



Housing Gas Safety and Servicing Policy

Brentwood Borough Council

Version Control

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1. Introduction

The purpose of this Policy is to inform and guide staff and tenants of the steps to be taken by Brentwood Borough Council to fulfil its statutory obligation to ensure that all Council owned gas boilers, gas installation pipework, flues, chimneys, CO detectors, Smoke Detectors and appliances are safe and in good working order.

2. Aims and Objectives

- Brentwood Borough Council is committed to ensuring that it carries out its duties in respect of Gas Safety to protect its residents, visitors to its properties and its physical assets.
- A monthly report is produced showing the performance of the organisation (and its contractor/s) against this 100% target to be transparent and highlight any failures so that our processes can be reviewed and if required updated.
- To ensure all contractors hold the required Gas Safe Registration
- Will clearly detail how breakdowns, maintenance and emergency response times are dealt with.
- Provide contractors with a clear statement of The Council's procedures to meet legal and statutory obligations and their role in meeting those obligations.
- Provide tenants with a clear statement requiring their support and access to Council properties to enable the Council and its contractors to meet their legal and statutory obligations.
- The Council aims to have 100% compliance i.e., a safety check and Landlord Gas Safety Record known as an LGSR (or other certificate of safety as appropriate) for all gas appliances/installations for which it is responsible. The LGSR is valid for 12 months (see 1.6)
- Monitoring process of certification and all reasonable steps taken to achieve the annual re-certification of all gas appliances.
- Confirm how The Council will deal with issues of no access.
- All gas work, including servicing and installation will be subject to a 10% quality audit. To review the technical aspect of the servicing and safety check to ensure continuous improvement.
- This policy relates to all Council owned homes, communal areas, and temporary accommodation. The Council is not responsible for the gas appliances in individual leaseholder properties. The Council is responsible for any owned gas appliances and owned boilers belonging to the Council, including gas boiler plantrooms.

3. Responsibility Structure

The Council has a hierarchy of officers responsible for the Gas Safety in its properties. The table below lists those responsible and their respective positions:

Brentwood Borough Council – Duty Holder
Chief Executive – Delegated Duty Holder
Director of Housing and Enforcement – Senior Duty Holder
Estate Management Team Leader – Operating Duty Holder
Contracts Manager / Compliance Manager – Delivery Duty Holders
Housing Officers
Contractor Responsibilities
Gas Auditor Responsibilities
Tenant Responsibilities
Leaseholder Responsibilities

- 3.1. Brentwood Borough Council is a 'Duty Holder' as defined within Gas Safety (Installation and Use) Regulations 1998.
- 3.2. The Chief Executive is a Delegated Duty Holder and responsible for:
 - effective operation of Gas Safety Management for all council housing stock,
 - adequate resources are made available to ensure a structure which fully meet gas safety responsibilities,
 - allow responsibilities for gas safety to be delegated appropriately throughout the management structure.
- 3.3. The Director of Housing and Enforcement is a Senior Duty Holder and responsible for:
 - ensuring arrangements are in place to implement this policy,
 - ensuring the policy is continually reviewed for its adequacy.
 - provisions of adequate financial and human resources to ensure, so far as is reasonably practicable, that gas systems are installed and maintained in compliance with the Gas Safety (Installation and Use) Regulations (GSIUR) 1998, Approved Code of Practice and Guidance, the Health and safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.
- 3.4. The Estate Management Team Leader is an Operating Duty Holder and responsible for:
 - aware of the importance of their role in the gas safety process
 - aware of where the gas safety management procedures are stored on Teams and what their part is in the process
 - follow the procedures and processes to try to identify any problematic access/safety issues as soon as possible.

- appropriately and accurately record what action they have taken at each step of the process as per the procedures
- to report/escalate any issues in connection with the gas safety process to their line manager as soon as possible and other competent managers as required
- report decisions/all dangerous and potentially dangerous incidents relating to gas safety to the Housing Compliance Manager and Corporate Health & Safety Advisor.

3.5. The Contracts Manager is a Delivery Duty Holder and responsible for:

- adequate resources made available in each area to manage gas safety
- demonstrating commitment to continuous safety improvement,
- identifying specific responsibilities to the Compliance Manager and their team,
- report decisions/all dangerous and potentially dangerous incidents relating to gas safety to the Housing Compliance Manager and Corporate Health & Safety Advisor.
- contractual arrangements made with contractors to carry out gas installations servicing, safety inspections and repairs comply with current legislation and good practice; and
- ensuring all records are maintained on Keystone database
- compliance with the Gas Safety (Installation and Use) Regulations (GSIUR)1998 in all work that has an impact on gas safety maintenance contracts.

