

NOTICE OF MEETING

Meeting: HOUSING OVERVIEW AND SCRUTINY PANEL

Date and Time: WEDNESDAY, 18 SEPTEMBER 2019, AT 6.00 PM*

Place: THE BRADBURY ROOM, APPLETREE COURT,
LYNDHURST

Telephone enquiries to: Lyndhurst (023) 8028 5000
023 8028 5588 - Ask for Karen Wardle
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PUBLIC PARTICIPATION:

*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
 - (b) on individual items on the public agenda, when the Chairman calls that item.
- Speeches may not exceed three minutes. Anyone wishing to speak should contact the name and number shown above.

Bob Jackson
Chief Executive

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This Agenda is also available on audio tape, in Braille, large print and digital format

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 19 June 2019 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services

prior to the meeting.

3. PUBLIC PARTICIPATION

To note any issues raised during the public participation period.

4. UPDATE ON IMPLEMENTATION OF NEW HOUSING MAINTENANCE SERVICE STRUCTURE

To receive an update on the implementation of the new Housing Maintenance Service structure, including progress on recruitment to new posts.

5. UPDATE ON HOMELESSNESS

To receive an update on Homelessness, including an introduction to the work of the new Support Officers (including a Case Study).

6. NEW ALLOCATIONS POLICY IMPLEMENTATION

To receive an update on the implementation of the new Allocations Policy.

7. HOUSING STRATEGY / HRA PROPERTY ACQUISITION UPDATE

To receive an update on the progress of the Housing Strategy and HRA property acquisition.

8. HOUSING ASSET MANAGEMENT STRATEGY

To receive a presentation on the aims and objectives of the Council's approach to managing its housing assets (with a view to developing a new Housing Asset Management Strategy).

9. DRAFT MAINTENANCE AND REPAIRS POLICY FOR HOUSING (LANDLORD SERVICES) (Pages 1 - 44)

To consider a new draft Maintenance and Repairs Policy for Housing (Landlord Services).

10. POLICIES - GAS SAFETY, LIFTS AND LIFTING EQUIPMENT, LEGIONELLA AND PLAY PARKS AND PLAY EQUIPMENT (Pages 45 - 108)

To consider policies relating to gas safety, lifts and lifting equipment, legionella and playgrounds and play equipment.

11. PORTFOLIO HOLDER UPDATE

An opportunity for the Portfolio Holder to provide an update to the Panel on any issues.

12. WORK PROGRAMME (Pages 109 - 110)

To consider the Panel's future work programme and make changes where

necessary.

13. DATES OF MEETINGS 2020/21

To agree the following dates of meetings for 2020/21:

- 17 June 2020
- 16 September 2020
- 20 January 2021
- 17 March 2021

14. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors

Steve Davies (Chairman)
Ann Sevier (Vice-Chairman)
Anne Corbridge
Kate Crisell
Jack Davies

Councillors

Andrew Gossage
Joshua Kidd
Ian Murray
Caroline Rackham
Christine Ward

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HOUSING OVERVIEW AND SCRUTINY PANEL – 18 SEPTEMBER 2019

MAINTENANCE AND REPAIRS POLICY FOR HOUSING (LANDLORD SERVICES)

1. INTRODUCTION

- 1.1 The Council as 'Landlord' is responsible for the maintenance, repair and replacement of the structure and common parts of its Housing properties as set out in the Tenancy Agreement.
- 1.2 This report deals with the maintenance of the Council's Housing stock covering planned, cyclical and responsive maintenance activities and recommends a new Maintenance and Repairs Policy for Housing (Landlord Services). The new proposed Policy is attached at Appendix 1.
- 1.3 Voids, mutual exchanges, empty homes and adaptations to the homes of tenants with disabilities are not covered within the proposed Policy. Separate policies covering these respective areas is being developed and will support this policy.

2. BACKGROUND

- 2.1 The Council owns over 5,000 Council properties and is under legal duty to maintain the structure and fixtures of these properties including their communal areas.
- 2.2 The Council is committed to providing an effective maintenance service in order to comply with its statutory responsibilities, including but not limited to the Landlord and Tenant Act 1985 (as amended) and the Housing Act 2004 and to ensure high levels of resident satisfaction and to protect the value of its housing stock.
- 2.3 The Council's maintenance responsibilities are split into three main areas as follows:-
 - **Planned Maintenance** – this involves planning (including financial planning) and implementing the improvements that Council properties need in the medium to longer term;
 - **Cyclical Maintenance** – there are certain functions that have to be undertaken on a cyclical basis to ensure the Council complies with statutory requirements;
 - **Reactive Maintenance** – this involves the Council having in place a 24/7 repair service to deal with repairs that the Council is legally responsible for.
- 2.4 A thorough review of maintenance and repairs has been undertaken by Housing Management in devising the new Maintenance and Repairs Policy for Housing (Landlord Services).

3. THE NEW MAINTENANCE AND REPAIRS POLICY FOR HOUSING (LANDLORD SERVICES)

- 3.1 The new Maintenance and Repairs Policy sufficiently addresses the 'Landlord' duties and responsibilities within Housing specific properties, and is structured to ensure the Council complies with its responsibilities as set out in the Tenancy Agreement.

3.2 The Policy's salient points are as follows:

- (a) Clearly sets out the key principles for the maintenance and repair of the Council's Housing stock;
- (b) Clearly identifying legislative and regulatory duties;
- (c) Clear definition of roles and responsibilities;
- (d) Application of the Decent Home Standard;
- (e) Arrangements for developing the planned and cyclical maintenance programme;
- (f) Arrangements for providing effective responsive repairs;
- (g) Arrangements for maintaining boundary walls, fencing and gates;
- (h) Arrangements for the recovery of costs from rechargeable works that are the responsibility of Tenant's;
- (i) Arrangements for Leased and Leasehold properties;
- (j) Arrangements for qualifying repairs in accordance with The Secure Tenants of Local Authorities (Right to Repair) Regulations 1994;
- (k) Arrangements for dealing with Tenant's requests to undertake improvements or alterations to their home;
- (l) Arrangements for dealing with secure Tenants right to undertake and receive compensation for improvements.

4. CONCLUSIONS

- 4.1 This Maintenance and Repairs Policy sets out the Council's approach in maintaining its properties by being specific to Housing Landlord Services, to achieve statutory legislative requirements, and clearly defines roles and responsibilities.
- 4.2 It is intended that the new Maintenance and Repairs Policy for Housing Landlord Services is implemented on 1st November 2019, following sign off by the Portfolio Holder for Housing Services.

5. FINANCIAL IMPLICATIONS

- 5.1 An annual budget funded by the HRA is required to implement and support this policy and this will be agreed as part of the Council's annual budget setting process.

6. CRIME AND DISORDER IMPLICATIONS

- 6.1 There are none.

7. ENVIRONMENTAL IMPLICATIONS

- 7.1 There are none.

8. RECOMMENDATIONS

- 8.1 That the Housing Overview and Scrutiny Panel consider the proposed Maintenance and Repairs Policy and make recommendations to the Portfolio Holder for Housing Services.

For further information contact:

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Background Papers:

Public documents.

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Housing Landlord Services Maintenance and Repairs Policy 2019

DOCUMENT HISTORY	
Name of Policy:	Housing Landlord Services Maintenance and Repairs Policy 2019
Purpose of Policy:	<p>New Forest District Council is committed to providing an effective maintenance service in order to comply with its statutory responsibilities, including but not limited to the Landlord and Tenant Act 1985 (as amended) and the Housing Act 2004 and to ensure high levels of resident satisfaction and to protect the value of its housing stock.</p> <p>This policy details the arrangements for the responsive, planned and cyclical maintenance of properties owned by the Council.</p> <p>Voids, Mutual Exchanges and Empty homes are not covered by this policy. A separate Policy covering these respective areas is being developed and will support this policy.</p> <p>Adaptions to the homes of tenants with disabilities is not covered by this policy. A separate policy covering this area is being developed and will support this policy.</p>
Policy Applies to:	This policy and the subsequent arrangements apply to all employed housing staff within New Forest District Council and, where appropriate, tenants, contractors and members of the public.
First Issued:	1 st November 2019
Reviewed:	At least every 2 years from date of issue or as a result of legislative or organisational changes.
Version History	V1 Final Draft August 2019

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Section 1 Introduction and Key Principles

This policy details the arrangements for the responsive, planned and cyclical maintenance of properties owned by the Council.

The Council is responsible for the maintenance, repair and replacement of the structure and common parts of its properties as set out in the Tenancy Agreement.

The Council will ensure that its maintenance service reflects the following overall principles:

- providing a flexible, convenient and customer oriented repairs service that gives priority to the safety, comfort and convenience of residents;
- repair and maintaining the housing stock to the Decent Homes Standard;
- meeting the Council's legal and contractual obligations;
- ensuring the repairs service meets the performance and quality standards set by the Council;
- ensuring the services provided are cost effective and obtaining the best value for residents from available financial resources;
- ensuring the principles of health and safety and equal opportunities are central to working procedures and practices;
- maximising economic benefits where possible by creating employment and training opportunities in maintenance related work and by purchasing goods and services locally;
- maximising opportunities for resident involvement in determining the quality of the services delivered;
- measuring and monitoring customer satisfaction and make use of the information to continuously improve services.

Section 2 Legislative and Regulatory Context

In addition to complying with the terms of the tenancy agreement, the Council will ensure that it complies with best practice, relevant policy and statute when repairing and maintaining properties.

The Housing Act 2004, which introduced the Housing Health and Safety Rating System (HHSRS)

The Housing Act 2004 introduced the housing health and safety rating system (HHSRS). The HHSRS is a risk based evaluation tool used to assess potential risks and hazards to the health and safety of occupants from deficiencies identified in residential properties in England and Wales.

The assessment method contained within the HHSRS focuses on the hazards that are present in housing and tackling these making housing healthier and safer to live in and covers 29 categories of hazard.

