



HEATING SAFETY POLICY

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Policy Owner: [Assets & Investments / Compliance Team]

Policy Contact: [Compliance, Land & Facilities]

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1.0 SCOPE / PURPOSE

- 1.1 To ensure, as far as is possible, that all heating appliances (including gas, LPG, Oil and Solid Fuel) used in properties owned by Adra and for which Adra as landlord has a responsibility, are in a safe condition and that all the occupants of, and persons visiting, these properties are in no danger from such appliances;
- 1.2 To set out the legal obligation imposed upon Adra in connection with the full range of heating appliances within our properties;
- 1.3 To set out the obligations which Adra owes to the contract holders of such properties and others;
- 1.4 To set out a policy which will enable Adra to meet its obligation on safety;
- 1.5 To ensure that all persons who are involved with the installation, inspection and servicing of heating appliances are properly trained, accredited and hold current membership of an approved registration body, including Gas Safe Register, OFTEC and HETAS;
- 1.6 To highlight the contract holder and leaseholders' responsibilities;

2.0 POLICY DETAIL

The main objectives of this policy are to:

- Provide clear lines of responsibility within Adra for the management of the safety of heating appliances;
- Provide a commitment that Adra will ensure that all domestic properties owned or managed have a valid Heating Servicing Certificate and/or Gas Safety Certificate that is no older than 12 months from the date of the previous Heating or Gas Safety certificate;
- Provide a commitment that Adra will deliver a comprehensive servicing programme on all properties on a rolling 12-month cycle;
- Promote good practice when reasonably practical;
- Ensure remedial works are carried out within the timescales detailed in this policy, so that homes remain safe and heating systems are maintained to a high standard;
- Ensure accurate records of installation, servicing and repairs are held for each property under our responsibility as a landlord for a minimum of 2 years;
- Ensure that a contract holder receives a copy of the gas safety certificate within 28 days from completion of safety check and at the start of their tenancy;
- Ensure a monitoring system is implemented and maintained;
- Ensure compliance with all relevant legislation and standards;

3.0 PROCEDURES

3.1 Gas Fired Appliances

Adra is aware of its statutory responsibilities and duties to its contract holders, both internal and external and acknowledges that certain items of heating equipment will be the responsibility of other individuals/contract holders;

3.2 Adra will provide an annual service on all their natural gas and LPG central heating boilers within a twelve-month period on a ten-month cycle to accommodate potential access issues;

3.3 Adra will follow the “The Gas Safety (Installation and Use) Regulations 1998 Regulation 36 which sets out what responsibilities Adra owes as a Landlord in respect of natural gas;

3.4 The Association has no legal responsibility to have relevant checks carried out to any gas appliances the contract holder is entitled to remove from the relevant premises, however:

- a) In order to ensure clarity for service engineers, Adra will carry out the relevant Regulation 36 safety inspection of all gas heating/hot water appliances installed by Adra or any private installations adopted by Adra after a full inspection to ensure that the installation conforms to current regulations, manufacturer’s instructions and is fit for purpose;
- b) In the interests of safety, Adra will carry out a visual inspection of contract holder’s own gas cookers;

3.5 If the engineer considers any appliance including those installed by the contract holder to be unsafe the engineer will isolate, make the appliance safe and issue a warning notice(s) informing the contract holder of the unsafe situation. The information will be recorded on the Landlords Gas Safety Record;

3.6 Adra’s commitment to training and in particular the legislative training as required by the Accredited Certification Scheme for Gas Operatives (ACS) ensures that our contract holders are protected from the dangers that may arise from faulty gas appliances/installations;

3.7 Adra further protects contract holders from danger arising from faulty gas appliances/installations by instructing all our Gas Maintenance Staff to comply with the

full requirements of the current edition of the Gas Safety Regulations and all other standards and specifications, which may apply from time to time. This also applies to any approved and competent contractors used to support this undertaking;

3.8 Adra will also install CO Detectors in any room where gas appliances are installed;

3.9 **Oil Fired Appliances**

Whilst there is no specific legal requirement for a landlord to obtain a landlord safety certificate for oil-fired equipment installed in a property, they should ensure that oil-fired appliances are adequately and regularly serviced and maintained and that flues are operating safely;

3.10 Adra will ensure that:

- Oil-fired appliances and equipment are serviced annually in accordance with manufacturers instruction and BS 5410-1:2019 (Part 1); Code of practice for liquid fuel firing. Installations for space heating and hot water supply purposes for domestic buildings;
- Oil storage tanks and oil supply pipework is checked for general condition and any leaks repaired;
- OFTEC registered technicians will carry out the service and inspections oil-fire installations at least annually;

