

Westfield Housing Association

Domestic Heating Policy

(including Gas, Solid Fuel, electric and renewables)

1.0 Policy Statement

Westfield Housing Association treats the health and safety of tenants, staff, contractors and other users of its buildings of paramount importance. This policy aims to ensure that we meet our obligations as a landlord and seeks to provide assurance that all risks associated with gas safety, solid and LPG fuel burning appliances and systems, and flues; are adequately managed, ensuring the safety of all.

2.0 Purpose

This policy also aims to provide clear lines of responsibility within the Association for the management of risks associated with domestic heating.

The main objectives of this policy are:

- The aim of this policy is to ensure that all reasonable measures are in place to protect the health and safety of our tenants, Staff and Contractors.
- Set out a clear approach to the servicing and inspections of domestic heating
- Set out a clear approach for the maintenance and upgrading of gas installations
- Ensure our legal compliance and promote good practice.

It is the Association's aim to ensure the safety of its customers by completing a service to gas appliances (such as boilers and fires) in all its properties (including any commercially rented property, such as the Estate Office and the Minto Centre) every twelve months.

This policy is supported by detailed procedures which detail how the Association will fulfil its legal obligations and complete an annual inspection programme year on year.

The Board has overall responsibility for safety although delegated responsibility is given to the Chief Executive, who in turn also has overall responsibility for the implementation of this policy.

The Gas Safety (Installation and Use) Regulations impose strict obligations on a landlord to ensure that any relevant gas fittings and flues are maintained in a safe condition so as to prevent risk of injury to persons in lawful occupation of the premises.

Where a tenant fails to grant access to the property the Association must use legal methods to ensure access is granted. It is inappropriate to use forced access, which will only ever be acceptable in an emergency, and only with the authority of the Chief Executive or Chairman.

3.0 Definitions

- LGSR – Landlords Gas Safety Record
- SDM – Westfield Housing Association's IT Housing Software system.

4.0 Responsibilities

Westfield Housing Board have overall responsibility for safety although delegated responsibility is given to the Chief Executive, who in turn also has overall responsibility for the implementation of this policy.

The Operation's Manager will ensure that it is reviewed annually (or sooner if there is a change in regulation, legislation or codes of practice). The Property Services Officer is the Policy lead and will carry out each review.

The Maintenance Officers are responsible for the day to day management of the Domestic Heating Servicing (LGSR) and maintenance in all of its properties and The Property Services Officer has strategic responsibility for the implementation of The Domestic Heating Policy and ensuring compliance is achieved and maintained.

A Register will be held with all valid LGSR dates and updated accordingly when Services are completed, this will also be updated on the SDM system. Maintenance Officers will make contact with tenants who have failed appointments to ensure the Safety tests are completed within target date – this will ensure we are 100% compliant.

Our Gas Safe registered contractor will commence testing 2 months prior to the required completion (10 months from last test). They will arrange access by writing letters, texting and ringing tenants to arrange suitable appointments. Reminders texts will be sent 24 hours prior and when the Engineer is on route. They will ensure all staff falling under their control have received appropriate information, instruction and training to enable them to comply with this policy and the Association's emergency arrangements. Westfield Housing Code of Conduct should be followed at all times. Any queries should be directed to the Maintenance Team immediately.

The Housing Services Officers will provide key support in gaining access into properties where access is proving difficult and use standard methods to do so. The Officer's will also facilitate the legal process to gain access as necessary.

Tenants must allow reasonable access to our Contractors to ensure Gas Servicing and domestic heating repairs can be completed in a timely manner and within specified target dates.

Recharges for failed access will apply as per our Rechargeable Repairs Policy and Procedure. Tenants must ensure that, where necessary, gas and electric meters have sufficient funds available for necessary servicing / checks to be completed.

Our Customer Services Team will be the first point of contact for tenants via telephone, face to face, online or via email and will signpost accordingly.