3.6. The Compliance Manager is a Delivery Duty Holder and responsible for:

- aware of the importance of their role in the gas safety process
- aware of where the gas safety management procedures are stored on Teams and what their part is in the process.
- follow the procedures and processes to try to identify any problematic access/safety issues as soon as possible.
- appropriately and accurately record what action they have taken at each step of the process as per the procedures.
- to report/escalate any issues in connection with the gas safety process to their line manager as soon as is possible and other competent managers as required.
- Gas Safety Policy is kept up to date as per legislative or good practice changes.
- all changes are communicated to all staff involved in the gas process, providing information, or training where necessary.
- report decisions/all dangerous and potentially dangerous incidents relating to gas safety to the line manager and Corporate Health & Safety Advisor

- each property is maintained and a has gas safety check carried out every 12 months, as far as reasonably practicable.
 - a competent and appropriately qualified independent gas auditor carries out quality monitoring work of contractors who implement the gas servicing, safety and repairs and provides a report to the Housing Compliance Manager.
 - any new gas installations comply with all current legislation and mandatory guidance.
- 3.7. The Housing Officers are responsible for:
- aware of the importance of their role in the gas safety process.
 - aware of where the gas safety management procedures are stored on Teams and what their part is in the process.
 - follow the procedures and processes to try to identify any problematic access/safety issues as soon as possible.
 - appropriately and accurately record what action they have taken at each step of the process as per the procedures.
 - report decisions/all dangerous and potentially dangerous incidents relating to gas safety to the Housing Compliance Manager and Corporate Health & Safety Advisor.
- 3.8. The Gas Contractor is responsible for:
- identifying any gas risks prior to undertaking any repair or maintenance.
 - aware of the importance of their role in the gas safety process
 - aware of where the gas safety management procedures are stored on Teams and what their part is in the process.
 - follow the procedures and processes to try to identify any problematic access/safety issues as soon as possible.
 - appropriately and accurately record what action they have taken at each step of the process as per the procedures.
 - report/escalate any issues in connection with the gas safety process to their line manager as soon as is possible.
 - ensuring all Gas Engineers are competent and registered with Gas Safe Register and quality monitoring and training reviews are undertaken by the contractor.
- 3.9. The Independent Gas Auditor is responsible for:
- competent and appropriately qualified independent external auditor carries out a quality monitoring work of contractors, who implement the gas servicing, safety, and repairs, and provides a report for the Housing Compliance Manager.
 - undertake 10% audit of total stock monthly and report their findings to the Housing Compliance Manager to identify any trends or areas of concern.

- 3.10. The Tenant is responsible for:
- facilitate access to the property on the due date, to enable the gas servicing of Council owned appliances to be completed.
 - notify concerns regarding the safety or functioning of the Council owned gas appliances to the Council's contact centre on 01277 312500.
 - In the event of an emergency, please see point 5.5
- 3.11. The Leaseholder is responsible for:
- Maintain and service by a gas safe registered contractor, their own boilers and appliances to ensure they will not cause harm to the occupants or persons living in the accommodation or neighbouring properties.

3.12. Legal Requirements

The Council employs a contractor who is registered under the Gas Safe Register, to carry out the appropriate checks (service, maintenance, and installations) to ensure gas safety.

Gas Safe Register is the official gas registration body of gas businesses and engineers in the United Kingdom. By law, all gas businesses must be on the Gas Safe Register.

A gas engineer can only be aligned to a registered business and be issued with a licence to undertake gas work on behalf of a registered business if they hold a valid and current qualification. This evidence of competence relates only to matters of gas safety and is obtained by every engineer through a recognised route of training and assessment.

The Council also engages a fully qualified gas auditor to ensure the gas servicing contractor is meeting its contractual obligations and gas systems are safe.

The Council has several legal obligations it must adhere to and although not exhaustive the Council will comply with all relevant legislation and associated regulations, including:

- Gas Safety (Installation and Use) Regulations 1998
- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

Legislation and Regulations describe specific responsibilities in terms of gas, supply, installation, servicing, and gas safety.

Suppliers: have responsibilities to respond to and investigate gas leaks.