Other Legislation, Approved Codes of Practice and Guidance Notes

The main legislation, approved codes of practice and guidance notes relating to Landlord responsibilities are set out below:

Legislation

- a) Building Act 1984;
- b) Building Regulations 2010 (as amended);
- c) BS 7671:2018 Requirements for Electrical Installations – IET Wiring Regulations (18th Edition);
- d) Chronically Sick and Disabled Persons Act 1970;
- e) Control of Asbestos Regulations 2012;
- f) Defective Premises Act 1972;
- g) Electrical Equipment (Safety) Regulations 2016;
- h) Environmental Protection Act 1990;
- i) Equality Act 2010;
- j) Gas Safety (Installation and Use) Regulations 1998 (as amended);
- k) The Housing Health and Safety Rating System (England) Regulations 2005;
- l) The Landlord and Tenant Act 1985 (as amended by the Homes (Fitness for Human Habitation) Act 2018
- m) The Leasehold Reform, Housing and Development Act 1993;
- n) The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994;
- o) The Secure Tenants of Local Authorities (Right to Repair) Regulations 1994;

Approved Codes of Practices

- (a) Safety in the installation and use of gas systems and appliances (Gas Safety (Installation and Use) Regulations 1998 (as amended)

Guidance Notes

- a) Housing Health and Safety Rating System Operating System Guidance 2006;
- b) A Decent Home: Definition and guidance for implementation – June 2006
- c)

Section 3 Definitions

Term	Definition
Competent Person	Person(s) whilst not required to process specific academic qualifications but: <ul style="list-style-type: none">a) understand the relevant housing 'Landlord' legislation and responsibilities;b) have appropriate training, knowledge and experience in the principles of property maintenance;c) understand the hazards, risk and other relevant factors with occupants at special risk within the premises;d) if carrying out property safety or maintenance surveys, have appropriate training/experience in this field;e) if carrying out property maintenance activities, have appropriate training/experience in their related trade field.

Dedicated Call Centre	Appletree Careline or other contracted 24Hr Call centre.
Do it Yourself	The activity of decorating, building, and making repairs at home by oneself rather than employing professionals. Abbreviated to DIY
Emergency Response	Works necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need. Abbreviated to E
Housing Health and Safety Rating System	The housing health and safety rating system introduced by The Housing Act 2004 is a risk-based evaluation tool to help landlords identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. Abbreviated to HHSRS
Inspection	A visual investigation of a property's condition to establish whether any remedial works are necessary. Abbreviated to I
Landlord	The owner of property (such as houses, land or apartments) that is leased or rented to another.
Notional Life	The expected life expectancy of a component, fitting, product or repair.
M3 Housing Ltd	M3 was formed in 2004 by experienced practitioners to provide a unique combination of expertise in social housing, surveying and software design. M3 services the National Housing Maintenance Forum, which focuses on advising maintenance practitioners on good practice. M3 organises the NHMF maintenance conference: the biggest of its kind in the UK Abbreviated to M3NHF
Planned Repair	A planned repair is cyclical maintenance such as painting or planned replacement of sub components.
Priority Response	These are repairs that may affect the comfort of residents and likely to cause damage to the property if not carried out as a priority. Abbreviated to P
Programmed Works Response	Response to major items of replacement requiring weather or safety dependent work planning Abbreviated to PW
Routine Response	These are repairs that are not urgent or a priority and includes all minor repairs. Abbreviated to R
Responsible Person	The 'Responsible Person' is the Landlord.
Responsive Repair	A responsive repair is an item of minor or routine maintenance undertaken in response to a request from a tenant.

Tenant	A person who occupies land or property rented from a Landlord.
Uniclass	Housing repairs software system.
Urgent Response	These are repairs to prevent suffering undue inconvenience or further damage to the property. Abbreviated to U
Value-added Tax	A tax on the amount by which the value of an article has been increased at each stage of its production or distribution Abbreviated to VAT

Section 4 Roles and Responsibilities

The Council will ensure that all Council housing staff are fully aware of their role in meeting the Council's responsibilities as 'Landlord'.

Chief Executive
<p>Responsibility for complying with duties as 'Landlord' rests with the 'responsible person'.</p> <p>The 'responsible person' as Landlord is represented by the Chief Executive together with the Executive Heads who collectively form the 'Executive Management Team'.</p>
Executive Head of Governance and Regulation
<p>The Executive Head of Governance and Regulation has overall strategic responsibility for the Council's approach in maintaining its social housing assets controlled by the Council and is responsible for ensuring that the requirements of the Housing Act 2004, Landlord and Tenant Act 1985 and supporting Regulations are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.</p>
Housing Service Managers
<p>The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Repairs and Maintenance Policy in their areas of responsibility.</p>
Asset Maintenance Manager
<p>The Asset Maintenance Manager is responsible for leading on housing asset management, maintenance strategy and policy. Their role also includes responsibilities for developing planned and cyclical maintenance programmes and maintaining stock condition data and taking responsibility for ensuring the Council's compliance with its landlord statutory duties and obligations, reporting directly to the Service Manager for Housing Maintenance (Asset and Compliance).</p>

Housing Estates and Maintenance Operations Managers

The Housing Estates Manager, Maintenance Operations Manager, Maintenance Operations (Technical) Manager and Maintenance Delivery Officer are responsible for the detailed arrangements necessary in ensuring that repair and maintenance activities, which are the responsibility of the Council are acted upon in a timely manner within their respective areas of control.

Where contractors are being managed, regular monitoring is to be included to ensure risks that could cause harm or injury have been considered and adequate precautions are in place to minimise risk to as low a level as is reasonably practicable.

Maintenance Delivery Officer

The Maintenance Delivery Officer is responsible for the day-to-day management and delivery of responsive repairs and maintenance activities, which are the responsibility of the Council in accordance with detailed arrangements and policy.

Section 5 Tenant Responsibilities

As set out within the Tenancy Agreement, tenants are responsible for:

- reporting repairs to the Council and are required to allow access to their home in order for the work (either responsive or planned) to be carried out;
- the maintenance, repair and replacement of certain minor items within the home;
- providing access for a stock condition survey to be carried out so an assessment of the properties' key components can be obtained, and future works can be programmed;
- providing access for statutory safety inspections to be carried out.

Section 6 Decent Home Standard

6.1 Introduction

The definition of what is a decent home was updated to reflect the Housing Health and Safety Rating System (HHSRS) which replaced the Housing Fitness Standard on 6 April 2006.

The Decent Homes Standard requires properties to meet criteria ranging from general fitness to having modern facilities. For a home to be decent it must achieve the following four criteria:

1) It meets the current statutory minimum standard for housing

Dwellings which fail to meet this criterion are those containing one or more hazards assessed as serious ('Category 1') under the HHSRS.

2) It is in a reasonable state of repair

Dwellings which fail to meet this criterion are those where either:

- one or more of the key building components are old and, because of their condition, need replacing or major repair; or
- two or more of the other building components are old and, because of their condition, need replacing or major repair.

3) It has reasonably modern facilities and services

Dwellings which fail to meet this criterion are those which lack three or more of the following:

- a reasonably modern kitchen (20 years old or less);
- a kitchen with adequate space and layout;
- a reasonably modern bathroom (30 years old or less);
- an appropriately located bathroom and WC;
- adequate insulation against external noise (where external noise is a problem); and
- adequate size and layout of common areas for blocks of flats.

A home lacking two or fewer of the above is still classed as decent, therefore it is not necessary to modernise kitchens and bathrooms if a home meets the remaining criteria.

4) It provides a reasonable degree of thermal comfort

This criterion requires dwellings to have both effective insulation and efficient heating.

6.2 General principles of application

When applying the Decent Home standard, the Council will apply five key principles:

- a) The long-term sustainability of our housing stock and decisions on which homes to invest in will be made in the context of the long-term demand for the stock;
- b) It is a standard that **triggers action**, not one to which work is necessarily carried out;
- c) Undertake work to make a home decent;
- d) Comply with the current Building Regulations when carrying out works;
- e) In addition to work which contributes to making homes decent, other factors may be considered:
 - Building components may fail early, typically these will be dealt with on a responsive basis;
 - Environmental and security works, which are not included in the decent home standard, but which contribute to creating and sustaining the quality of local environments, may be considered high priority in some areas; and
 - Consider if Lifetime Home Standards are appropriate when carrying out work to properties, and whether the work to be undertaken can be modified to help meet the needs of people with disabilities.

6.3 What types of property are covered by the standard?

The standard applies to all types of Council housing stock, including:

- Extra Care Schemes;
- Hostels;
- Dwellings within low to medium rise blocks;
- Standalone Dwellings

6.4 A Decent Home

This section provides detailed definitions of each of the four criteria that make up the Decent Home standard.

1) It meets the current statutory minimum standard for housing

To be decent, a dwelling will be free of category 1 hazards, and the existence of such hazards will be a trigger for remedial action.

2) It is in a reasonable state of repair

A dwelling satisfies this criterion unless:

- one or more key building components are old and, because of their condition need replacing or major repair; or
- two or more other building components are old and, because of their condition need replacing or major repair.

A building component can only fail to satisfy this criterion by being old and requiring replacing or repair. **A component cannot fail this criterion based on age alone.**

Building Components

Building components are the structural parts of a dwelling (e.g. wall structure, roof structure), other external elements (e.g. roof covering, chimneys) and internal services and amenities (e.g. kitchens, heating systems). Key building components* are those which, if in poor condition, could have an immediate impact on the integrity of the building and cause further deterioration in other components.

