise risk of fire, injury and/or death.

All fixed electrical installations within the Council Housing and Building Services property portfolio, are subject to regular inspection and testing except the categories of installations listed in Section 6. The scope and requirement for the categorisation, testing regime and frequency are defined in Section 3.4.

In addition, this policy aims to ensure all portable appliance equipment, used by Housing and Building Services are inspected and tested as set out in appendix 1, to minimise the risk of fire, injury and death.

### **1.2 Fixed Electrical Installations & Portable Appliance Equipment Definitions**

A fixed electrical installation is defined as *“the assembly of associated electrical equipment supplied from a common point of origin to fulfil a specific purpose and having certain co-ordinated characteristics”*.

A portable Appliance is defined as *“an appliance of less than 18kg in mass which is intended to be moved whilst in operation, or an appliance which can easily be moved from one place to another, e.g. vacuum cleaner, toaster, food mixer, TV, etc.”*.

## **Section 2 - Legislation and Management Responsibilities**

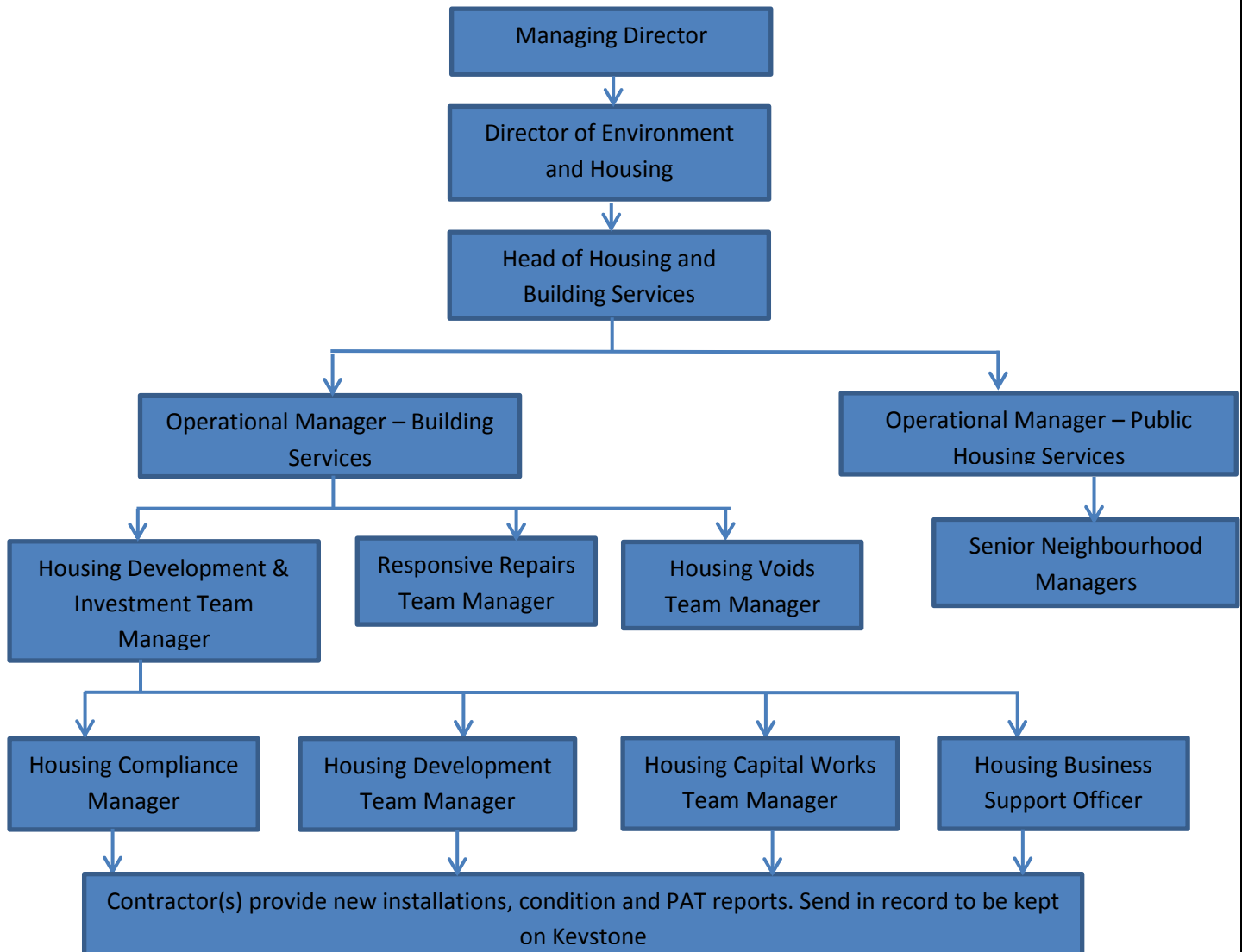
### **2.1 Legislation**

Under UK law the Health and Safety at Work etc. Act 1974 (HSW Act) is the primary legislation under which landlords have a duty to protect the Health, safety and welfare of tenants. Whilst the IET Wiring Regulations Eighteenth Edition (IETWR18) is non-statutory, they will be used in a court of law to evidence a landlord's compliance with a statutory requirement.

This policy and procedures have been developed using the guidance set out within the IETWR18 to ensure the councils discharges its obligations and complies with the HSW Act.

## 2.1. Roles and Responsibilities

To ensure compliance with the aforementioned legislation, 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 Electrical Compliance Policy, procedures and any subsequent updates;

### Director of Environment & Housing Services

The Director of Environment & Housing Services has responsibility for electrical safety management 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 'Electrical Compliance 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 electrical compliance.

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 Electrical Compliance Policy, setting and monitoring targets or objectives where appropriate;
- The promotion of good practice and continuous improvement of electrical - 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 four years;

## **Operational Manager – Public Housing Services**

The Operational Manager – Public Housing Services shall ensure they are familiar with the current legislation relating to electrical Safety and is responsible for:

- Supporting access arrangements to tenancies refusing access to complete cyclical servicing and maintenance or the undertaking of installing new electrical installations;
- Ensuring the Public Housing team managers and staff are made aware of this policy and its arrangements.

## **Housing Compliance Team Manager**

To ensure compliance of the Electricity at Work Regulations 1989, the Housing Compliance Team Manager is nominated to the role of Duty Holder, and is responsible for the actions and requirements defined by this Electrical Compliance Policy. The Housing Compliance Team under the direction of the Compliance Team Manager is responsible for:

- Advising on the development of electrical system design specifications;
- Monitoring and auditing of electrical works being undertaken to Housing Services properties;
- Managing the schedule of work programs for; Portable Appliance Testing (PAT) and fixed installation inspection and testing.
- Providing appropriate notice and the likely impact of the testing regime in consultation with the relevant service managers, who will then inform relevant staff prior to the commencement of any testing.
- Ensuring records are provided following inspection and testing and upload such records on to the Asset Management System (Keystone);

- Provide monthly KPIs in relation to stock electrical compliance and contractor performance.