3.11 Adra will also install CO Detectors in any room where oil appliances are installed;

3.1 **Solid Fuel Appliances**

Adra will ensure that any solid fuel appliances installed in their properties are adequately serviced and maintained, although they are not required by legislation to check the safety annually, it is considered good practice to do so and is commonplace across the sector;

3.13 Adra will carry out a full service annually and attempt to supplement this with an intermediate inspection visit every six months to ensure that the chimney and associated equipment such as throat plates are efficient and safe, that flues are operating safely and swept in accordance with the recommendations. If there is no access following 2 failed access attempts for the 6-month sweep/inspection and there is a completed in date annual service, the job will be closed and will not follow the legal process for access;

3.14 All acknowledgments that works in solid fuel and open fire systems should comply with Part 'J' and 'P' of the Building Regulations and will use the services of specialist contractors to carry out such works where these are required;

3.15 Adra will also install CO Detectors near to solid fuel appliances in all of our properties with solid fuel heating;

3.16 Service Recommendations/Defects

3.16.1 The Servicing Certificate may make recommendations which will identify any safety issues or parts of the system that does not meet the current standards. Such recommendation will be reviewed by a competent person and the necessary remedial works prioritised accordingly. The following method will be used to determine the urgency of the work required:

- **High Risk** (items that effect the safety of the appliance)– rectification work, isolating the appliance and/or issuing a Warning notice will be **done immediately**. The Heating Engineer will not leave the property until the risk has been reduced or removed and the contract holder has signed the warning notice with a full understanding that there's a safety concern with the system;
- All other defects that effect the operation of the appliance will be completed as per corporate timescales and noted in 3.17.2

3.16.2 Improvement Recommended: Used to indicate that, whilst an observed deficiency is not considered to be a source of immediate or potential danger, improvement would contribute to an enhancement of the safety and operation of the heating installation;

3.16.3 Any required work must be completed and cannot be refused.

3.17 REPAIRS & MAINTENANCE

3.17.1 Breakdowns

All breakdowns should be reported to Adra as soon as possible in order to allow us to respond quickly and limit inconvenience. Access will be required in order to inspect and carry out the work. Each repair request is given a target time and date to be completed by, depending on whether it is an emergency, urgent, or routine request. Where a repair is not possible, a temporary source of heating will be supplied i.e. electric panel heaters.

3.17.2 Repair Priority

Emergency Response – Adra operate a 24-hour service for emergency repairs. An emergency repair can include the following:

- Risk of serious flooding
- Risk to health – prioritising older people, sick people and young children and babies
- Risk of fire

One Day Priority Work – Adra will respond within one day to a partial or total loss of heating occurring between the 1st of November and the 30th of April. This would be classed as an emergency repair.

Four Day Priority Work – Adra will respond within three days to a partial or total loss of heating occurring between the 1st of May and the 31st of October. This would be classed as an urgent repair.

Routine Repairs – These are repairs that can wait up to a month to be fixed and are categorised as routine

Planned repairs – These repairs can wait up to six months to be completed without affecting the performance or safety or the system.

3.17.3 Who is responsible for what?

| Type of Work | Details | Adra | Tenant |
|---|--------------------------|------|--------|
| Adra Owned Boilers, gas and open fires Including chimneys | Servicing | p | |
| Adra Owned Boilers, gas and open fires Including chimneys | Repairs | p | |
| Adra Owned Boilers | Re-setting & adjustments | | p |

| | | | |
|---|-----------|---|---|
| Adra chimneys connected to contract holders' appliances | Servicing | þ | |
| Contract Holder Owned appliance | Servicing | | þ |
| Contract Holder Owned appliance | Repairs | | þ |

3.18 Access

3.18.1 To obtain access to undertake annual heating servicing in our properties, the contractor and Adra will follow the process on HSp42, HSp43 and HSp44.

Access – In accordance with the tenancy agreement, contract holders must allow employees or contractors acting on our behalf access at reasonable times and subject to reasonable notice to inspect, service, and carry out repairs and maintenance.

3.19 Contract Holders' Owned Heating Appliances:

3.19.1 Contract Holder owned heating appliances are not Adra's responsibility and therefore will not be maintained and serviced by Adra.