All Westfield Housing employees and Contractors have a responsibility to be familiar with the Association's Policies & Procedures. To advise tenants/customers accordingly and where appropriate direct queries to the Maintenance Team.

5.0 Reporting & Risk

The Board and Chief Executive/Operation's Manager will receive regular updates on the implementation of the Domestic Heating Policy along with notification of any non-compliance issue which is identified. This is so they have assurance that the policy is operating effectively in practice.

The Chief Executive and Operation's Manager will receive reports containing compliance statistics in respect of domestic heating servicing management performance and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

Westfield will employ a third party to carry out independent audits (minimum of 10%) on a monthly basis. This audit will specifically test for compliance with regulation, legislation and approved codes of practice and identify any non-compliance issues for correction.

Robust Key Performance Indicators (KPIs) are produced and provided at operational level on a monthly basis. Regulatory KPIs are reported to Audit and Risk Committee and the Board quarterly.

Bi-monthly meetings with Contractors which will cover performance against our full suite of KPI's on health and safety and responsive repairs. Safeguarding, changes in legislation and regulations will also be covered.

One to One meetings between Staff will also look at KPI's and general performance and actions put in place where issues are identified.

6.0 Legal Framework/References

The Gas Safety (Installation and Use) (Amendment) Regulations 2018 came into force on 6 April 2018 and places a legal duty on landlords to ensure that:

- all gas fittings, appliances and associated flues are maintained in a safe condition;
- annual safety checks are carried out by a competent person;
- records are checked and validated with a copy issued to the tenant;
- Installation work relating to domestic solid fuel, wood, renewables and the associated systems for heating, controls, hot water etc. are subject to building regulations and notifiable work must be dealt with in the appropriate manner.

All solid fuel fittings, appliances and associated flues must be maintained in a safe condition.

Other relevant legislation includes:

- Health and Safety at Work Act 1974
- Gas Safety Management Regulations 1996
- Workplace (Health, Safety and Welfare) Regulations 1992

- Construction (Design and Management) Regulations 2015
- Dangerous Substances and Explosive Atmospheres Regulations 2002, Reporting Injuries, Diseases and Dangers Occurrences Regulations (RIDDOR) 2013 and Gas Appliances (Safety) Regulations 1995.

In respect of the above legislation a summary of Association duties includes the requirement to:

- Ensure gas fittings and flues are maintained in a safe condition and that appliances are serviced in accordance with manufacturer's instructions or at least annually (unless otherwise advised by a Gas Safety registered engineer).
- Ensure an annual safety check is carried out on each gas appliance/flue and carry out these checks within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety.
- Have all installations, maintenance and safety checks carried out by a Gas Safe registered engineer (with LPG, HETAS and Commercial Gas specialisms for solid and LGP fuels as required).
- Keep a record of each safety check for at least two years.
- Issue a copy of the latest Landlords Gas Safety Record (safety check) record to tenants within 28 days of the check being completed or to any new tenant before they move in.
- Maintain a Landlords Gas Safety Record (LGSR) for each property under the Association's control and amend the register/spreadsheet in accordance with any changes made to the property (i.e. installation of or removal of gas supply or appliances).

7.0 Linked Documents

- [Domestic Heating Procedure](#)
- [Health and Safety Policy](#)
- [Responsive Repairs Policy](#)
- [Void Management Policy](#)
- [Equality and Diversity Policy](#)

To be completed by Corporate Services Officer

Document Control

Business Owner (name & job title)	Helen Timney
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Document History

Date	Version Number	Author	Description of Update
11 th July 2024		HT	Policy and Procedure split into 2 documents.
8 th May 2024		HT	Revision of Policy and Procedure

25 th May 2023	2.0	HT	New gas service contractor, smoke and Carbon Monoxide alarms and all heating systems & Procedure separated from Policy.
8 th May 2024	2.1	HT	Minor amendments and separated procedure from policy.
12 th May 2025	2.2	HT	Amendments to Roles and Responsibilities and Risk Reporting following Audit recommendations