### **Business Support Team**

The Development and Investment Team Business Coordinator and their team are responsible for the following;

- Keeping all record in relation to electrical up to date on keystone;
- Providing forecast reports detailing numbers of Housing stock and Communal area condition reports and new electrical installations due for inspections on a monthly, quarterly and yearly basis;
- Provide forecast reports for servicing and maintenance of emergency lighting and fire alarm systems
- Chase outstanding electrical installation and condition reports that are outstanding from external contractors and internal Voids Team.

### **Housing Senior Neighbourhood Managers**

The Site Manager is defined as the person responsible for the health and safety and other legal requirements relating to the electrical work undertaken within their premises on a day to day basis. All site managers are responsible for:

- Ensuring they have a valid fixed installation test and inspection certificate for the site.
- Identifying any vulnerable IT software, which may be affected by the test/inspection and taking suitable action to safeguard the software and any data held to the commencement of any electrical operations.
- Identifying and implementing contingency arrangements as necessary to facilitate the interruption of power supplies arising from the testing and inspection process.
- Maintaining an electrical inventory for all portable appliance equipment on site.
- Ensuring all portable appliance equipment is tested on an annual basis.
- Removing and safely disposing of any damaged portable appliance equipment, which is identified during the inspection process at the site.

### **Responsive Repairs Team Manager**

The Responsive Repairs Team Manager shall ensure:

- The electricians undertake formal periodic inspection and testing of electrical installations at prescribed frequencies and as detailed in Section 8 (Scope and Requirements)
- Team electricians received suitable and sufficient training and information to undertake their role;
- During the inspection and testing process, should any alterations or extension to the system be identified which have been completed by the tenant, they shall report them to the Housing Compliance Team.
- Ensure minors works and installation certificates and test and inspection reports are passed are signed off by the NICEIC Duty Holder and passed onto the Housing Compliance Team for checking.

## **Voids Team Manager**

The Voids Team Manager shall ensure:

- All void properties electrics are suitably isolated when unoccupied.
- Any electricians undertaking electrical installation, minor works or periodic inspection and testing of electrical installations are suitably qualified;
- Ensure prior to handing back of a property for letting a compliant installation or condition test and inspection report is held on file ready for the Business Support Team to upload onto Keystone.
- Electrical minor works certificates are also passed back within the void property pack for the Business support Team to upload onto Keystone.

## **Authorised Inspectors and Testers**

Only competent persons, as defined by BS 7671:2018 (Requirements for Electrical Installations) including current amendments, are authorised to carry out inspection and testing on the Councils premises. A person shall be deemed competent to carry out the appropriate inspection and testing only if he/she has sufficient knowledge and experience of the test equipment, the installation being tested and testing procedures.

It is the responsibility of those undertaking inspection and testing:

- a) To ensure no danger occurs to any person or animals;
- b) To ensure no damage occurs to property;
- c) To compare the inspection and testing results with the design criteria;
- d) To take a view on the condition of the installation and advise on remedial works;
- e) In the event of a dangerous situation, to isolate and make an immediate recommendation to Housing Compliance Team.

## **Contractors**

Contractors appointed to undertake the periodic inspection and testing of electrical installations will be required to conform in full with the requirements of this Policy.

Additionally, all Contractors shall comply with the following:

- a) They shall be incorporated with a recognised Electrical Industry Registration Scheme.
- b) All electricians must have successfully completed City and Guilds 2382 (18th Edition) City and Guilds 2394/2395 (Inspection, Testing and Certification of Electrical Installations), unless the duty holder deems the electricians competency level and experience adequate to carry out the testing.
- c) The Duty Holder must be assured of the technical competence of any contractor, prior to appointment.
- d) All contractors shall be subject to monitoring to ensure appropriate standards are met and maintained.

All contractors will be subject to the Council's Control of Contractors Policy and will be requested to provide annual information in relation to the following:

- Current Company insurances certificates;
- Latest Health and Safety Policies and Procedures;

- Up to date employee training records.
- Subcontractor checklist records.

## **Responsibilities of Tenants**

Tenants are defined as “the occupier of a Council House who has entered into a tenancy agreement with the Council”

As part of the fixed installation inspection and testing, it is necessary to de-energise the electrical supply to the property. All tenanted properties where electrical inspection and testing is to be carried out, shall be notified in writing of a proposed appointment to complete the electrical inspection and test. This written notification shall also inform the tenant of the requirement to temporarily disconnect the power supply and the tenant shall ensure:

- a) Appropriate access for the technician and provide access to all electrical sockets and switches.
- b) Ensure perishable food stuffs kept in fridges and freezers are protected during the test, to maintain food safety

As part of the fixed installation replacement programme it is necessary to de-energise the electrical supply to the property. All tenanted properties where electrical inspection and testing is to be carried out, shall be notified in writing of a proposed appointment to complete the fitting of the new electrical installation. This written notification shall also inform the tenant of the requirement to disconnect the power supply and the tenant shall ensure:

- Make sure that our workers have easy access to the cupboard where your fuse box is kept.
- If you have an electricity meter, make sure it is in credit before works start.
- Workers will need to get to all the sockets and switches in every room of your home.
- You will need to move all furniture into the centre of the room so that the workmen can get around the outside.
- Pack any personal or breakable items into boxes and move them into the centre of the room.
- Remove all pictures, mirrors or shelving from the walls where necessary i.e. above existing sockets or where indicated.
- Your attic/loft space will need to be clear (this is a tenant responsibility).

As part of the tenancy agreement, tenants must not alter the electrical installations within a property unless they have permission in writing from the Housing Neighbourhood Team. Any electrical work carried out by the tenant or their contractor, must be certified by a competent electrician with a copy being provided to the Housing Neighbourhood Team. This will then in turn be checked and authorised by the Housing Compliance Team. If the certificate and works are satisfactory it will be entered onto the Asset management Database (Keystone) for future reference.

## **Section 3 - Key Principles & Standards**

### **3.1. Repairs and Rectification**

Except for undertaking unforeseen emergency repairs whilst carrying out the inspection and testing regime, no repairs or rectification works shall be commenced without first obtaining the correct authority from an appointed NICEIC duty holder for the Council or the Housing Compliance Team Manager.

Any unauthorised electrical installation alterations/additions carried out by a tenant, which are identified during the test and inspection, could lead to the cost of rectification being recharged to the tenant under the Councils Rechargeable Repairs Policy.

All electrical installations or equipment which is replaced within domestic dwellings, must comply with the 'Welsh Housing Quality Standard Room by Room Specification'. Any electrical equipment replaced within communal areas must also comply with the 'Housing Communal Area Electrical Specification'.

### **3.2. Exceptions to the Requirements**

The following schedule shows typical installation types (not exhaustive) which are exempt from this policy:

- a) Lift shaft Wiring and Controls
- b) Building Management System
- c) Fire Alarm Installation
- d) Central battery operated Emergency Lighting Systems
- e) Telephone and data systems.