They are the external components plus internal components that have potential safety implications and include:

Table 1 - Component lifetimes used in the disrepair criterion		
Building components (key components marked) *	Houses and bungalows	All flats in blocks of below 6 storeys
Wall structure*	80	80
Lintels*	60	60
Brickwork (spalling)*	30	30
Wall finish*	60	60
Roof structure*	50	30
Roof finish*	50	30
Chimney*	50	50

Windows*	50	30
External doors*	40	30
Kitchen	30	30
Bathrooms	40	40
Heating central heating gas boiler*	15	15
Heating central heating distribution system	40	40
Heating other*	30	30
Electrical systems*	30	30

Lifts are not considered to be a key component unless the lift or the lift shafts have a direct effect upon the integrity of the building.

If any of these components are old and need replacing, or require immediate major repair, then the dwelling is not in a reasonable state of repair and remedial action is required.

Old and in poor condition

A component is defined as 'old' if it is older than its standard lifetime. Components are in poor condition if they need major work, either full replacement or major repair.

Table 2: Definition of 'poor condition' used in disrepair criterion	
Definition of 'poor condition'	
Wall structure	Replace 10% or more or repair 30% or more
Wall finish	Replace/repoint/renew 50% or more
Chimneys	1 chimney needing partial rebuilding or more
Roof structure	Replace 10% or more or strengthen 30% or more
Roof covering	Replace or isolated repairs to 50% or more
Windows	Replace at least one window or repair/replace members to at least two (excluding easing or reglazing)
External doors	Replace at least one
Kitchen	Major repair or replace 3 or more items out of 6 (cold water drinking supply, hot water, sink, cooking provision, cupboards, worktop)
Bathroom	Major repairs or replace 2 or more items (bath, wash hand basin, WC)
Electrical system	Replace or major repair to system
Central heating boiler	Replace or major repair
Central heating distribution	Replace or major repair
Storage heaters	Replace or major repair

One or more key components, or two or more other components, must be both old and in poor condition to render the dwelling non-decent on grounds of disrepair. Components that are old but in good condition or in poor condition but not old will not, in themselves, cause the dwelling to fail the standard.

A building component which requires replacing before it reaches its expected lifetime has failed early. Under the terms of the definition, this early failure does not render the dwelling non-decent but should be dealt with on a responsive basis.

Where the disrepair is of a component affecting a block of flats the flats that are classed as non-decent are those directly affected by the disrepair.

3) It has reasonably modern facilities and services

A dwelling is considered not to meet this criterion if it lacks three or more of the following facilities:

- a kitchen which is 20 years old or less;
- a kitchen with adequate space and layout;
- a bathroom which is 30 years old or less;
- an appropriately located bathroom and WC;
- adequate external noise insulation; and
- adequate size and layout of common entrance areas for blocks of flats.

The ages used to define the 'modern' kitchen and bathroom are less than those for the disrepair criterion. This is to take account of the modernity of kitchens and bathrooms, as well as their functionality and condition. This allows for dwellings to be improved to a more modern standard than would simply be achieved by applying the disrepair criterion.

An inappropriately located bathroom and WC is one where the main bathroom or WC is located in a bedroom or accessed through a bedroom (unless the bedroom is not used, or the dwelling is for a single person). A dwelling will also fail if the main WC is external or located on a different floor to the nearest wash hand basin, or if a WC without a wash hand basin opens on to a kitchen in an inappropriate area, for example next to the food preparation area.

Inadequate size and layout of common entrance areas for blocks of flats would be one with insufficient room to manoeuvre easily for example where there are narrow access ways with awkward corners and turnings, steep staircases, inadequate landings, absence of handrails, low headroom etc.

4) It provides a reasonable degree of thermal comfort

Requires a dwelling to have both efficient heating; and effective insulation. Efficient heating is defined as any gas or oil programmable central heating; or

- electric storage heaters; or
- programmable LPG; or
- solid fuel central heating.

Because of the differences in efficiency between gas/oil heating systems and the other heating systems listed, the level of insulation that is appropriate also differs:

- For dwellings with gas/oil programmable heating, cavity wall insulation (if there are cavity walls that can be insulated effectively) or at least 50mm loft insulation (if there is loft space) is an effective package of insulation; and;
- For dwellings heated by electric storage heaters/LPG/programmable solid fuel central heating a higher specification of insulation is required of at least 200mm of loft insulation (if there is a loft) and cavity wall insulation (if there are cavity walls that can be insulated effectively).

6.5 Working in accordance with tenants' wishes

The Decent Home Standard Guidance recognises that whilst its purpose is to ensure that all tenants have access to a minimum standard of housing that, tenants may have other priorities and these need to be considered.

Some tenants may express their wish that they do not want their kitchen and or bathroom modernised. This work need not be done as the standard is sufficiently flexible for homes to be without two of the components in the modernisation list and still be classed as decent.

Where an individual tenant does not want work carried out on their home to bring it up to the Decent Homes standard, then the home will remain below the standard until the property is vacated, at which point the necessary work will be undertaken. Tenants will be required to sign a Decent Homes 'Expression of Wish' disclaimer – Appendix 1. Exception to this is where works are required to maintain the structural integrity of the dwelling or to prevent other components within the dwelling from deteriorating, or where a category 1 hazard must receive early attention.¹

¹ Paragraph 6.9 – 6.11 of A Decent Home: Definition and guidance for implementation

Section 7 Planned and Cyclical Maintenance

7.1 Introduction

To achieve the stated objectives of this Policy, the Council will develop an annual planned and cyclical maintenance programme.

7.2 Developing the Planned Maintenance Programme

The planned maintenance programme includes all planned programmes of repair to homes and all planned programmes of improvement.

The Council will use the following information to plan and develop its planned maintenance programmes:

1. information from a periodic stock condition survey;
2. retention of asset information relating to each property for the following:

- condition of property's elements;
- expected component lives;
- information about asbestos present in the property;
- information about the energy performance of properties;
- Housing Health and Safety Rating System (HHSRS).

In developing its annual planned maintenance programme the Council will consider the following:

- the impact of the programme to the tenant;
- the current condition of the property against the standards required;
- budgetary constraints;
- the impact on other maintenance work streams.

The Council will publish information about its planned maintenance programme each year. This will include details of the works to be undertaken and the areas that will benefit from the work. The information will be published in Hometalk and on the Council's website.

The Council will achieve value for money in delivering planned maintenance programmes by tendering contract opportunities, entering into partnering arrangements with contractors and benchmarking in-house direct labour work against the M3 National Housing Federation Schedule of Rates.

Information about contracts awarded and partnering arrangements will be published on the Council's website.

7.3 Enabling Tenant Choice

Where the Council undertakes major repairs or works of improvement it will offer the tenant of the property choice of selected finishes. This will apply to the:

- the door and worktop finishes of kitchen units;
- colour of floor coverings;
- colour of external doors;
- colour of external walls.

7.4 Cyclical Maintenance Work

Cyclical maintenance works are programmes which are repeated at regular intervals. The Council will undertake the following programmes on a cyclical basis:

- external surfaces of the property that require an applied finish to maintain its weather tightness (on a five-yearly cycle);
- landscaping and grounds maintenance of communal gardens and of open ground on estates;
- equipment maintenance;
- all statutory servicing requirements;
- gas servicing;
- electrical condition inspections;
- portable fire equipment;
- fire systems;
- water storage systems;
- lifts;

- safety equipment;
- welfare equipment;
- door entry systems

At the beginning of each financial year, the Council will agree a schedule of cyclical service contracts for its properties. The schedule will be developed from the Council's asset management information and will be prioritised against the following factors:

- the impact to the resident;
- the current condition of the property;
- long term impact of not servicing the property/equipment;
- budgetary constraints;
- the impact on other maintenance work streams.

The Council will publish general details of the properties that will benefit from the cyclical maintenance programme each year. This will include details of the works to be undertaken and the areas that will benefit from the work. The information will be published in Hometalk and on the Council's website.

All statutory service contracts will be carried out in accordance with the relevant legislation. The Council will keep appropriate records for inspection and verification by the appropriate inspectors.

Once the schedules have been set, the Council will manage the service contracts appropriately to ensure excellent customer satisfaction.

The Council will achieve value for money in delivering cyclical maintenance programmes by tendering contract opportunities, entering into partnering arrangements with contractors and benchmarking in-house direct labour work against the M3 National Housing Federation Schedule of Rates.

7.5 Appointments

Where planned and cyclical maintenance works require access to the tenant's home, the Council will write to the tenant providing them with notice of the intended commencement of the work, its anticipated impact and the contact details of the contractor who will be undertaking the work and Council officer in control of administering the contract.

The Council's contractor undertaking the work will arrange any appointments with the tenant.

Tenants will be given at least one week's notice prior to a contractor carrying out the work.

7.6 Quality Control

The Council believes that the quality of its maintenance service is extremely important, not only to ensure the health, safety, comfort and satisfaction of its residents, but also to protect the fabric and value of its property.

The Council's Officers and Clerk of Works, in partnership with residents, are responsible for monitoring the standard of work carried out.

All residents who receive maintenance works will be encouraged to participate in a customer satisfaction survey after the works have been completed. A sample of telephone surveys will also be carried out to help assess the performance of the works.

The Council will ensure that a relevant sample of completed works is inspected. The sample will be decided monthly based on the contractor's overall performance against agreed targets and identification by tenants of poor performance through satisfaction monitoring. There will also be random sampling of works in progress to ensure quality and contractor compliance with the Specification of Works. Any performance issues arising from the post inspection process will be resolved by the responsive repairs or planned maintenance team and outcomes reported as part of the Council's performance management reporting process.

Where a resident records dissatisfaction with the quality of any works carried out to their home or the attitude/performance of the contractor (either during the work or after completion), this will be referred to the responsive repairs or planned maintenance team who will investigate promptly and initiate any appropriate remedial action. They will also ensure that the resident is kept informed of any action being taken.

The Council's complaints policy is also available to any resident who is dissatisfied with the maintenance works provided.

7.7 Risk implications

A failure to effectively repair and maintain properties will have a negative impact upon the reputation and image of the Council, leading in turn to a loss of public confidence.