A gas escape or notification or reports of fumes or CO detector activation, which will normally be reported directly to National Gas Emergency Service Provider (ESP). (0800 111 999).

Alternatively, a supplier can be the supplier of, for example, a dangerous appliance and has a duty to notify customers of the issue.

Installers/maintenance: must be competent, have completed an industry recognised training course and is registered with Gas Safe. They have a duty to ensure that nothing about an appliance or its installation (and associated fittings and flues and source of ventilation) can cause danger whilst the appliance is in use.

Landlords: have a duty to ensure that gas appliances and flues provided for tenants' use in residential property are installed and maintained in a safe condition. They are required to perform an annual safety check which must be undertaken by a Gas Safe registered engineer on each appliance or flue.

The Council is responsible for the following.

- Arrange for a gas safety check to be carried out any time from 10-12 months after the last check, without affecting the original check expiry date. If it is less than 10 or more than 12 months after the last check, the property will end up with a new deadline date - 12 months from the most recent check. Ensure that all gas appliances (in the Council's ownership) flues and gas installation pipe work are maintained in a safe condition. This also applies to the safe fitting of gas installations in new build properties as well as the replacement of installations through planned or reactive maintenance work.
- Give a copy of the landlord's Safety Certificate to the tenants within 28 days of the safety check.
- Ensure that all new tenants, and mutual exchange tenant transfers, are given a copy of the Safety Certificate prior to occupation of the property.
- Ensure that any work carried out on the Council's behalf is carried out by a Gas Safe Engineer

4. Gas Servicing Regime

4.1 Dwelling

The Gas Servicing Contractor will write to the tenant advising them of when they will be attending to carry out the service. This will be approximately 60 days before the expiry of the last Landlord's Gas Safety Record (LGSR).

The Council expects the tenant will facilitate access to the property on the due date to enable its statutory duty to be completed.

Following successful completion of the Landlord's Gas Safety Check the tenant will receive a copy of the certificate for the property within 28 days of the annual safety check.

4.2. No Accesses

If the tenant is not home during this service or the tenant refuses access, the Gas Servicing Contractor will make a further two attempts to enter the tenant's property to carry out the gas service. Should the tenant refuse access or the Gas Servicing Contractor is unable to carry out the service, on the third attempt for whatever reason, they will refer this back to the Council for a legal appointment.

The Gas Servicing Contractor keeps accurate records of all their efforts to obtain access to carry out the annual gas safety check and all non-accesses and the dates and times that they were passed to the Council. This will include records/copies of all letters, appointment cards, telephone calls etc.

The Compliance Officer will attempt to contact the tenant to arrange an appointment to carry out the gas service. If they are unable to do so, the Data Administrator will send the resident a letter requesting them to contact the Gas Servicing Contractor directly within 7 days (please see Appendix 1 - Gas Inspection Projected Timescale). After 7 days and no appointment has been made, the Compliance Officer will forward the details to the Housing Officer to serve the tenant with a Legal Letter. This states the tenant is in breach of their Tenancy Agreement and must enable the Gas Servicing Contractor access to carry out the gas service, on the specific date and time (legal appointment).

On the day of the legal appointment a relevant Officer will attend the tenant's property with the Gas Servicing Contractor to carry out the gas service. Should the tenant not be home at the time of the legal appointment the Council may force entry to carry out the gas service in their absence. In some circumstances the Council will cap the gas off at the meter to ensure safety and compliance.

If the tenant is home at the time of the legal appointment and refuses access to the relevant Officer and the Gas Servicing Contractor to enable the gas service to take place, then the Council will refer this to our Legal Department to apply for a Court Injunction to compel the tenant to enable the Gas Servicing Contractor to carry out the service.

4.3. Tenant Owned Appliances

Tenants may choose to improve their homes but must seek written permission from the Council. If permission is refused the Council will provide the tenant with a reason. During the annual gas service tenants' own appliances will be visually checked for safety but not serviced. If the residents own appliance is found to be faulty, it will be isolated by the gas contractor, and the resident notified. A record is to be made of this on the LGSR, to make the Council aware.

Tenants are not permitted to replace/make alternations to the Council owned boilers. To do so would be a breach of tenant obligations under their Tenancy Agreement.

4.4. Carcasses

Carcasses will be checked on an annual basis in-line with the Landlord Gas Safety Record. Tenants will permit the Gas Servicing Contractor access to the property to undertake this inspection in the same way as point 5.1.