### **3.3. New Installations**

All new installations shall be provided with an Electrical Installation Certificate complete with a schedule of inspection and test results. These certificates must be fully completed and in compliance with 'BS 7671: (2018) Requirements for Electrical Installations, Guidance Note 1 (Selection and Erection)' and all current amendments. All new installation certificates shall be kept on the Asset Management System (Keystone).

*"All domestic electrical installations will be replaced on a 25 year cycle unless on inspection it has to be brought forward for replacement earlier."*

As standard an electrical installation condition test and inspection shall be carried out 5 years after the initial electrical installation date unless otherwise advised on the installation report.

### **3.4. Frequency of Inspection and Testing**

The frequency of periodic inspection and testing must be determined taking into account:

- a) the type of installation;
- b) its use and operation;
- c) the frequency and quality of maintenance;

d) the external influences to which it is subjected.

Table T2 (Appendix 1) indicates a suggested frequency of Periodic Inspection and Testing of Electrical Installations and conditions of use, but is subject to appropriate risk assessment and dependent on the environment and use. All buildings shall be subject to a full periodic inspection and test at the prescribed frequency. Partial testing of circuits or installations is not generally permitted. However, should detailed records, test results and drawings be available, the Duty Holder may relax the requirements subject to risk assessment. This is especially relevant to properties which may be the subject of short term lets.

The frequency should be increased if the history indicates signs of progressive deterioration. The Duty Holder in consultation with the Housing Compliance Manager will agree an appropriate programme of works, and issue instructions for this to be carried out.

The Housing Compliance Team is responsible for managing the portable appliance testing program which will be undertaken on an annual basis.

### **3.5. Tests to be undertaken**

Tests must be carried out on each periodic inspection and test as per BS7671:2018.

## **Section 4 – Monitoring and Performance Management**

### **4.1 Labelling**

The provision of Marking and Labelling shall be provided in accordance with BS 7671: 2018 Requirements for Electrical Installations and Guidance Note 3 (Inspection and Testing) including all current amendments.

All portable appliance equipment must have a visible portable appliance test sticker, providing a unique identification code to enable equipment to be referenced and giving the status of the equipment following the test i.e. 'PASS' or 'FAIL'. It must also show the date the equipment was tested together with the re-test period or the re-test date

### **4.2 Records**

Records shall be provided in full accordance with BS 7671: 2018 Requirements for Electrical Installations and Guidance Note 3 (Inspection and Testing), including all amendments. Additionally, any associated drawings shall be provided with annotation to illustrate the electrical layout and circuit configuration of the installation following the completion of the Inspection and testing regime and identify areas of any necessary rectification works.

Records of portable appliance testing shall be provided in a report format agreed between the Housing Health and Safety Compliance Manager and the contractor, showing the results of all equipment tested on the electrical inventory.



Original inspection certificates & electrical inventories must be provided to the Housing Compliance Team, where copies of the reports and certificates of minor works will be uploaded onto the Asset Management System, (Keystone). Copies of such must also be kept on site in a safe location by the Site Manager e.g. Sheltered Housing Scheme Wardens.

#### **4.3 Approved Test Equipment**

Test equipment shall be appropriately recalibrated and comply with the requirements of 'BS 7671: 2018 Requirements for Electrical Installations and Guidance Note 3 (Inspection and Testing)' including all amendments.

#### **4.4 Risk Assessments**

Prior to commencement of any works activities, Building Services employees or appointed contractors shall undertake a suitable and sufficient risk assessment for the work involved. Copies of the risk assessment will be reviewed by the Duty Holder or Housing Compliance Team and kept on record.

#### **4.5 Programme of Works**

The Housing Compliance Team is responsible for implementing an appropriate programme of works in agreement with the Council's NICEIC Duty Holder and will instruct the relevant competent contractor to complete the work. In addition, the Housing Compliance Team is responsible for the programme of Portable Appliance Testing (PAT) throughout Public Housing Service's area of responsibility.

### **Section 5 - Supporting Policies**

#### **5.1 Definitions**

**Duty Holder:** The person nominated by Housing and Building Services Management Team, who has responsibility for implementation, monitoring of standards and quality in respect of inspection and testing.

**Site Manager:** The person responsible for the health and safety and other legal requirements relating to the electrical work undertaken within their premises on a day to day basis.

**ECA:** Electrical Contractors Association.

**Electrical Contractors:** An external contractor with competent electricians, who have been appointed to undertake prescribed electrical operations on behalf of the Housing and Building Services Department.

**Building Service's Electricians:** A group of persons employed by the Building Services Team to undertake prescribed electrical operations.

**Extra Low Voltage:** Normally not exceeding 50V a.c. or 120V d.c. (Ripplefree)

**Low Voltage:** Exceeding extra low voltage, but not exceeding 1000V a.c. or 1500V d.c.

**NICEIC:** National Inspection Council for Electrical Installation Contracting.

**NICEIC Duty Holder:** This is the individual responsible for ensuring the Council complies with the appropriate current electrical standards.

**Competent Person:** A person with technical knowledge and sufficient experience to enable them to avoid dangers which electricity may create whilst working on electrical systems.

## **5.2 Related Documents:**

Health and Safety at Work etc. Act 1974,

The Management of Health and Safety at Work Regulations 1999,

Electricity at Work Regulations 1989,

BS 7671: 2018 - Requirements for electrical installations, IEE Guidance Note 3 (Inspection and Testing),

Corporate Health and Safety Policy

Council Housing Fire Strategy

## **5.3 Further Information**

Further information or advice on the requirements of this electrical compliance policy is available from Housing Compliance Team or the NICEIC Duty Holder for the Council.

## Appendix 1

**Table T1 - Competency/Location Works Matrix**

|   |   |
|---|---|
| <b>Residential Accommodation</b>                      | Building Services Electricians /Electrical Contractors  |
| <b>Communal areas within HMO / Sheltered schemes.</b> | Building Services Electricians / Electrical Contractors |
| <b>Offices</b>  | Building Services Electricians / Electrical Contractors |

**Table 2 – Frequency of Periodic Inspection & Testing of Fixed Wiring Installations**

| <b>Type of Installation</b>       | <b>Maximum period between inspection &amp; testing</b> | <b>Reference Notes:</b> |
|-----------------------------------|--|-------------------------|
| <b>Domestic (Landlord)</b>        | <b>Change of Occupancy/every 5 years</b>               | <b>1,2</b>              |
| <b>Communal Areas</b>             | <b>5 years</b>   | <b>1,2</b>              |
| <b>Commercial</b>                 | <b>Change of Occupancy/every 5 years</b>               | <b>1,2</b>              |
| <b>Residential Accommodation</b>  | <b>5 years</b>   | <b>1,2</b>              |
| <b>Offices</b>                    | <b>5 years</b>   | <b>1,2</b>              |
| <b>Fire Alarm Systems</b>         | <b>1 year</b>  | <b>1,2,5</b>            |
| <b>Emergency Lighting Systems</b> | <b>1 year</b>  | <b>1,2,5</b>            |

### Reference Key

1. Particular attention must be taken to comply with S1 1988 No. 1057. The Electricity Supply Regulations 1988 (as amended).
2. S1 1989 No. 635. The Electricity at Work Regulations 1989 (Regulation 4 & Memorandum).
3. See BS 5266: Part 1: 2005 Code of Practice for the emergency lighting of premises other than cinemas and certain other specified premises used for entertainment.
4. Other intervals are recommended for testing operation of batteries and generators.
5. See BS 5839: Part 1: 2002 Code of Practice for system design installation and servicing (Fire detection and alarm systems for buildings).