The failure to effectively manage the planned and cyclical maintenance programme could potentially lead to damaging under or overspends on the planned and cyclical maintenance budget.

7.8 Financial implications

An annual planned and cyclical maintenance budget will be required to implement and support this policy.

A clear business case (Gateway stage one) will be demonstrated prior to approval being given for all planned or cyclical maintenance work.

The Council will ensure that it has systems in place to effectively manage the planned and cyclical maintenance programme, ensuring that all available funds are fully utilised and that overspends are avoided.

Section 8 Responsive Repairs

8.1 Introduction

The Council will provide an effective responsive repairs service to its tenants and leaseholders to ensure that their rights to the enjoyment of their homes are not disturbed and that the value of the Council's assets are maintained.

8.2 Tenant damage

Tenants are responsible for all damage caused by themselves, or someone else in their home, including visitors. New Forest District Council will carry out emergency works to make safe (and recharge the tenant), but the tenant is responsible for arranging all other repairs.

8.3 Tenant repair responsibilities

Tenants are responsible for keeping the inside of their home clean, free from defects, properly decorated, heated, ventilated and maintaining the garden (including cutting hedges).

They are also responsible for:

- Replacing lost keys and changing locks if they are locked out (these works may be carried out by Housing maintenance and recharged);
- Connecting and disconnecting their own appliances (e.g. cookers, washing machines, etc.). This must be carried out by a suitably qualified person. Drainage, water and electrical supplies will be provided by the Council;
- Replacing light bulbs, fluorescent tubes and starters (except for sealed 2D-fittings in bathrooms and bulbs to Council owned electric fires);
- Paths and patios, except for principal access paths;
- Adjusting doors to fit carpets;
- Filling minor holes and cracks and decorating internally;
- Providing curtain battens and tracks;
- Television aerials and satellite dishes, except where there are communal systems to blocks;
- Provision of dustbins and clothes drying facilities, except where provided in communal blocks;
- Plugs for sinks, basins and baths;
- Toilet seats, lids and hinges;
- Trying to clear blocked wastepipes or toilets;
- Sweeping chimneys (except to properties with only solid fuel heating);
- Pest control to eradicate infestations such as rats, ants, fleas, wasps or bees within the boundary of their property;
- Maintaining any fences erected by themselves or a previous tenant (subject to mutual exchange liability arrangements);
- Maintaining gardens and cutting hedges;
- Replacing cracked or broken glass, except where a crime number can be given;
- Maintaining any other tenant alterations or improvements.

8.4 Reporting repairs

Tenants can report repairs to the Council in any of the following ways:

- by telephone to Customer Services (during office hours) on (023) 8028 5222;
- by telephone to our Emergency Service (out of office hours) on (023) 8028 5250 or 07771 259098;

- by email (customer.services@nfdc.gov.uk);
- by Web Chat (www.nfdc.gov.uk) Housing Repairs and Maintenance.

8.5 Repair Categories and Target Timescales for their completion

The Council has established categories of responsive repair, these are:

Category	Target	Response	Repair
E	3 hours	Emergency Response to make safe/temporary repair only	Work necessary to prevent danger to life or extensive damage to property, or if the problem will have an adverse effect on a medical need.
U	24 hours	Urgent Prevent suffering undue inconvenience or further damage to property	Loss of hot water (31 st Oct – 1 st May) Loss of heating (31 st Oct – 1 st May) Defective light fitting to kitchen, bathroom or stairway; Replacement WC pan, where only 1 WC; Restore flush to WC; Defective external door locks
P	5 working days	Priority These are repairs that may affect the comfort of residents and likely to cause damage to the property if not carried out as a priority	Examples of urgent repairs would include: Renew light fitting; Repair leaking pipe in the property; Unblock drain; Rain penetration; Loss of hot water (1 st May – 31 st Oct) Loss of heating (1 st May – 31 st Oct)
R	20 working days	Routine Includes all other minor repairs	All other general repairs
PW	90 working days	Programmed Works Major items of replacement or requiring weather or safety dependent work planning	External repair and painting; Re roofing; Chimney, wall or other masonry repairs;
I	28 working days	Inspection Repairs requiring inspection to ascertain nature and to control budgets	Damp and mould; Fencing and gates; More complex repairs

8.6 Appointments

The Council's repairs system 'Uniclass' was launched in February 2016 which records and manages the workflow of repairs from appointment to scheduling.

When repairs are ordered the target timescale for completion is determined by the repair category and Tenants will be offered the first available appointment timeslot which are predefined as:

ALL DAY	08:00 – 16:30
AM	08:00 – 12:30
SCHOOL RUN	09:30 – 14:30
PM	12:00 – 16:30

Tenants will be provided with the option to opt in to our repairs mobile text messaging service. This service provides mobile text message alerts at key stages in the repair cycle:

- confirmation of repair appointment;
- 24 hours pre-repair appointment reminder;
- on route.

A Repair ordered will confirm the following details:

- a summary of the repair ordered;
- contact name, address and telephone number for which the repair relates;
- the timescale for completing the repair.

Should a tenant wish to rearrange an appointment, they are able to contact Customer Services.

8.7 Quality Control

The Council believes that the quality of its maintenance service is extremely important, not only to ensure the health, safety, comfort and satisfaction of its residents, but also to protect the fabric and value of its property.

All Council Officers, in partnership with residents, are responsible for monitoring the standard of work carried out.

A sample of surveys will be carried out to help assess the performance of the works and residents are encouraged to participate to assist the Council in improving the services provided to residents.

Should a resident be dissatisfied with any service work carried out to their home, this will be investigated by a Housing Maintenance Officer, who will ensure that any necessary remedial works are carried out.

The Council's complaints policy is also available to any resident who is dissatisfied with the maintenance works provided.

8.8 Risk implications

The failure to effectively repair properties will have a negative impact upon the reputation and image of the Council, leading in turn to a loss of public confidence.

A failure to undertake a repair within the target timescale could expose the Council to a claim for compensation under the Right to Repair scheme and a claim for compensation to cover the costs of damage to personal effects.

8.9 Financial implications

An annual responsive repairs budget is required to implement and support this policy. This is agreed as part of the Council's budget setting process.

Section 9 Boundary Walls, Fencing and Gates

9.1 Principles

Under the terms of the Tenancy Agreement for Council properties, the Council is responsible for maintaining Boundary Walls, Fencing and Gates within its ownership. The Tenancy Agreement does not, however specify the type of Boundary Walls, Fencing and Gates to be provided.

Boundary Walls, Fencing and Gates do not form part of the Decent Homes Standard and does not therefore comprise part of the statutory standards for the provision of social housing.

Whilst the Council has a statutory duty to denote the boundaries to its properties, the Council will take a pragmatic approach to Boundary Walls, Fencing and Gate repairs to boundaries that are the responsibility of the Council.

Consideration will be given to the existing type and make-up of the wall or fencing line, and where financially prudent to do so, will repair like-for-like.

The Council will only maintain walls, fencing and gates that were installed by the Council or where the Council as Landlord assumed responsibility for additions or installations by previous tenants prior to re-letting.

Repairs and replacement of walls, fencing and gates will be classed as a Category 'P' repair, unless there is risk to cause harm or injury.

9.2 Boundary Walls

The maintenance of existing walls will be carried out through the responsive repairs service or through planned programme of works.

Where it is not practical to re-build a wall due to financial or practical reasons, e.g. tree roots or repeated rebuilding etc. the walls will not be rebuilt and the Councils fencing policy will take effect.

The erection of new boundary brick walls, will in general, only be considered as part of a capital investment programme or regeneration programme. The erection of a boundary wall outside of a capital works or regeneration programme will only be considered in exceptional circumstance.

9.3 Fencing

In circumstances where the fencing line is beyond economic repair in its entirety the Council will adopt the following standard replacement:

1. Rear Gardens

Close boarded fencing with concrete posts (normally 1.8 m in height) where the rear or side boundary adjoins a highway, public footpath or public area of open space, subject to Planning constraints or covenants.

Close boarded fencing with concrete posts (normally 1.8 m in height) for boundaries between Council owned neighbouring gardens, and boundaries to “rear access” footpaths used by residents of the adjacent properties.

In cases where a small amount of other fencing types in rear gardens requires repair or partial replacement (and the cost is less than replacing the whole fence with close boarded fencing), the fencing will be repaired or partially replaced generally with the same type of fencing, at the Council's discretion.

2. Front Gardens

The existing type of fencing (normally palisade, chain link or close boarded fencing 0.9m in height) is replaced, where possible, with the same type of fencing to “match” adjacent properties.

9.4 Gates

The Council will replace, when beyond economical repair, front, side and rear gates, where originally fitted when built, with timber gates to match where possible, adjacent properties.

Metal gates will not be maintained and will be replaced with timber gates when beyond economical repair.

Section 10 Rechargeable Repairs

10.1 Introduction

The Council aims to maximise its financial resources to enable improvements to be carried out to homes and services. The Council will ensure that tenants meet the costs of repairs they have responsibility for.

10.2 Statement of Intent

The Council aims to identify and recover the cost of those works that are the responsibility of tenant's as a result of damage, neglect or oversight. The Council also aims to recover costs arising as a result of damage by a third party to its property.

It is not the Councils' intention to make a profit from rechargeable works, but only to recover our costs and ensure tenants remain responsible for their acts or omissions.

The Council encourages tenants to arrange their own adequate home contents insurance cover which they may claim against in the event of any damage which would fall under their repairing responsibilities.

10.3 Rechargeable Repairs

In most circumstances the Council will carry out repairs to a tenant's property at no charge in accordance with the Landlord and Tenant Act 1985 (as amended). However, in some circumstances tenants will have to pay for the repair themselves. This will be for any repairs that are caused by damage to fixtures and fittings, internally or externally, by a tenant, a member of the tenants' household, any visitor to the tenants' property or other third parties or agencies which cannot be attributed to normal wear and tear through the duration of their tenancy. These are known as rechargeable repairs and is covered within Section 11 of the Landlord and Tenant Act 1985 where landlords are not required to carry out repairs caused by the tenant's failure to use the property in a "tenant-like" manner.