4.5. Communal

Communal boilers are serviced and maintained on an annual basis. At the same time the Landlord Gas Safety Record is completed.

5. Breakdown, Repairs and Maintenance

5.1. Breakdown and Repairs

The Council has through its Gas Contractor a 24-hour, year-round, breakdown service to allow for breakdowns or malfunctions of any natural gas, LPG, component part, system or system part on any Council owned appliance or system.

The comprehensive service shall include the provision of all parts, component parts, pipework and other items that may be necessary to affect any repair to any Council owned appliance type or system together.

5.2 Remedial Works

On receipt of a call to rectify a problem being made by the resident, the Gas Contractor shall:

- Ensure that each engineer is equipped with such a stock of spare parts as to be able to deal with most eventualities on the first visit.
- A comprehensive stock of spare parts shall also be kept at the Gas Contractor's depot or supply chain partner. The Gas Contractor must make provision to ensure that any parts needed on site are

delivered to be fitted at the earliest opportunity (i.e., the next working day or within 24 hours)

- The Gas Contractor shall ensure that if it is not possible to rectify a problem on the first visit the resident must be advised at the time of the call when it is likely that the repair will be made.
- The Gas Contractor must also advise the Council on each and every occasion where a repair is not possible first time, and the resident is going to be deprived of heating and/or hot water for any period in excess of 24 hours. When this is over the weekend the Gas Contractor will contact the Council by 10:00am on the following Monday

All repair calls will be categorised as follows:

- E – Emergency – Respond and make safe, or rectify where possible, within 24 hours.
- A1 – Appointed work at resident's convenience – within 8 working days.
- An exception to the above is the report of a gas escape or notification or reports of fumes or CO detector activation, which will normally be reported directly to National Gas Emergency Service Provider (ESP). (0800 111 999). If the Gas Contractor is advised of a suspected gas escape or fumes or CO detector activation, the Gas Contractor must record this and advise the caller of appropriate safety advice before contacting the National Gas Emergency Service Provider. If the notification was received by any person other than the resident, the Council must also be made aware immediately. All actions must be recorded on the Gas Contractor's IT system including the ESP job reference number. When contacted, the caller's name, address contact telephone and mobile number should be taken to provide to the ESP.

5.3. Temporary Heating

- Electric fan temporary heating must be provided whenever the resident has a loss of heating and a repair cannot be carried out immediately or on the same day. If temporary heating is offered and refused the Gas Contractor must record this. This is usually between October and March inclusive, or as directed by the Council or where vulnerable residents or special circumstances require temporary heating to be provided.
- All temporary heating appliances must be approved by the Council and be subject to regular inspection to ensure they are maintained in a safe working condition. Each appliance shall have a sticker attached stating that the appliance has been inspected by a competent person prior to being left with the resident. All appliances must be PAT tested in accordance with current Regulations.
- The Gas Contractor must ensure that the temporary heating provided is sufficient to meet the reasonable needs of the resident

as directed by the Council. This will generally be a maximum of 4 heaters per property.

5.4. Carbon Monoxide and Smoke Detectors

Brentwood Council will install carbon monoxide detector(s) to all rooms that contain a Council gas appliance and any room where a flue passes through.

Brentwood Council will also ensure that an adequate number of smoke alarms are installed in all properties.

The carbon monoxide detectors and smoke alarms will be tested for those properties that have a gas appliance during the landlord's gas safety check and a record of this will appear on the LGSR.

5.5 Emergency Procedures

This procedure describes the methods used and documentation utilised when dealing with gas related emergencies, including gas escapes, actual or suspected, emissions of fumes from gas appliances, activation of CO alarms, fires or explosions (where gas is suspected to be involved) or other similar gas related emergencies, are reported to any Council employee. These reports should be actioned irrespective of whether the gas related emergency is on Council property or elsewhere.

This procedure is to be applied in the event of any smell of gas or reports of fumes being detected / reported within Council property.

Examples of gas related emergencies that should be reported to the National Gas Emergency Call Centre includes:

- any gas escapes / reports of gas escapes (suspected or actual),
- suspected emissions of fumes from gas appliances,
- fires or explosions (where gas is suspected to be involved),
- damaged gas pipes,
- fluctuating gas supplies.