**VALE OF GLAMORGAN COUNCIL**



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

Housing and Building Services

January 2019 Version 1.3  
Review date: October 2023

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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 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, LFSR) to be issued to all properties within the Housing Revenue Account which have an oil, LPG, or gas supply and appliance present.

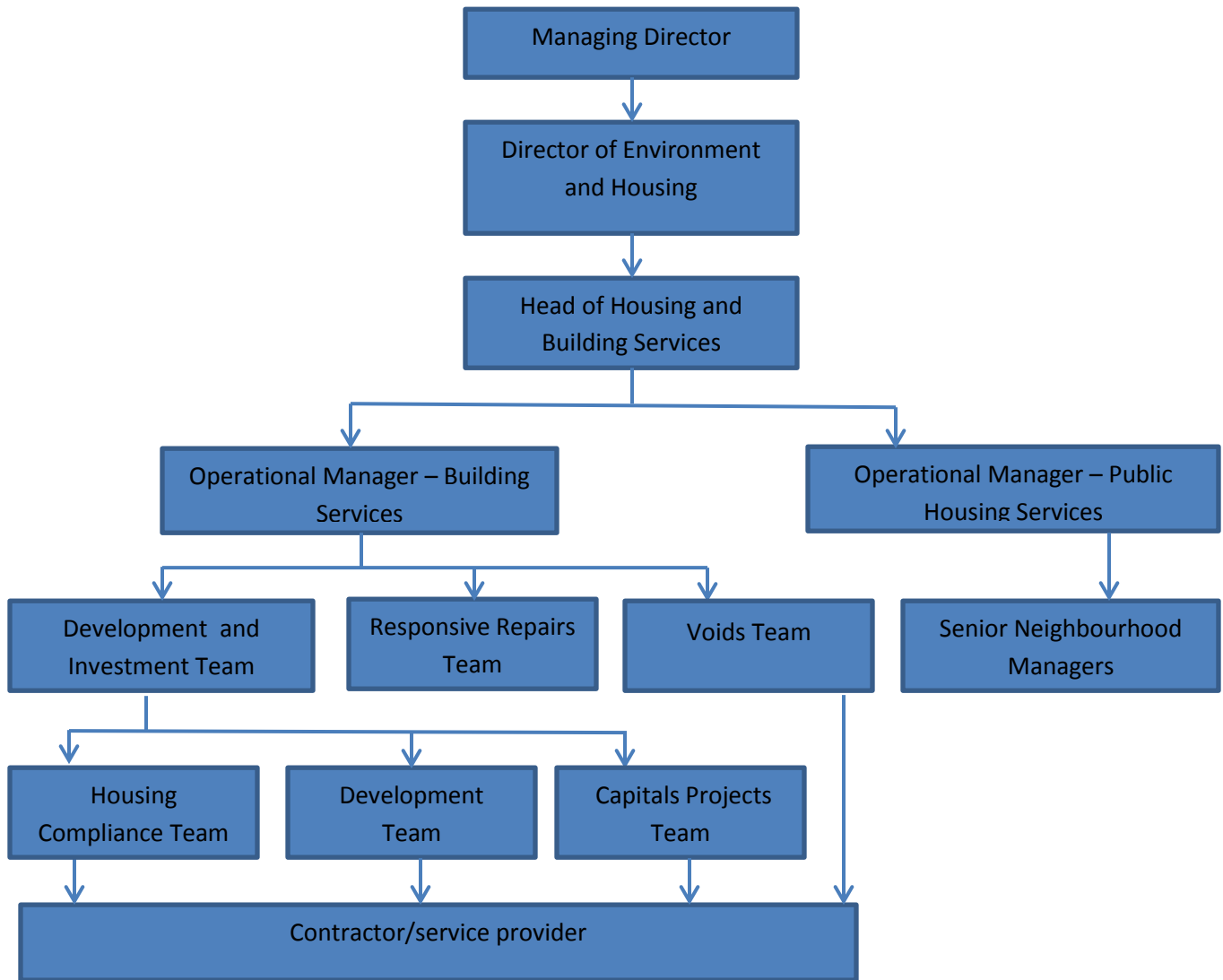
The Vale of Glamorgan Council is not responsible for undertaking a 'Safety Check' on the following:

- 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 certificates, 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, LSF SR) 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 charge 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 |
| 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 |                        |            |                           |            |                        |
| 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)   |                        |            |                           |            |                        |
| <b>IMMEDIATELY REPORT THE INCIDENT TO THE NATIONAL GAS EMERGENCY CALL CENTRE ON:<br/>TEL: 0800 111 999</b>  |                        |            |                           |            |                        |
| <b>THEN CONTACT / RAISE A JOB TICKET FOR THE GAS MAINTENANCE CONTRACTOR TO ATTEND</b>   |                        |            |                           |            |                        |
| INFORMATION PASSED TO CALL CENTRE:  | DATE:                  |            |                           | TIME:      |                        |
| JOB REFERENCE NUMBERS:  | EMERGENCY CALL CENTRE: |            |                           |            |                        |
| EMPLOYEE REPORTING INCIDENT:  | NAME:                  |            |                           | SIGNATURE: |                        |
| PLEASE FORWARD COMPLETED FORM TO HOUSING COMPLIANCE TEAM:<br>'B' BLOCK, ALPS DEPOTS, QUARRY ROAD, WENVOE, CF63 4RU  |                        |            |                           |            |                        |
| CHECKED & LOGGED BY   | NAME:                  |            | SIGNATURE                 |            | DATE:                  |


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

**LANDLORD/HOME OWNER GAS SAFETY RECORD**

**INSPECTING INSTALLER**



**HEATFORCE (Wales) LTD**  
 Showroom & Office: Unit 10, Lambourne Crescent, Cardiff Business Park  
 Janishen, Cardiff CF14 5GP Tel. 0845 2600 321 Fax. 0845 2600 322



Reg. No. 171871

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.