They also include repairs which are the tenant's responsibility, as detailed in the Tenancy Agreement, and include repairs to communal areas.

The Tenancy Agreement sets out tenant's responsibilities for repairs, these are:

- (a) Report any damage or repairs required to the property or common areas;
- (b) Upon reasonable notice, allow employees of the Council or Contractors into the property to inspect it or carry out required repairs;
- (c) Use the house in a proper manner and keep it in good condition;
- (d) Maintain anything installed or improved by you;
- (e) Decorate the inside of the property, ensuring that the decorations are maintained to a reasonable standard;
- (f) Replace light bulbs, tubes and starters for fluorescent lighting, electric plugs and fuses;
- (g) Replace batteries in and test smoke detectors when required;
- (h) To obtain written permission to carry out any alterations or additions to the property;
- (i) Pay for any damage caused by you, members of your household, pets or visitors;
- (j) Pay for any costs associated with neglect by you, members of your household or visitors;

To provide adequate access to the area of repair i.e. removal/replacement of carpet, laminate flooring, possessions, appliances and furniture

Costs will be recovered using a fair and consistent approach and items to be recharged could include, but are not limited to, the following:

- Malicious damage to a property beyond normal wear and tear;
- Replacement of door locks where the tenant is locked out;
- Removal of items left in communal areas which are in breach of fire safety law;
- Repairs or replacements where tenants have undertaken their own repairs or made improvements without the required permission;
- Items removed from gardens, including removal of bulk refuse.

A recharge may also have to be paid when a tenant has ended their tenancy and the Council carries out works to bring the property up to an acceptable letting standard in line with the void minimum letting standard. Generally rechargeable repairs will be identified at the earliest opportunity in accordance with our Pre-void Inspection Procedure. However, sometimes recharges may not be identified until the tenancy has ended or the property has been emptied.

10.4 Policy

It is Council's policy is to take payment for rechargeable works prior to ordering, however, there will be circumstances where this is not possible. These include where the tenant has no means to pay, during void works and where the tenant is in a vulnerable situation and works are needed to resolve the situation.

Where a tenant is considered vulnerable, the Council will consider whether it is appropriate to apply a recharge. If the repair has no bearing on the individual's vulnerability, the Council reserves the right to apply the recharge. Vulnerable Adult can be defined as:

- is in Extra Care Housing and in receipt of care;
- receives domiciliary care;
- receives any form of health care;
- is detained in lawful custody;
- by virtue of an order of a court, is under supervision per Criminal Justice Act 2003 sections regarding community sentences;
- receives any service or participates in any activity provided specifically for persons who has needs because of age, has any form of disability or has a prescribed physical or mental problem. (Dyslexia, dyscalculia and dyspraxia are excluded disabilities);
- has payments made to him/her or to an accepted representative in pursuance of arrangements under Health and Social Care Act 2012, and/or requires assistance in the conduct of own affairs.

The Council will not recharge repairs associated with the safeguarding of a household relating specifically to domestic violence.

In relation to this policy, a tenant may be considered vulnerable because of circumstances relating to the proposed rechargeable works, an example of this would be when a tenant is locked out of their home and requires access to their medication indoors. In these circumstances, vulnerability might result in the works being completed before payment can be made, but the Council reserves the right to subsequently apply the recharge.

Where a tenant/former tenant does not pay for works prior to ordering, and they fall into the categories outlined above, the Council will raise an invoice for recovery later.

The decision to write off any recharge will be made in line with the Council's Financial Regulations.

The Council may undertake emergency repairs for health and safety purposes, such as to secure a property or to prevent further damage. The initial emergency repair visit and any subsequent visits may be considered rechargeable to tenants.

Tenants may have the freedom and opportunity to find alternative contractors where practical. When considered necessary a Surveyor from the Council's Housing Maintenance team will arrange to inspect the works after they have been completed by alternative contractors. The Council reserves the right to correct and recharge for work, where the Council is not satisfied with the standard of work undertaken, or where it constitutes a category 1 hazard under HHSRS.

10.5 Charges

The Council will ensure, using best endeavours, that all communication relating to recharges are transparent, open, complete and concise.

To ensure the burden of administrative costs does not out way those Tenant recharges the Council is seeking to reclaim, and to promote clarity and simplicity, the Council will charge set payments (Including VAT) for routinely charged minor repairs both during and outside normal working hours.

The Council will charge the fixed payments set out below (Including VAT) for routinely charged minor repairs:

Response	Rate £	V.A.T £	Total £
During working hours	55.88	11.18	67.05
Outside working hours	89.41	17.88	107.29

For all other non-routine or major repairs i.e. void works, clearance, etc, the Council will use the M3NHF Schedule of Rates to calculate payment. A list of standard schedule charges can be found at (Appendix 2).

The schedule of charges is not exhaustive, but covers those most commonly used, using the following formula:

$$(\text{Time X Labour Rate}) + (\text{Materials}) + (30 \text{ mins Travel Time X Labour Rate}) + \text{VAT} = \text{£}$$

10.6 Payment

The Council's policy is to take payment in full for rechargeable works prior to ordering, wherever possible. The following options are available:

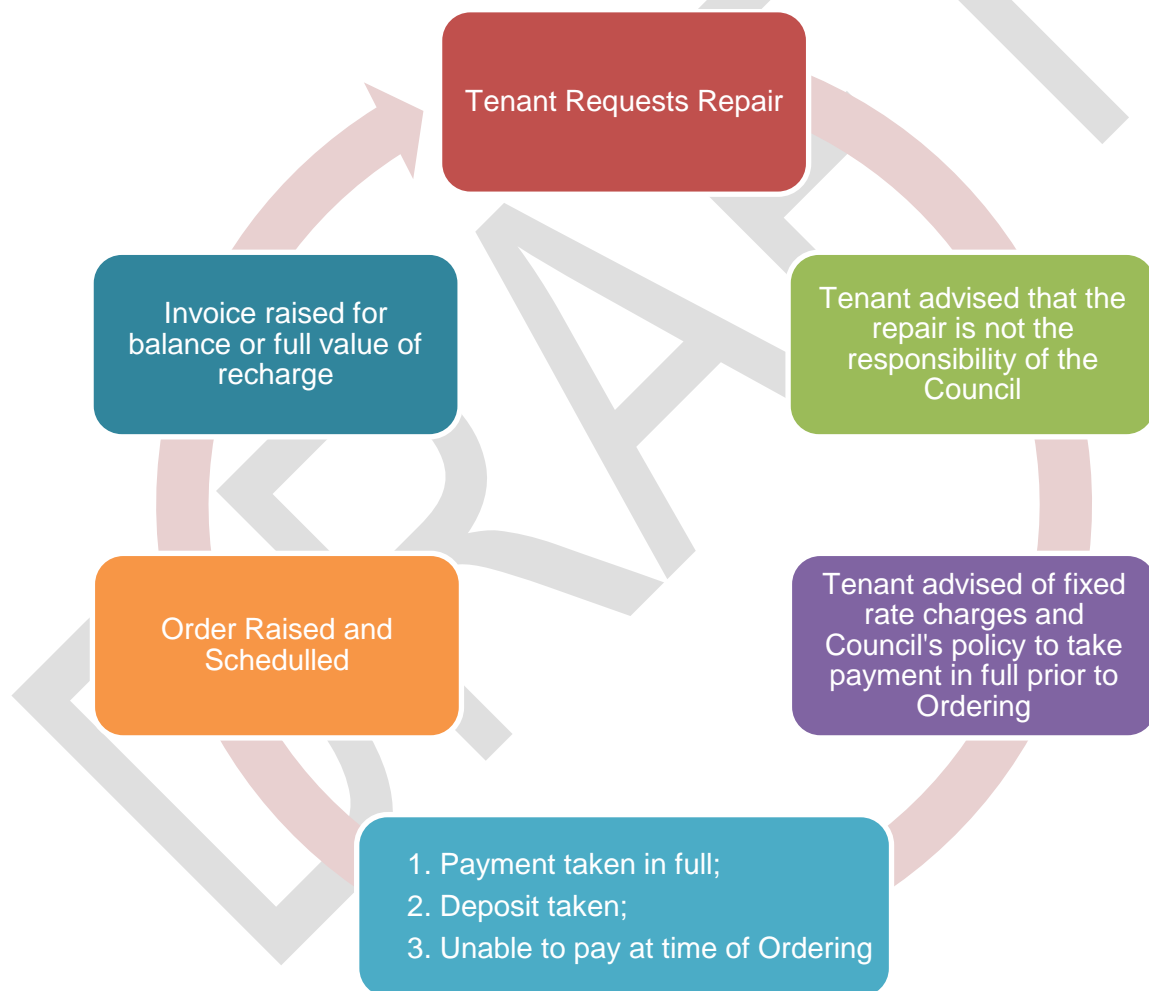
1. Pay the recharge in full at the time of booking the repair via telephone debit or credit card payment;
2. Pay a 'deposit' towards the recharge at the time of booking the repair via telephone debit or credit payment. The Council will raise an invoice for the balance of payment;
3. If the customer is unable to make payment for the recharge at the time of ordering, the Council will raise an invoice for the full balance of payment due.

Where an invoice is raised in full or in part for a rechargeable repair, Tenants can make payment:

1. At a local Council office by cash or via debit or credit card;
2. Over the telephone via debit or credit card;
3. Direct debit payment plan, subject to agreement by the Council;
4. Informal payment plan, subject to agreement by the Council.

The Council will generally not allow a tenant to transfer to another Council property with an outstanding recharge on their account. The exception is where there are sound management reasons that override the need to repay the recharge. The outstanding recharge will remain with the tenant following the move.