The member of staff receiving a report DIRECTLY shall in ALL cases give the person making the report the following safety advice:

- TURN OFF the gas supply at the emergency control valve, normally adjacent to the gas meter, except where the valve is not accessible (i.e., in a locked meter cupboard) or where there is also a smell, when the advice should be NOT to enter but to vacate the premises.
- TURN OFF all appliances suspected of having a gas escape / emitting fumes if safe to do so (CO may be present).
- OPEN doors and windows to ventilate the property and 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 person's access to the property, open them manually.

Under appropriate circumstances, at by direction from the Contracts Manager or Compliance Manager, the information will be passed to the National Gas Emergency Call Centre on 0800 111 999.

The date and time the gas related emergency was reported to the National Gas Emergency Call Centre shall be recorded on the Orchard Database.

5.6. Reporting under RIDDOR

Certain gas related incidents also need to be reported under RIDDOR. These are incidents that have caused fatal or major injuries, for example unconsciousness or the need for hospitalisation for more than 24 hours, to gas consumers. The death or injury may be as a result of either the acute symptoms of carbon monoxide poisoning or the effects of gas escapes and any associated fires or explosions. For CO exposure the relevant major injury conditions are:

The HSE must be immediately notified of such incidents and a report of the gas related incident should be completed on a 'Report of Gas Related Injury; form (ref. 2508/G1) available from the HSE Website. The Corporate Health & Safety Advisor will liaise with the relevant persons to ensure that the information provided to the HSE is accurate and provided in a timely manner.

The responsible person must ensure that any gas operatives who are called to or encounter a gas related incident secure the incident scene. If the Gas Emergency Service is not on site, they should immediately contact the Gas Emergency Service Call Centre and inform them of the incident.

The responsible person must not allow any remedial works to be undertaken in a property where there has been a recent gas incident, until the responsible person has obtained permission from the HSE. No remedial work should be carried out until the HSE have confirmed that their investigation is complete.

6. Alternative Fuel Methods

Please refer to the Solid Fuel Policy and other alternative fuel methods.

7. Void, Abandoned, or Non-Resident/Unoccupied Properties

When a property becomes void, abandoned, non-resident/unoccupied, the Gas Contractor will be instructed to visit the property and make safe within

one working day from instruction. The Void Contract Supervisor will ensure a key safe is installed and keys left outside which is carried out in the same day.

Within 24 hours, the Gas Contractor is to undertake all safety checked, including capping off the gas supply, and making safe. Under no circumstances should the gas supply be live whilst the property is void.

If there is no credit on the gas or electric meters, the meter is capped until credit is added to the meters. Once funds are available, the Gas Contractor will re-attend and carry out a full gas service and re-cap the meter.

Void, abandoned, non-resident/unoccupied properties containing gas appliances, which are not the responsibility of the Council, are likely to be disconnected by the Gas Contractor as part of the LGSR. Appliances once disconnected will be removed by the voids team.

The resident will be requested to contact the Gas Contractor once the gas and electric supply is live. The Gas Contractor will attend within one working day by appointment to carry out a Safety Check on all appliances in accordance with Regulation 26(9). At this time, the Gas Contractor must instruct the resident in the use of the controls and location of the Gas Emergency Control Valve and incoming Cold Water Main Stop Tap.

8. Mutual Exchanges

On notification of a mutual exchange, the Technical Officer will advise the Gas Contractor to arrange an appointment with the departing resident to complete a Landlord Gas Safety check. A gas safety check will be carried out on all Council owned appliances with a gas meter involved in a mutual exchange.

The resident will be requested to contact the Gas Contractor once the gas and electric supply is live. The Gas Contractor will attend within one working day by appointment to carry out a Safety Check on all appliances in accordance with Regulation 26(9). At this time, the Gas Contractor must instruct the resident in the use of the controls and location of the Gas Emergency Control Valve and incoming Cold Water Main Stop Tap.

9. Record Keeping and Auditing

9.1. Retainment of Certificates

Brentwood Council retains all records of the annual gas safety certificates for a minimum of two years from the date of the certificate to ensure hard copies can be produced when required.

As a minimum, the Council expects the record of a gas safety check must contain:

- a description of and the location of each appliance or flue checked.
- the name, registration number and signature of the individual carrying out the check.
- the date on which the appliance or flue was checked.
- Satisfactory results of the gas tightness test
- CO detectors for each room where gas appliances or flues exist
- the address of the property at which the appliance or flue is installed.
- the name and address of the landlord
- any safety-related defect identified, and any remedial action taken.
- confirmation that the safety check has included an examination of the matters referred to in paragraphs (a) to (d) of regulation 26(9) of the Gas Safety (Installation and Use) Regulations 1998

9.2. Audit Process

The Council directly employs an independent third-party gas safe registered consultant to carry out an external monthly audit of the Gas Contractor. They will also carry out site visits taking a copy of the LGSR to ensure the certificate was filled in correctly, complete a 10% desktop audit check of LGSRs and carry out a 10% site visit to dwellings that have had new installations to ensure they were fitted as per manufactures instructions.