I certify that I carried out inspections on the appliances detailed below. Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**INSPECTION ADDRESS**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 Post Code \_\_\_\_\_ Tel: \_\_\_\_\_

**LANDLORD (OR AGENT) NAME AND ADDRESS**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 Post Code \_\_\_\_\_ Tel: \_\_\_\_\_

| APPLIANCE DETAILS |      |       |      |                       |   |  | FLUE TESTS   |  |  | INSPECTION DETAILS                       |  |                                      |                                       |                                      |                     |                                 |
|-------------------|------|-------|------|-----------------------|---|--|--|--|--|--|--|--------------------------------------|---------------------------------------|--------------------------------------|---------------------|---------------------------------|
| Location          | Make | Model | Type | Flue Type<br>CF/HS/FL | Operating pressure in<br>Mbar or<br>Heat Input<br>kW/h or Btu/h | Safety device<br>Correct<br>Operation<br>Yes/No/NA | Smoke<br>Match<br>Spillage<br>Test<br>Pass/Fail/NA | Smoke<br>Pallet Flue<br>Flow Test<br>Pass/Fail<br>NA | Combustion<br>Analyser<br>Reading<br>(if applicable) | Satisfactory<br>Termination<br>Yes/No/NA | Visual<br>Condition<br>Pass/Fail<br>NA | Adequate<br>Ventilation<br>Yes/No/NA | Appliance<br>safe<br>to use<br>Yes/No | Landlord's<br>Appliance<br>Yes/No/NA | Inspected<br>Yes/No | Appliance<br>Serviced<br>Yes/No |
| 1                 |      |       |      |                       |   |  |  |  |  |  |  |                                      |                                       |                                      |                     |                                 |
| 2                 |      |       |      |                       |   |  |  |  |  |  |  |                                      |                                       |                                      |                     |                                 |
| 3                 |      |       |      |                       |   |  |  |  |  |  |  |                                      |                                       |                                      |                     |                                 |
| 4                 |      |       |      |                       |   |  |  |  |  |  |  |                                      |                                       |                                      |                     |                                 |
| 5                 |      |       |      |                       |   |  |  |  |  |  |  |                                      |                                       |                                      |                     |                                 |

Gas Installation Pipework: Satisfactory Visual Inspection Yes  No  Emergency Control Accessible Yes  No  Satisfactory Soundness Test Yes  No

| GIVE DETAILS OF ALL FAULTS AND RECTIFICATION WORK REQUIRED |  |  | WARNING<br>NOTICE ISSUED<br>Yes/No | WARNING TAG OR<br>STICKER FIXED<br>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



171871

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:<br>Address:<br><br>Tel No: | Name:<br>Address:<br><br>Tel No: | Company:<br>Address:<br><br>Tel No: |

| APPLIANCE DETAILS |                |      |       |                    |                                |                            | INSPECTION DETAILS                          |   |  |   |   |                                    |                           |                       |
|-------------------|----------------|------|-------|--------------------|--------------------------------|----------------------------|---|---|--|---|---|------------------------------------|---------------------------|-----------------------|
| Location          | Appliance Type | Make | Model | Flue Type OF/RS/FL | Landlord's 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') |                       | No of CO Alarms cleaned and tested    |

| DECLARATIONS  |   |
|---|---|
| Gas Installation Pipework Visual Inspection Satisfactory <input type="checkbox"/><br>Emergency Control Accessible <input type="checkbox"/><br>Satisfactory Gas Tightness Test <input type="checkbox"/><br>Equipotential Bonding Satisfactory <input type="checkbox"/><br>Number of Appliances Tested (State No.) <input type="checkbox"/> | Safety Record Issued By<br>Signed: <input style="width: 100px; height: 30px;" type="text"/> Print Name: _____ Date: _____<br>Signed: <input style="width: 100px; height: 30px;" type="text"/> Print Name: _____ Date: _____<br>Received By: _____ |
| <b>NEXT SERVICE CHECK DUE BEFORE</b>  |   |



### LANDLORD SOLID FUEL SAFETY RECORD

|   |  |   |  |  |  |  |  |  |  |
|---|--|---|--|--|--|--|--|--|--|
| Heatforce Wales Ltd<br>HETAS REGISTERED<br>TEL: 08452600321<br>Unit 10 Lambourne Crescent, Llanishen, Cardiff<br>CF14 7JY |  | <b>TENANT DETAILS</b><br>Name<br>Address<br>Tel: Number |  |  | <b>LANDLORD DETAIL</b><br>Name<br>Address<br>Tel: Number             |  |  |  |  |
| Reference Number  |  | Tel: Number   |  |  | UNIT   |  |  |  |  |
| <b>APPLIANCE</b>  |  |   |  |  | <b>RECTIFICATION WORK / PARTS<br/>REQUIRED BEFORE APPLIANCE USED</b> |  |  |  |  |
| Location  |  |   |  |  |  |  |  |  |  |
| Type - Room heater/Hot Water Boiler/ Central Heater   |  | R.H.  |  |  |  |  |  |  |  |
| Make / Model  |  | 16" solid   |  |  |  |  |  |  |  |
| Flue Type - Brick/Solid Liner/Pumped Liner  |  |   |  |  |  |  |  |  |  |
| Appliance Being Used  |  | Yes No Yes No Yes No                                    |  |  |  |  |  |  |  |
| Type of Fuel Used   |  | coal  |  |  | <b>RECOMMEND REPAIRS / IMPROVEMENTS<br/>TO BE PROGRAMMED</b>         |  |  |  |  |
| <b>INSPECTION</b>   |  |   |  |  |  |  |  |  |  |
| Flue Swept  |  | Yes <del>No</del> Yes No Yes No                         |  |  |  |  |  |  |  |
| Appliance Cleaned   |  | Yes <del>No</del> Yes No Yes No                         |  |  |  |  |  |  |  |
| Flue Connection   |  | Pass <del>Fail</del> Pass Fail Pass Fail                |  |  |  |  |  |  |  |
| Appliance seals   |  | Pass Fail <del>Fail</del> Pass Fail Pass Fail           |  |  | URGENCY OF THESE WORKS LOW 1 - 5 HIGH                                |  |  |  |  |
| Door Alignment  |  | Pass Fail <del>Fail</del> Pass Fail Pass Fail           |  |  |  |  |  |  |  |
| Thermostat  |  | Pass Fail <del>Fail</del> Pass Fail Pass Fail           |  |  | 1   2   3   4   5  |  |  |  |  |
| Ventilation   |  | Pass Fail <del>Fail</del> Pass Fail Pass Fail           |  |  | <b>FANS / SMOKE ALARMS / CO DETECTOR</b>                             |  |  |  |  |
| Condition of Chimney Pot  |  | Pass Fail <del>Fail</del> Pass Fail Pass Fail           |  |  | SATISFACTORY   UNSATISFACTORY  |  |  |  |  |
| Condition of Bird Cage  |  | Pass Fail <del>Fail</del> Pass Fail Pass Fail           |  |  | Extractor fans No. [ ]   |  |  |  |  |
| Test Undertaken   |  | Smoke Draw Test   |  |  | Smoke Alarms No. [ ]   |  |  |  |  |
|   |  | Core Test   |  |  | CO Detector No. [ ]  |  |  |  |  |
|   |  | Smoke Pressure Test                                     |  |  | COMMENTS   |  |  |  |  |
|   |  | Pass <del>Fail</del> N/A Pass Fail N/A Pass Fail N/A    |  |  |  |  |  |  |  |
| <b>INSPECTION</b>   |  |   |  |  |  |  |  |  |  |
| Appliance Safe  |  | Yes <del>No</del> Yes No Yes No                         |  |  |  |  |  |  |  |
| Notice Attached   |  | Yes No Yes No Yes No                                    |  |  |  |  |  |  |  |
| Temp. Heater Left   |  | Yes No Yes No Yes No                                    |  |  |  |  |  |  |  |
| Approximate Age   |  |   |  |  |  |  |  |  |  |
| Condition (Good 1-10 Poor)  |  |   |  |  |  |  |  |  |  |
| <b>ENGINEERS SIGNATURE</b>  |  | I can confirm I have serviced [ / ] No. of appliances   |  |  | <b>TENANTS SIGNATURE</b>   |  |  |  |  |
|   |  | Name  |  |  | Report and Safety advice received by:                                |  |  |  |  |
|   |  | Signature   |  |  | Signature:   |  |  |  |  |
|   |  | Date  |  |  | Print Name:  |  |  |  |  |