10.7 Process



Section 11 Leased and Leasehold Properties

11.1 Introduction

The Council aims to deliver efficient and cost-effective services to its leaseholders, i.e. those households who have previously exercised their Right To Buy. The purpose of this Policy is to provide clarity and consistency to customers and staff by outlining clearly the responsibilities and obligations of leaseholders and our approach to delivering our contractual obligations.

The Council is committed to providing the same standard of service and customer care to both tenants and leaseholders.

11.2 Legislation and Guidance

The Council will always meet legislative requirements and its decisions will be in accordance with:

- a. The Commonhold and Leasehold Reform Act 2002; (also introduced the Right to Manage for long leaseholders and extends the jurisdiction of Leasehold Valuation Tribunals.)
- b. The Human Rights Act 1998;
- c. Equality Act 2010;
- d. The Landlord and Tenant Act 1985 in respect of service charges;
- e. The Leasehold Reform Housing and Urban Development Act 1993 in respect of collective enfranchisement and lease renewals;
- f. The Landlord and Tenant Act 1987 in respect of the variation of leases;
- g. The Law of Property Act 1925 and the Housing Act 1996 in respect of forfeiture for breach of a covenant or condition of a lease;
- h. The Leasehold Reform Act 1967 in respect of extending the right to enfranchise;

11.3 The Council's responsibility to the Leaseholder

The Council will meet its responsibilities as the freeholder including:

- Repairing and maintaining the structure and exterior and any common parts of the building and property;
- Providing adequate insurance cover for the structure, common parts and any amenities which are the responsibility of the Council;
- Ensuring the provision of services to common parts such as landlord lighting, cleaning, grounds maintenance, grass cutting and repairs and maintenance;
- Providing a general management service.

11.4 The Leaseholder's responsibility to the Council

Leaseholders are bound by the terms of their lease. The lease includes obligations in terms of:

- Making payment when due;
- Seek permission for all works that require the Council's permission under the terms of the lease;
- Behaviour in relation to neighbours.

11.5 General Leasehold Management

- i. The Council will comply with legislation relating to leasehold management and service charges;
- ii. The Council expect that leaseholders will be provided with a copy of their lease by the solicitor acting on their behalf when they purchased their home. If copies are required these can be obtained from the Land Registry or from the Council;
- iii. The Council will collect all monies due for services provided to leaseholders under the terms of their lease;
- iv. If a leaseholder is experiencing financial hardship the Council will signpost them to appropriate agencies to provide financial advice and guidance;
- v. The Council will provide all new leaseholders with a copy of the Leaseholder handbook which contains key information and advice regarding the services they can expect to receive;
- vi. Leaseholders will receive prompt annual bills and when applicable quarterly bills for repairs and other services provided;
- vii. Leaseholders will receive a statement of their account annually to ensure that they are kept up to date with the balance of their account, or as an alternative be given online access to that information;
- viii. Relevant information will be sent to leaseholders to inform them about the work of the Council.

Service Charges

Leaseholders are responsible for paying their share of the Council's costs for repairing and maintaining the exterior and communal areas relating to their home. The most common service charges that leaseholders are responsible for include: ground rent, insurance, communal grounds maintenance, caretaking and cleaning services, door entry systems, communal gas/electric, repairs to internal and external communal areas, repairs before repainting, repainting, management and administration fees.

The types of ad hoc services which leaseholders also have a responsibility to pay a proportion of include:

- Fly Tipping;
- Communal Window cleaning;
- Communal bins and bin storage area;
- Communal water;
- Communal CCTV service maintenance and wear and tear;
- Communal heating / boiler service maintenance;
- Communal roads pathways and parking areas maintenance;
- Communal carpet/flooring renewal (wear and tear);
- Communal aerials maintenance and wear and tear;
- Communal rooms furniture and equipment;
- Sewage treatment and pump facilities maintenance and wear and tear;
- Lifts & lifting equipment maintenance and wear and tear;
- Communal Stair lift maintenance and wear and tear;
- Fire alarms / emergency lighting & equipment (including Sprinkler System);
- Maintenance and wear and tear;

- Door-entry systems maintenance and wear and tear;
- Laundry equipment maintenance and wear and tear;
- Communal white goods wear and tear;
- Any other services - This is intended as a general guide and not an exhaustive list.

11.6 Repairs and Maintenance

- i. The Council will maintain the external fabric of the building and shared communal areas in accordance with lease obligations. This will include day to day repairs, cyclical maintenance and major works. Under the terms of the lease we will charge leaseholders for their share of the costs;
- ii. A leaseholder may be entitled to a loan to help pay for major works subject to qualifying conditions. Under the Housing (Service Charge Loans) Regulations 1992 Right to Buy, leaseholders who have bought under the provision of the Housing Act 1985 have the right to request a loan from the Council within the first ten years of their lease;
- iii. The Council has appropriate arrangements to maintain the building and keep the common parts of buildings in good repair in accordance with our lease obligations. This includes day-to-day repairs, cyclical and periodic maintenance and major improvement works. Where appropriate, Section 20 consultation procedures will be followed;
- iv. Leaseholders are encouraged to report repairs or maintenance issues required to communal parts;
- v. The Council has appropriate arrangements in place should repairs be required for emergencies.

11.7 Major Works Consultation

The Council will ensure that leaseholders are fully consulted in compliance with section 20 of the Landlord and Tenant Act 1985 (as amended). This requires consultation with leaseholders on proposed major repairs or improvements for which they are required to pay and proposed changes to contracts for long term maintenance services. This means that when repair work is likely to incur costs above the limit prescribed by legislation, the Council will consult affected leaseholders before entering into contracts or starting works itself. The Council acknowledges that if it does not follow these procedures its right to recover the full costs of the work may be limited.

The Council will consult affected leaseholders about the extent and costs involved in offering any optional services.

The Council will also consult affected leaseholders when it is proposing changes in arrangements for current maintenance, management, or service provision.

11.8 Leaseholder Improvements

Leaseholders are responsible for maintaining and repairing the internal parts of their home including the maintenance of fixtures and fittings.

The Council encourage and support leaseholders wishing to improve their homes. Leaseholders are required under the terms of their Lease to obtain written consent from us to make any

alterations or improvements. Where permission is refused, we will set out the reasons in writing for our decision.

Leaseholders will not be given permission for any alteration or improvement that:

- a. Creates a risk to the health and safety of others;
- b. Encroaches upon land not defined in the lease;
- c. Prevents light or air reaching other residents;
- d. Affects the legal rights of other residents (for example a right of way);
- e. Reduces or restricts access to other neighbouring properties;
- f. Makes maintaining neighbouring properties more difficult or expensive;
- g. Impacts on the structure or changes the appearance of the building or the shared or communal parts in any way;
- h. Makes the property or part of the property dangerous or unstable;
- i. Invalidates the Council's Building Insurance.

Work should not begin until consent has been granted.

Any written consent given will be on the condition that the leaseholder has provided full details of the proposed works and subject to meeting conditions such as obtaining planning permission, building regulations, or other statutory requirements.

The future maintenance of any improvement or alterations to the property will be the responsibility of the leaseholder. If any damage is caused to adjacent properties due to any works carried out by the leaseholder, they will be responsible for the costs of making good or the Council putting it right.

Leaseholders who fail to get authorisation for works which subsequently would not be authorised (for reasons outlined in a-i above) will be required put things right within a reasonable timescale at their own expense. Failure to do so is a breach of the lease obligations.

The Council reserves the right to put things right using legal redress where appropriate.

Breaches of the Lease

We will take appropriate action which may include taking legal action if we become aware that a leaseholder is in breach of any of the terms of their lease relating to their repairing obligations. Such breaches may include:

- a. Unapproved alteration or improvement works;
- b. Failure to pay service charges;
- c.
- d. Failure to maintain the property or damage caused thereto; or
- e. Failure to allow council employees, contractors, or agencies access to inspect or repair.

If a leaseholder does not remedy the breach of their lease, we may consider, as a last resort, applying for forfeiture of the lease.

11.9 Fire Safety

The Council takes Health and Safety seriously and recognises that living in a block of flats (where residents may share a communal entrance, stairwell, corridors, landings, bin and shed stores, and

drying areas) poses a higher risk than for those leaseholders of homes with their own private entrance and facilities, especially in relation to fire safety.

The Council will take prompt and appropriate action to resolve any risks caused by leaseholders or their sub tenants. The Council will involve the Local Fire and Rescue Authority at such times as a serious risk is identified.

Section 12 The Right to Repair Scheme

12.1 Introduction

The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133, sets qualifying times for certain qualifying repairs and requires all local authorities to advise tenants who are reporting any of the qualifying repairs of:

- their rights under the Right to Repair Scheme;
- the timescales set out in the Right to Repair Scheme to complete the repair (either 1, 3 or 7 days);
- the details of a second contractor should the Council's main contractor fail to undertake the work within the required timescale

The Right to Repair provides tenants with a right to receive a prescribed amount of compensation, should the Council's contractor fail to undertake the repair within the qualifying time.

12.2 Implementing the Right to Repair Scheme

The Council will implement the Right to Repair Scheme by:

- ensuring that information about the Right to Repair Scheme is available on the Council's website;
- advising tenants who are reporting qualifying repairs of their rights under the Right to Repair Scheme;
- providing compensation to tenants where they have enacted their rights and we have failed to undertake repairs within the qualifying time, at the levels prescribed.

12.3 Risk implications

A failure to meet a tenants' statutory right will have a negative impact upon the reputation and image of the Council, leading in turn to a loss of public confidence.

The failure to meet a statutory right could potentially leave the Council open to Court action and a claim for compensation.

Section 13 Tenant's Improvements or Alterations

13.1 Rights to Home Improvements

Tenants have the right to request permission to make improvements to their property, which the Council cannot unreasonably refuse. Home improvements opportunities are a benefit for our tenants and not a right, so the length of the tenancy and the occupant's conduct can be considered when making the decision.