Whilst undertaking a site audit visit and find an unsafe situation, they will either carry out the repair and contact Axis directly to arrange their attendance or cap the gas meter issuing a warning notice which is placed on the boiler and contact Cadent to attend, and contact Axis directly advising them of the issue. A copy of the warning notice is sent to the Council. In both situations, they will also contact the Housing Compliance Manager to alert them of the problem found and advise of the actions they have taken.

They will also attend a monthly gas meeting with the Gas Contractor in attendance to present their monthly report of their findings for the previous month.

The Compliance Team also holds weekly minute meetings with the Gas Contractor.

The Corporate Health & Safety Advisor and the Housing Compliance Manager will carry out a six-monthly audit on the gas processes and procedures set out in this policy.

The documents checked are:

- Insurance documents
- Qualifications of operatives
- Analyse the third-party audit reports and look for any trends.

- Carry out a 10% check of LGSRs.

9.3. Key Performance Indicators (KPIs)

As part of the contractual arrangement, the Gas Contractor will provide KPIs that are presented monthly at the Partnering meetings. These are also discussed at the next weekly meeting after the Partnering meeting where they are scrutinised further.

10. Planned Replacement Programmes

The Council are committed to replace 7% of the total stock of dwellings with gas boilers that meet the replacement criteria.

This includes:

- Back boilers including removal of gas fires
- Boilers located in bedrooms
- Beyond economical repair
- Boilers that have received numerous call outs and various parts replaced
- Boilers starting from 15 years old

A draft replacement boiler programme is compiled at 5 months before the end of the financial year. This is reviewed again at 3 months before the end of the financial year and will make the final revised programme. Data from previous years will be used to secure financial commitment.

11. Green Energy and New Build Dwellings

As part of the Council's 2025 Corporate Strategy, any new build dwellings will be built having green energy.

These could include a combination of the following heating and hot water energy supplies:

- Ground source heat pumped heating
- Air source heat pumped heating
- Renewable energy e.g., solar panels
- Refrigerant based heating
- Heat recovery system

New dwellings will also have, double glazed windows, internal and external cavity wall insulation, loft insulation etc., the list is not exhaustive.

12. Review

This policy will be reviewed on a two-yearly basis unless there is a legislative change in which will prompt an immediate review.

13. Appendices
Appendix 1 - Gas Inspection Projected Timescale

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Appendix 1 - Gas Inspection Projected Timescale

Step No.	Action	Time to complete	Time remaining
1	Axis to review properties that require gas servicing within 90 Days.	-	90 Days
2	Axis to send initial appointment letter and text message to the tenant. If an appointment is unsuccessful and No Access is given by the resident, the contractor will leave a contact card.	14 Days	76 Days
3	Axis to send a second letter arranging another appointment within 28 days. If again this appointment is unsuccessful and No Access is given by the resident, it will be passed to the Repairs & Maintenance department in Brentwood Borough Council via the Compliance Certification email address.	28 Days	48 Days
4	Data Administrator to write letter to resident on the same day passed back from Axis, requesting they contact Axis within 5 days before Court proceedings start. Compliance Officer to telephone and email the resident to make an appointment. If unsuccessful or, telephone number does not work to try contacting next of kin. If no next of kin, to request either the Housing Officer or Caretaker to make a cold call to try and make contact.	7 Days	41 Days
5	After 7 days, Compliance Officer to inform Housing Officer still cannot arrange an appointment, Housing Officer to contact the resident to try and make booking. If unsuccessful they will send an instruction to legal to start Court proceedings. Compliance Officer to notify Axis we intend to proceed with court action within 14 days.	7 Days	34 Days
6	Housing Officer hand delivers letter warning of our intention to seek a 'right of entry' warrant. Housing Officer to pay for 'right of entry' warrants and book a hearing with the relevant Magistrate.	14 Days	20 Days
7	Appointment to execute 'right of entry' warrants to be agreed with Axis gas engineer locksmith.	7-20 Days	0 Days