# CD/12 landlord oil installation safety check

COMPLETE ALL THE UNSHADED AREAS

Tenant name and address  
 6  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Tel \_\_\_\_\_

Landlord / Agent name and address  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Tel \_\_\_\_\_

|                |                          |           |               |            |                                  |
|----------------|--------------------------|-----------|---------------|------------|----------------------------------|
| Appliance make | FURBIA                   | Model     | C26           | Serial No. |                                  |
| Burner make    | ALB                      | Model     | QDS 2.2       | 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          | /    | /    |          |
| Flue termination     | /    | /    |          |
| Combustion           | /    | /    |          |
| Safety controls      | /    | /    |          |
| Oil storage / supply | /    | /    |          |

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    | /    | inWG / mmWG |   | CO <sub>2</sub> | 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) | ELI         | KS | Recipient's status (e.g. tenant) |
| Recipient's signature    | E. H. H. H. |    | 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

|  |  |                              |
|--|--|------------------------------|
| <b>Regin</b>   | <b>WARNING/ADVICE NOTICE REPORT</b>  | Serial No: <b>55C0044352</b> |
| <b>THIS NOTICE IS ISSUED FOR YOUR SAFETY</b><br>Issued to comply with the current Gas Industry Unsafe Situations Procedure   |  |                              |
| <b>INSPECTION ADDRESS</b><br>Name _____<br>Address _____<br>_____<br>_____<br>Postcode _____<br>Tel No. _____<br>Rented accommodation:    YES <input type="checkbox"/> NO <input type="checkbox"/><br>Date & Time of issue: _____<br>Engineer's signature: _____ | <b>REGISTERED BUSINESS DETAILS</b><br>Reg No: _____<br>Gas Engineer: _____<br>Gas Safe registered engineer No: _____<br>Company: _____<br>Address: _____<br>_____<br>_____<br>Postcode: _____                      Tel No: _____ |                              |

**IMPORTANT SAFETY INFORMATION**

**THE GAS APPLIANCE**

MAKE/ MODEL: \_\_\_\_\_ TYPE: \_\_\_\_\_ SERIAL No: \_\_\_\_\_  
 LOCATION (position/room): \_\_\_\_\_

**AT THE ABOVE ADDRESS IS:**

**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.

**AT RISK (AR) because:**

\_\_\_\_\_

and has been turned off and a WARNING LABEL affixed.

**OR IN THE EVENT OF A:**

**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): \_\_\_\_\_

**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: |
| Brief Description of Fault: | Date:            |

REGP37

5 060026 575628

REGP15

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 .....

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:    | <p>5 060026 570784</p> |
| Gas Operative's Name: ..... |                        |
| Tel. No: ..... Date: .....  |                        |
| ID Card Licence No: .....   |                        |

## 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 / LSF SR   |
|     | <p>This is the percentage of properties which have a valid CP12/ LSF SR / 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%<br/>Gas Annual Target = 100%<br/>Oil Annual Target = 100%</p> |
|     | Number of Properties without a Valid CP12/ LOSR / LSF SR   |
|     | <p>This is the number of properties where it has not been possible to issue or renew the CP12 / LOSR / LSF SR 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 = &lt;10<br/>Monthly Solid Fuel &amp; Oil = &lt;5</p>  |
|     | Proportion of CP12s issued within anniversary date   |
|     | <p>This is the percentage of properties where the new CP12/ LOSR / LSF SR 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 = &gt;99.65%<br/>Monthly Solid Fuel Target= &gt;95%<br/>Monthly Oil Target = &gt;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 VOGC 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 HEATFORCE (Appendix 10a & 10b)**

- 3.3.1** *VI.3.vsd Process Map Ref: 010 HEATFORCE to send spread sheet to VOGC regarding entry to property.* HEATFORCE 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 HEATFORCE 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* HEATFORCE 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* HEATFORCE 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 HEATFORCE send spread sheet back to VOGC outlining No Access to property.* HEATFORCE 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 HEATFORCE a **Minimum Notice of 5 Working Days but not exceeding 15 Working Days**.
- 3.3.5** *VI.3.vsd Process Map Ref: 110* HEATFORCE **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. HEATFORCE 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 HEATFORCE 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 HEATFORCE** (and a member of the VOGC Compliance Team) **will attempt to make contact with the tenant via telephone and text.**

- 3.3.7** HEATFORCE 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 HEATFORCE 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 HEATFORCE 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 HEATFORCE 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 HEATFORCE.
- Evidence of one and/or two way communications to the tenant by HEATFORCE.
- 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 HEATFORCE 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 HEATFORCE 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, HEATFORCE 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 HEATFORCE, 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 been unable 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 HEATFORCE 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



Fireplaces / Bathrooms / Heating / Renewables



**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 Heatforce 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 Heatforce office on **02920 752140**. 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 Heatforce 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 Heatforce office on 02920 752140 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



Fireplaces / Bathrooms / Heating / Renewables



**The Tenant Address**

**Date of Letter**

**2nd APPOINTMENT FOR SERVICING**

Dear Tenant

Re: Landlords Safety Check.