The Housing Act 1985, Section 97(1) states that secure tenants must obtain written permission from their landlord before carrying out *any* alterations to the property they rent.

- All property improvements must meet the Council's health and safety standards and Building Regulations;
- Alterations that may need to be removed at the end of the tenancy should not be approved unless it forms part of a disability adaptation;
- Home improvements must not de-value the property; adversely affect the accommodation or the ability to re-let the property;
- Work must be carried out by competent individuals so as not to cause undue expense or expose unreasonable maintenance costs to the Council in the future;
- The Council will inspect work upon completion and reserves the right to correct and recharge for work, where the Council is not satisfied with the standard of work undertaken;
- Tenants will be responsible for future maintenance;
- Tenants will not be permitted to carry out any works which will result in a charge against the property or utility bills (e.g. Green Deal works).

The applicant is required to submit to the Council full details of the proposed works, including any necessary drawings, calculations, and other details as the Council may require. The Council may grant consent for the alterations but may make alterations to the submitted proposals, as they think appropriate.

No work shall commence until the Council receives written acknowledgement of the applicant's acceptance of these terms and conditions.

The tenant is to ensure that the work complies with all statutory requirements under the current Building Regulations in respect of structural stability and fire resistance and obtain any Building Regulations approval and Planning consent that may be necessary. Gas and electrical installations must be carried out by a competent and approved tradesperson registered under a Self-Certification Scheme. i.e. Gas Safe Register, NICEIC or equivalent.

13.2 DIY

Tenants are permitted to carry out improvement works to their homes themselves provided they can prove to the Council their level of competency. It is at the discretion of the Council whether they will permit tenants to undertake their own works or hire independent contractors, depending on the size of the alterations and experience of the tenant. In some instances, the Council will insist that a contractor, with relevant insurances, undertakes the work because the risk of injury to persons or property may be too high and the applicant could not cover the risk themselves.

13.3 Improvements completed without permission

Tenants may have made improvements to their home without the Council's knowledge. In these instances, it is at the discretion of the Council whether they will accept and issue retrospective permission for the changes or request that the property is reinstated to its original condition.

A full property inspection will be undertaken by surveyors/building control to ensure the safety of the building and that it meets current building standards before a decision is made, this will be at the cost of the tenant.

Tenants will be charged for any damage they have caused and for the cost of returning the property to its original condition if required. Where acceptable improvements have been made to the property, the Council may make an agreement with the tenant to maintain the alteration(s), provided it meets certain health and safety requirements. The decision to maintain a tenant's home improvements will be made by a Housing Maintenance Service Manager. If alterations are approved, the decision is made on the basis that they will be left in place when the tenancy comes to an end. However, removal of such alterations during the void process (in order to re-let the property) will result in the outgoing tenant being re-charged for the cost of the alteration.

13.4 Building Control

Property improvements must conform to Building Regulations and be approved by building control where relevant, as a condition of any Landlord's approval. Failure for property changes to meet set standards will result in the alterations being removed at the tenant's cost. Some discretion may be shown in instances where minor alterations, at the cost of the tenant could make the work comply with building control standards.

13.5 Planning Applications

Clarity is needed about the Council's duties as Landlord and the Development Control process. The landlord cannot grant planning permission. Similarly, the Development Control process cannot grant landlord's permission.

Tenants are advised to get Landlords (Housing Landlord Service) permission first (which is free of charge) before seeking planning permission (fees apply) to avoid abortive costs.

Tenants should understand that the Landlords permission for home improvements will always be subject to formal planning permission being granted where necessary, before works can begin. If planning permission is subsequently refused, the Landlord's permission should be treated as having been automatically withdrawn.

A financial statement will need to be completed before an application can be authorised and written permission given, thus ensuring that tenants are able to meet their rent obligations.

13.6 Application Process

Tenants can request an application form to undertake Improvements or Alterations to their home.

The Council's Housing Landlord Service will register and acknowledge receipt of applications within 5 working days.

The Council's Housing Landlord Service will provide a decision to the applicant within 28 working days. The decision to approve/decline an application may require a home visit or survey to be carried out to enable a decision to be reached.

13.7 Appeals Process

If an application for Improvements or Alterations has been declined, tenants can request a review of the decision, which will follow the Council's complaints procedure. Details of this procedure can be found at <http://www.nfdc.gov.uk>.

Section 14 The Right to Undertake and Receive Compensation for Improvements

14.1 Introduction

The Leasehold Reform, Housing and Urban Development Act 1993 gives the secure tenants the right to compensation when their tenancy comes to an end for certain tenant financed improvements that have had the written permission of the Council.

The right to compensation for improvements is subject to certain qualifying criteria and regulations contained in The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994.

This Policy outlines the process that the Council will follow when assessing and processing a claim for compensation for improvements.

14.2 Entitlement

Entitlement to compensation will depend on whether the following eligibility criteria is satisfied:

- The tenancy must be secure;
- Sole tenants or one of both joint tenants are eligible;
- Certain cases of succession and certain assignments can qualify for entitlement. (See qualifying tenants and tenancies);
- Tenants exercising a transfer or tenants exercising a mutual exchange are eligible at the time of the exchange;
- The improvement work must have started on or after 1 April 1994;
- Written consent must have been given by the Council before the improvement work was carried out. If consent was not given before the improvement works were carried out the Council may decide to give retrospective consent.

Compensation will not be paid if the following factors are present:

- The compensation payable is less than £50;
- The tenancy has ended as the result of an eviction;

- The tenancy has ended due to the occupant(s) exercising the Right to Buy;
- The dwelling house has been disposed of to the tenant or one of the joint tenants (disposal of land held for housing purposes);
- A new tenancy of the same or substantially the same dwelling house has been granted to the qualifying person (or, in the case of a joint tenancy to all joint tenants) whether or not with anyone else;
- The notional life of the improvement has expired;
- Compensation has been paid under S100 of the Housing Act 1985 in respect of the improvement.

14.3 Qualifying tenants and tenancies

Qualifying persons must be secure tenants of the Council.

The following persons are considered eligible to apply for compensation when their tenancy ends:

- the tenant who made the improvement or, in the case of a joint tenancy at the time the improvement was made, any of the tenants at that time;
- a person who became a tenant jointly with the improving tenant;
- a person in whom the tenancy was vested or to whom the tenancy was disposed of on the death of the improving tenants, or in the course of the administration of his estate;
- a person to whom the tenancy was assigned by the improving tenant and who would have qualified to succeed him if he had died immediately before assignment;
- a person to whom the tenancy was assigned by the improving tenant in pursuance of a property adjustment order in connection with matrimonial proceedings;
- a spouse or former spouse of the improving tenant to whom the tenancy has been transferred by an order arising out of matrimonial proceedings.

Tenants will not be eligible to apply for compensation under the scheme in any of the following circumstances:

- the tenant is purchasing his or her home (but in such cases the improvement is not taken into account in the valuation process);
- the tenancy is terminated because of:
 - (i) the Council issuing a Notice seeking Possession;
 - (ii) a Court issuing an Order for Possession or;
 - (iii) the Council issuing an Abandonment Notice
- a new tenancy for the same property is granted to the qualifying tenant, or all the joint tenants, whether with anyone else.

14.4 Qualifying Improvements

Table 1 below represents items on which compensation is payable and the notional life of the improvement, which is the life expectancy of the repair in years.

Improvement	Notional Life
Bath or shower	12
Wash-hand basin	12

Toilet	12
Kitchen sink	10
Storage cupboards in bathroom or kitchen	10
Work surfaces for food preparation	10
Space or water heating	12
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Loft insulation	20
Cavity wall insulation	20
Draught proofing of external doors or windows	8
Double glazing or other external window replacement of secondary glazing	20
Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)	15
Any object which improves the security of the dwelling-house, but excluding burglar alarms	10

Interior decoration, such as painting and wallpapering, does not qualify for compensation. Any improvement not listed in Table 1 will not be considered for compensation.

14.5 Calculation of Compensation

The amount of compensation payable is calculated according to the following formula, which considers wear and tear and depreciation.

$$C \times [1 - Y/N]$$

C = original cost of the improvement. (Any financial assistance (such as a grant) that was paid towards the cost of the improvement will be deducted from the cost)

Y = the number of complete years the improvement has been in place (with part of a year being rounded up to a complete year) starting on the date the improvement was completed and ending on the date the compensation is claimed

N = the notional life of the improvement

Example:

If replacement windows were put in ten years ago costing £2000, this is calculated as follows:

Number of complete years (10) multiplied by the notional life (20) = 0.5

Then $1 - 0.5 = 0.5 \times 2000$ (original cost) = 1000 (compensation payable).

Deductions to the compensation payable will be made if:

- The cost of the improvement was excessive;
- The improvement is of a higher quality than it would have been if the Council had done the work;
- The improvement has deteriorated at a greater rate than is specified as the notional life in Table 1;
- Any money is owed to the Council by the tenant (e.g. rent arrears, service charge arrears, rechargeable repairs or court costs).

An increase to the compensation payable may be made if the improvement has deteriorated less than is specified as the notional life in Table 1.

Compensation can be claimed for the cost of materials (but not appliances such as cookers and fridges) and labour costs (but not the tenants own labour). No compensation can be claimed for professional fees (such as architects), or the costs of any relevant planning permission or consent under Building Regulations.

Compensation will be payable to a maximum of £3000 for any one improvement. No payment will be made if the level of compensation is less than £50.

14.6 Compliance and Certification

Tenants will be required to provide all necessary compliance and consent certification relating to works undertaken. This may include works undertaken that fall under the requirements of:

- Planning consent;
- Works covered by building regulations; or
- Approved Contractor Schemes.

