

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

a) Chief Executive Officer (*the Association’s ‘Responsible Person’ on behalf of the Board*)

The “Responsible Person” will:

- Be responsible to ensure the Association complies with its duties under this policy and any other relevant legislation and standards;
- Ensure that adequate resources are made available to enable the Company to fulfil their duties in relation to compensation and reimbursement;
- Appropriate guidance and standards are developed to enable the requirements of this policy to be properly implemented;
- All activities and processes falling under their control are assessed and reviewed accordingly;
- All staff falling under their control are given training and instruction in relation to this Policy and process.

b) Operations Manager

The Operations Manager will be responsible for ensuring that, in areas falling under their control:

- Liaise and co-operate, as applicable, with other responsible persons, e.g. tenants / contractors, to ensure that they are aware of the Association’s Domestic Heating policy and procedures and identify any risks arising from their activities which could impact upon the Association or members of the Association staff;
- Appropriate Domestic Heating information, instruction and training is made available to all employees of the Association commensurate with their activities;
- All staff and visitors falling under their control comply with the requirements of the domestic heating management policy;
- It is the Association’s responsibility to ensure we hold adequate building insurance for all its properties.

c) Property Services Officer

The Property Services Officer will be responsible for ensuring that, in areas falling under their control:

- A programme of Servicing is managed to ensure we are 100% compliant with gas Servicing and to ensure the safety of our tenants.
- Where relevant, contractors engaged for, or on their behalf, have all the relevant information in relation to our properties.
- All contractors comply with the requirements of the Domestic Heating Policy and Westfield Housing’s Code of Conduct;
- All contractors and Staff are aware of the Association’s process to follow to ensure access is granted and annual servicing is completed within 12 month anniversary date.

d) Maintenance Team Officers

The Maintenance Services Officers will co-ordinate the Servicing programme as follows:-

- Regular Meetings with Gas Contractor to ensure Gas Servicing is 100% compliant;

- Updates the Master document and uses the Contractors portal 'KTHS' for information in relation to access/details of works;
- Contact/Visits tenants to ensure access;
- Arrange any follow up repairs or issues are dealt with promptly;
- Store LGSRs centrally and record;
- Instruct Quality Assurance checks with 3rd Party (Morgan Lambert);
- Inspect on technical queries/issues as required by Contractor/Tenant.

e) Employees

All employees have a responsibility to comply with the Domestic Heating Policy. This will include, but not be limited to:

- Observing all instructions, information and training intended;
- Co-operating with the Association on matters of Domestic Heating;
- Arrange access with tenants for servicing and repairs as required;
- Liaise with Contractor and log works as required to the SDM system.

f) Contractors

Contractors are required to:

- Carry out Gas Servicing which commences 10 months after the last service;
- Arrange access by writing letters, telephoning, texting tenants to arrange suitable appointments;
- Liaise with the Association on any concerns identified relating to the property and its components;
- Ensure that they and 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;
- Follow the Code of Conduct.

g) Tenant Responsibilities

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.

Tenants must ensure that, where necessary, gas and electric meters have sufficient funds available for necessary servicing / checks to be completed.

5.0 Reporting & Risk

Key performance indicator (KPI) measures have been established and will be maintained to ensure that Westfield are able to report on performance in relation to domestic heating and compliance.

KPI measures will be produced and provided at operational level on a monthly basis and at board level on a quarterly basis.

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.

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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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.