Heatforce 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 Heatforce 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 Heatforce office on **02920 752140**. 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 Heatforce 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 Heatforce office on 02920 752140 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



**HEATFORCE**  
**(Wales) LIMITED**

Showroom & Office  
Unit 10  
Lambourne Crescent  
Cardiff Business Park  
Llanishen  
Cardiff CF14 5GP  
Tel. 0845 2600 321  
Fax. 0845 2600 322

---

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](http://www.valeofglamorgan.gov.uk)  
[www.bromorgannwg.gov.uk](http://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



*Fireplaces / Bathrooms / Heating / Renewables*



*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. Heatforce 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 <b>(SIS)</b>                                  | <b>6</b>                             |              | <b>Yes</b> |
| Chronology of events (refer/amend example)                               | <b>8</b>                             |              | <b>Yes</b> |
| HEATFORCE letters and appointment cards <b>(Stages 1 and 2)</b>          | <b>1, 2 &amp; 3</b>                  |              | <b>Yes</b> |
| Other HEATFORCE tenant communication                                     |                                      |              |            |
| VOGC Housing letter <b>(Stage 3)</b>                                     | <b>4</b>                             |              | <b>Yes</b> |
| HEATFORCE gas supply capped letter                                       | <b>5</b>                             |              |            |
| Other VOGC Housing communication, calling cards including file notes     |                                      |              |            |
| OHMS information   |                                      |              |            |
| Vulnerability Checklist/Assessment                                       | <b>9</b>                             |              | <b>Yes</b> |
| 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                                      |                                      |              |            |



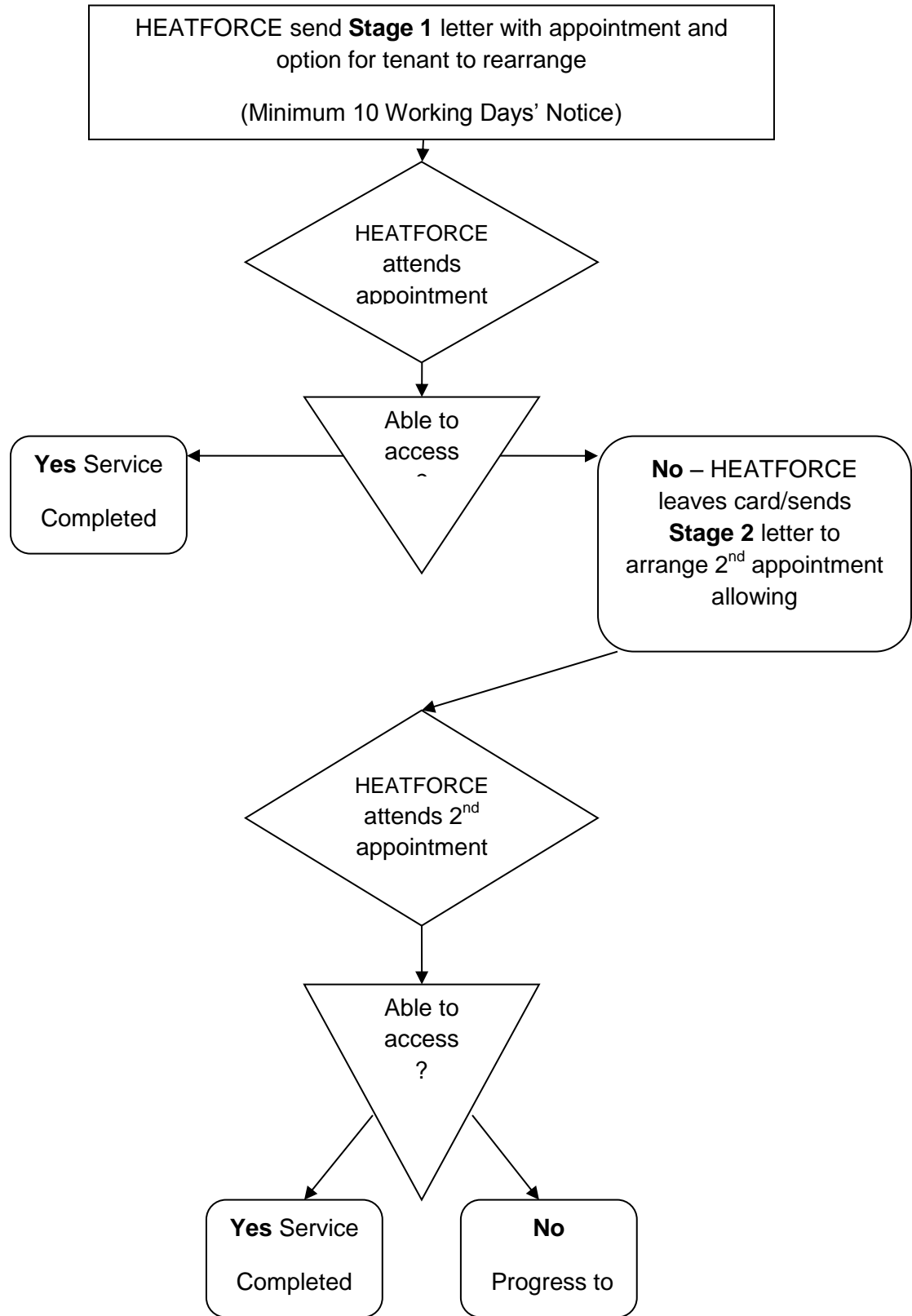
## Chronology of Events Example - Appendix 8

| 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 <b>Stage 1</b> letter was sent from HEATFORCE to arrange an appointment for boiler to be serviced on 10 April 2014.   |
| 10 April 2014     | A Heating Engineer from HEATFORCE arrived at the address to service the boiler but was unable to gain access due to no answer. No Access/ 2 <sup>nd</sup> Appointment Card was left by Engineer.  |
| 11 April 2014     | A <b>Stage 2</b> letter was sent from HEATFORCE to rearrange the missed appointment for 29 April 2014.  |
| 29 April 2014     | A Heating Engineer from HEATFORCE 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 HEATFORCE called at the property to try to gain entry and service the boiler but was unable to gain access. A 3 <sup>rd</sup> No Access/Appointment Card was left.  |
| 18 July 2014      | A <b>Stage 3</b> letter was hand delivered by Housing Officer arranging a 3 <sup>rd</sup> appointment for Monday 28 <sup>th</sup> 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 HEATFORCE and Housing Compliance Manager to confirm another appointment & sent a 2 <sup>nd</sup> ( <b>3<sup>rd</sup> Stage</b> ) warning letter advising P Son the HEATFORCE appointment would be on Tuesday 16 September at 10 am.   |
| 16 September 2014 | A Gas Service Engineer from HEATFORCE 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 | <b>SIS</b> and completed <b>document case file sent to legal</b>  |