3.19.2 If any contract holder owned Gas appliance are connected to Adra's flues such as chimneys then Adra will ensure the safety of any connecting flues. Under Regulation 36, there is no requirement for a landlord to check, or record, any defects with contract holders' own appliances on the Landlords Gas Safety Record (LGSR). There is no requirement to proactively check contract holders' own appliances except a 'Visual Inspection' if the gas has been interrupted and appliances are re-lit. Any gas safety defects encountered shall be dealt with in accordance with The Gas Industry Unsafe Situations Procedure (GIUSP).

3.19.3 If any contract holder owned oil or solid fuel appliance are connected to Adra's flues such as chimneys then Adra will ensure the safety of any connecting flues.

3.19.4 If any connecting flues that are connected to a contract holder owned gas, oil or solid fuel appliance fail the safety checks, the appliance will be isolated and/or a warning note

issues instructing the contract holder not to use. Adra will then discuss with the contract holder the options for either a repair of the flue or removal with an alternative solution presented.

3.19.5 Adra strictly prohibit the use of portable gas heaters in any property and will ensure that action will be taken to remove such equipment.

4.0 RESPONSIBILITY AND ARRANGEMENTS

4.1 Chief Executive

The Chief Executive will retain overall responsibility for the implementation of this policy.

4.2 The Board

The Board is responsible for monitoring compliance with the Policy. To achieve this, and in accordance with the Scheme of Delegation, the Board (or its nominated sub-committees) will be kept informed of performance and compliance against the policy on a regular basis, and may scrutinise and challenge to ensure that areas of significant risk are actioned properly. Any changes introduced to the Policy following a review will be communicated upwards to the Committee.

4.3 Deputy Chief Executive

The Deputy Chief Executive is responsible for ensuring that adequate resources are made available to enable meeting the objectives of this policy.

4.4 Compliance, Facilities and Land Manager

The Assets Compliance, Facilities and Land Manager will be responsible for the implementation of the associated procedures. This includes the responsibility for monitoring, review, policy development and ensuring risks associated with heating installations and safety are managed effectively.

Responsibility for implementing this policy, includes:

- Ensuring adequate processes and procedures are in place to manage the risks arising from heating servicing;
- Ensuring sufficient information, instruction is available, and training if required;
- Monitoring the performance of staff and contractors;
- Ensuring appropriate inspections are made to assess the condition of heating installations and equipment;
- Maintain property servicing records and any relevant certification;

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- Maintain an up-to-date knowledge of legislative requirements and current best practice;
 - Provide regular instruction and refresher training to maintain skills and provide advice on the application of this policy on an individual case by case basis;

4.5 Assets Delivery Manager

The Asset Delivery Manager will be responsible for:

- Arranging and managing planned and emergency major heating work and asset replacement;
- Ensuring all persons appointed to carry out heating installation, repair or testing have the necessary skills, knowledge, and experience to deliver the work safely to the required technical standard;
- On completion of the works, the appointed person will carry out a sign off visit to the properties and ensure the works are completed to a high standard and meet all criteria as stated in the current regulations. In addition, review and check all certificates;
- Once all the work is signed off the appointed person will send the information to the Assets Planning and Investment Team to update all Adra systems;

4.6 Assets Planning and Investment Manager

The Assets Planning and Investment Manager will be responsible for:

- Ensuring that all new assets data is inputted in all Adra systems;
- Ensuring that the assets are updated on all Adra systems when any changes occur;
- Ensure data checking is undertaken regularly to ensure that all the data matches in all Adra systems;
- Highlighting any data anomalies to the Compliance Team that could affect the servicing schedules;

4.7 Mechanical and Electrical Operations Manager

The Mechanical and Electrical Operations Manager will be responsible for:

- Undertaking day to day repairs;
- Ensuring membership of a UKAS accredited registration schemes (Gas Safe, OFTEC, HETAS etc) is kept up to date;
- Undertaking heating servicing and safety checks within tenanted and void properties as requested;
- Ensuring a process is in place that ensures every service certificate is reviewed by the Heating Supervisor and saved on the Adra servicing system (within Active H);

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- Highlighting any works required following a service and ensure required work is raised and completed as highlighted in 3.16 and 3.17;
 - Ensuring all persons appointed to carry out heating installation, repair or testing have the necessary skills, knowledge, and experience to deliver the work safely to the required technical standard;
 - Ensuring periodic audit inspections are undertaken on operatives undertaking the heating servicing, repairs and voids work, and any sub-contractors undertaking heating servicing, repairs and voids work;
 - Ensuring all sub-contractors and heating operatives are audited on Health & Safety and individual competency conformance. Performance scores will be reviewed for trend analysis purposes and when necessary, actions such as additional training, supervision or upskilling may be implemented, and tracked to completion;

4.8 Contract Holders

Contract Holders will be responsible for:

- Allowing access for heating servicing and safety checks to be carried out;
- Allowing access and agreement for all essential works required following a heating service and safety checks. Refusal of such work will not be permitted;
- Not undertaking any alteration work without seeking authorisation as highlighted in the Tenants Alterations and Improvement Policy;
- Reporting any heating issues, damage or faults as soon as possible;
- Ensuring that any contract holder owned heating appliance including gas cookers are in a safe condition by arranging an annual heating service and safety check. Heating certificates must be available to view upon request of the building owner;
- Ensuring that any contract holder owned heating appliance including gas cookers are maintained, and repairs are dealt with;
- Understanding that any contract holder owned heating appliance including gas cookers will be isolated if deemed unsafe;
- Ensure that portable gas equipment is not used within the property;

4.9 Leaseholders

The leaseholder of any property or commercial unit will be responsible for:

- Ensuring that permission is obtained for any major heating work carried out in the property or commercial unit;
- Ensuring that all persons appointed to carry out heating installation, repair or testing have the necessary skills, knowledge, and experience to deliver the work safely to the required technical standard and are a member of a UKAS accredited registration schemes (Gas Safe, OFTEC, HETAS etc);

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- Ensuring that any heating appliance including gas cookers in their property or commercial unit are in a safe condition by arranging an annual heating service and safety check. Heating certificates must be available to view upon request of the building owner;
 - Ensuring that the heating installation including gas cookers are maintained, and repairs are dealt with;

Leaseholders, who sub-let their properties have responsibilities to their contract holder regarding gas safety and therefore, become the landlord with a legal obligation ensure that all of the pipe work, appliances and flues provided for contract holders are maintained in a safe condition with gas safety certificates retained for a period of two years.

5.0 DEFINITIONS

LPG – Liquefied Petroleum Gas (used as fuel in heating appliances)

OFTEC – Not for profit trade organisation for the heating industries in the UK and Ireland ensuring that consumers have safe and efficient heating

HETAS – National organisation working for consumer safety and the wider public interest in safe, efficient and environmentally friendly use of biomass and other solid fuels

6.0 ASSOCIATED DOCUMENTS

- CTpol01 – Customer Improvement and Alteration Policy
- HSp42 - Solid Fuel Servicing 12 Month Cycle Process Map
- HSp43 - Oil Servicing 12 Month Cycle Process Map
- HSp44 - Gas Servicing 12 Month Cycle Process Map
- RMp86 - Heating Boiler breakdown Process Map
- RMp95 - Heating Servicing Referrals and Defects
- HSp89 - Suspected Gas/Carbon monoxide Leak Process Map
- HSpol02 - Fire Management Policy

7.0 RECORD OF REVISIONS TO THIS PROCESS

The Heating Safety Policy will be reviewed at intervals of 2 years or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Adra policy.

| Issue | Date | Comments (What has been revised?) | Written By | Approved for Content |
|-------|------------|---|------------|----------------------|
| 1 | 20/08/2020 | First Issue | GR | MR |
| 2 | 05/07/2021 | Revision following new Asset Management Strategy and implementation of Active H | GR | ITJ |
| 3 | 01/12/2022 | Changes due to the implementation of the Renting Homes (Wales) Act 2016 | FFO | GR |
| 4 | 31/07/2023 | General review | PEJ | IR |

8.0 EQUALITY AND DIVERSITY

Adra recognizes the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy. It is committed to the elimination of discrimination and equal treatment in employment and therefore strives to ensure there are no inequalities for any member of staff regardless of gender, colour, ethnic origin, religious denomination or disability. The need for individual needs and vulnerability will need to be considered as a matter of course considering any potential inequalities. This policy has been through an initial screening and has been deemed not suitable for a full equality impact assessment.

9.0 GDPR

As part of its development, this document and its impact on data privacy has been assessed via a Data Protection Screening, and actions will be implemented as required. Any data gathered for the use of this policy shall be treated with the utmost confidentiality.

10. Complaints

10.1 *Adra recognises your right to bring forward a complaint in relation to the exercise of this scheme. Any such complaint will be dealt with under the CCpol01 – Complaints and Concerns Policy.*

10.2 Adra will ensure that any decisions relevant to this policy are reasonable and comply with relevant policy and legislation

11 . Review of Decision

11.1 *Adra recognises the right to request a review of any decision relating to this policy. Any such review will be dealt with following our CCp04- Review of Decision process*

11.2 *Adra will ensure that any decisions relevant to this policy are reasonable and comply with relevant policy and legislation.*