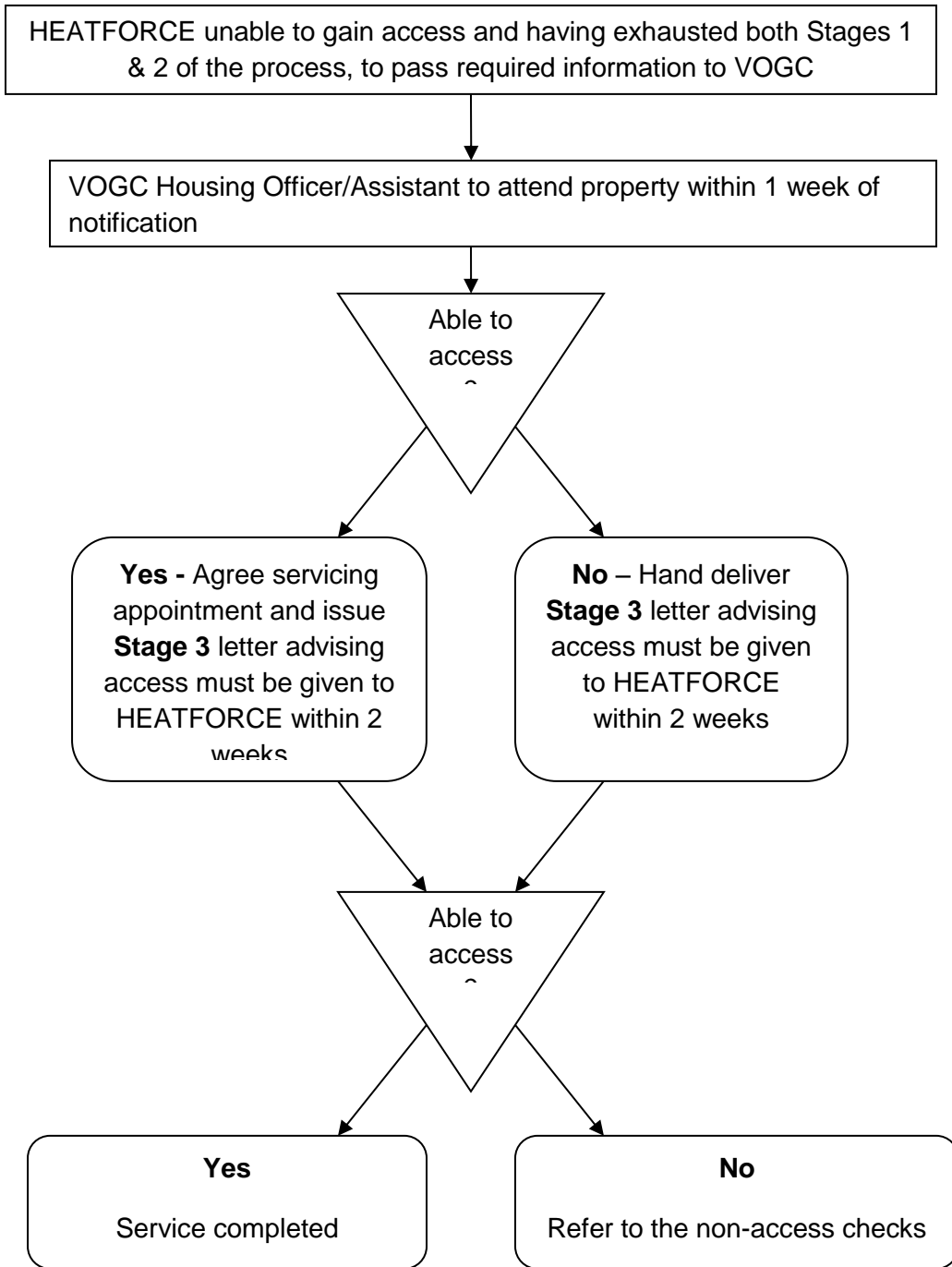
## Vulnerability Checklist/Assessment - Appendix 9

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

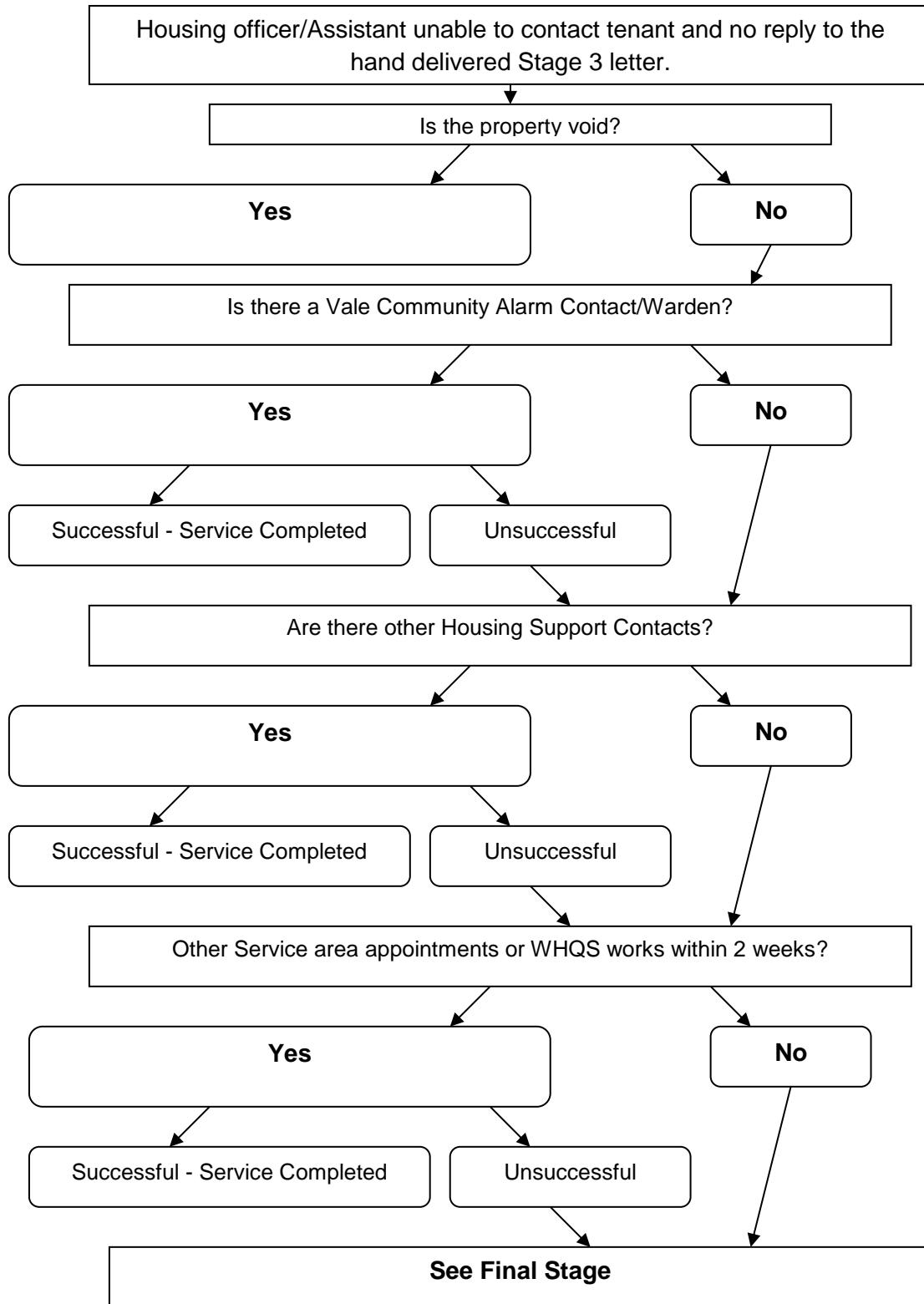
# Appointment and Access Process (Stages 1 &2) Appendix 10a



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



## Appointment and (No Access) Process – Appendix 10c



# Appointment and (No Access) Process – Appendix 10d

## Final Stage