These cover works such as:

1. Extensions or loft conversions;
2. Replacing fuse boxes and connected electrics;
3. Install a bathroom that will involve plumbing;
4. Change electrics near a bath or shower;
5. Put in fixed air-conditioning system;
6. Replace doors or windows;
7. Replace roof coverings on pitched or flat roofs;
8. Install or replace a heating system;
9. Add extra radiators to a heating system;
10. Any work involving working with gas.

14.7 Application Process

Claims must be made not more than 28 days before or 14 days after the date on which a tenancy ends. A claim can be made by completing an application form, which can be obtained from a Tenancy Management Officer. Or, the claim can be requested in a letter and addressed to the relevant Council Officer.

For any claims made by letter, the claim must contain the following information:

- Name and the address of the Council property where the improvement was made;
- The new address;
- Daytime telephone number;
- What improvement has been made;
- How much the improvement cost;
- The date the improvement began and finished;
- A copy of the invoice to show how much the improvement cost (if you do not have a copy of the invoice you must tell us and give us a rough idea of the total cost);

- A copy of the letter from the Council giving consent to the improvement (if consent for the improvement has not been given, this will need to be specified so that the Council can decide whether to treat it as having consent).

Once a claim is received, a visit will be made to the property by an Officer of the Council to inspect the improvement and to decide on the outcome of the claim.

A letter will then be sent to the tenant explaining the outcome of the claim not more than 28 days from the date the claim was received. This will include details of how the claim was calculated if it is decided that some compensation is payable. The compensation will be payable by cheque.

14.8 Appeals Process

If a claim for compensation for improvements has been declined, tenant's can request a review of the decision, which will follow the Council's complaints procedure. Details of this procedure can be found at <http://www.nfdc.gov.uk> and available from a Tenancy Management Officer.

Tenants have the right to take the Council to court if they do not agree with the decision. Advice on how to do this can be sought from a solicitor or the local Citizens Advice Bureau.

If it transpires that a false claim for compensation has been made (e.g. made a claim for an improvement not actually made or a claim for more than the actual amount), the Council may take legal action against the tenant.

Section 15 Appendices

1. Decent Homes - 'Expression of Wish' disclaimer.
2. Tenant Recharge - Standard Charge Schedule.



DECENT HOMES 'EXPRESSION OF WISH' OMISSIONS FORM

Tenants Name:

Address:
.....

Date:

New Forest District Council, Housing Services, has assessed the **Enter Description** at the above address and advised it requires refurbishment/upgrading to meet the Government requirement for Decent Homes Standard.

*I/We do not wish this work to be carried out.

*I/We do not wish this property to be included within the figures provided for the Decent Homes Standard.

* Delete as appropriate

Lead Tenant:
Sign Print Name

Joint Tenant:
Sign Print Name

Surveyor:
Sign Print Name

Reason for omission:
.....
.....
.....

Form to be returned to:

New Forest District Council
Housing Maintenance
Appletree Court
Lyndhurst
SO43 7PA

To follow

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HOUSING OVERVIEW AND SCRUTINY PANEL – 18 SEPTEMBER 2019

GAS SAFETY, LIFTS AND LIFTING EQUIPMENT, LEGIONELLA AND PLAYGROUND AND PLAY EQUIPMENT POLICIES FOR HOUSING (LANDLORD SERVICES)

1. INTRODUCTION

- 1.1 The Council as 'Landlord' has legal obligations as an employer under common law, the Health and Safety at Work etc. Act 1974, associated legislation and codes of practice pertaining to its compliance and legislative servicing of the Council's Housing stock and communal areas.
- 1.2 This report deals with the compliance and legislative servicing of the Council's Housing stock and communal areas and recommends new Policies for Housing (Landlord Services) in respect of Gas safety, Lifts and Lifting equipment, legionella and Playground and Play Equipment. The new proposed Policies are attached in Appendices 1 - 4.

2. BACKGROUND

- 2.1 The Council owns over 5,000 Council properties and is under legal duty to maintain, service and inspect the elements of these properties including their communal areas.
- 2.2 The Council is committed to providing an effective maintenance service to comply with its statutory responsibilities, including but not limited to the Landlord and Tenant Act 1985 (as amended) and the Housing Act 2004 and to ensure high levels of resident satisfaction and to protect the value of its housing stock.
- 2.3 A thorough review of servicing and compliance has been undertaken by Housing Management in devising the new Policies for Housing (Landlord Services).

3. THE NEW GAS SAFETY, LIFTS AND LIFTING EQUIPMENT, LEGIONELLA AND PLAYGROUND AND PLAY EQUIPMENT POLICIES FOR HOUSING (LANDLORD SERVICES)

- 3.1 The new Policies sufficiently address the 'Landlord' duties and responsibilities within Housing specific properties and is structured to ensure the Council complies with the requirements of the respective legislation.
- 3.2 The Policies salient points are as follows:

Gas Safety

- (a) Clearly identifying legislative and regulatory duties;
- (b) Clear definition of roles and responsibilities;
- (c) Arrangements and Procedures

Lifts and Lifting Equipment

- (a) Clearly identifying legislative and regulatory duties;
- (b) Clear definition of roles and responsibilities;
- (c) Lift Maintenance and Inspection Schedules;
- (d) Lift Entrapment Procedure;

- (e) Lift Procedures;
- (f) Tenant Responsibilities;
- (g) Process Mapping clearly identifying responsibilities

Legionella

- (a) Clearly identifying legislative and regulatory duties;
- (b) Clear definition of roles and responsibilities;
- (c) Legionella Procedures;
- (d) Risk assessments for void properties

Playground and Play Equipment

- (a) Clearly identifying legislative and regulatory duties;
- (b) Clear definition of roles and responsibilities;
- (c) Playground Inspection Methodology;
- (d) Process Mapping clearly identifying responsibilities

4. CONCLUSIONS

- 4.1 The Gas safety, Lifts and Lifting equipment, Legionella and Playground and Play Equipment Policies set out the Council's approach in maintaining its properties by being specific to Housing Landlord Services, to achieve statutory legislative requirements, and clearly define roles and responsibilities.
- 4.2 It is intended that the new Gas safety, Lifts and Lifting equipment, Legionella and Playground and Play Equipment Policies for Housing Landlord Services are implemented on 1st November 2019, following sign off by the Portfolio Holder for Housing Services.

5. FINANCIAL IMPLICATIONS

- 5.1 An annual budget funded by the HRA is required to implement and support this policy and this will be agreed as part of the Council's annual budget setting process.

6. CRIME AND DISORDER IMPLICATIONS

- 6.1 There are none.

7. ENVIRONMENTAL IMPLICATIONS

- 7.1 There are none.

8. RECOMMENDATIONS

- 8.1 That the Housing Overview and Scrutiny Panel consider the proposed Gas safety, Lifts and Lifting equipment, Legionella and Playground and Play Equipment Policies and make recommendations to the Portfolio Holder for Housing Services.

For further information contact:

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Background Papers:

Public documents.

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**Housing
Landlord Services
Gas Safety Policy
2019**

DOCUMENT HISTORY	
Name of Policy:	Housing Landlord Services Gas Safety Policy 2019
Purpose of Policy:	<p>New Forest District Council is committed to its legal obligations and will comply with its statutory duties in accordance with The Gas Safety (Installation and use) Regulations 1998 and The Gas Industry Unsafe Situations Procedure. This will ensure that all Council owned properties are maintained to the highest standard of health and safety for people in properties owned or managed by the Council and which has gas-fired appliances.</p> <p>This policy details how the Council, in line with current regulations, will manage and enforce gas safety and servicing of every residential property owned by the Council and the responsibility of Housing Landlord Services.</p>
Policy Applies to:	This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors and members of the public.
First Issued:	1 st November 2019
Reviewed:	At least every 2 years from date of issue or as a result of legislative or organisational changes or an incident investigation.
Version History	V1 Draft August 2019

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Section 1 Policy Background & coverage

1.1. Introduction

New Forest District Council('The Council') is committed to complying with best practice and its statutory duties in accordance with The Gas Safety (Installation and use) Regulations 1998 (as amended) and The Gas Industry Unsafe Situations Procedure, to ensure that all Council owned and managed properties which has gas-fired appliances and installation pipework, are maintained to the highest standard of health and safety.

This policy details how the Council in line with current regulations will manage and enforce gas safety and servicing of every residential property owned and managed by Housing Landlord Services.

1.2. Scope

The Scope of this policy is to ensure Housing Landlord Services complies with its obligations under the Gas Safety (Installation and Use) Regulations 1998 (as amended) ("the Regulations") and including appropriate Codes of Practice for Solid Fuel, Oil and LPG installations. (see section 2 for full list of relevant legislation)

The Council will ensure that Gas Safety for maintenance, repair and servicing will reflect the following overall principles:

- To protect the health and safety of the tenants, residents, visitors, general public, employees and contractors so far as is reasonably practicable;
- To maintain all gas appliances that are New Forest District Council's responsibilities in safe working order and in accordance to any manufacturer's Instructions;
- To identify and manage all risks involved;
- To promote and enforce gas safety;
- To provide relevant gas safety information and maintain a dialogue with tenants and employees, and to work in partnership with contractors;
- To ensure that all council properties are safe and suitable for letting from a health and Safety perspective and comply with all legal requirements;
- Raise awareness to residents and staff of carbon monoxide and Gas safety including recognising the symptoms of CO poisoning and the procedure to follow.

Section 2 Legislative and Regulatory Context

There is significant legislation and regulations around Gas safety in residential and commercial buildings that have been adopted, implemented and reviewed over many years, and gives practical advice and guidance on how to comply with the law.

The Gas Safety (Installation and Use) Regulations 1998 (as amended), (GSIUR)

The Regulations 1998 deal with the safe installation, maintenance and use of gas systems, including gas fittings, appliances and flues, mainly in domestic and commercial premises. The

Regulations generally apply to any 'gas' as defined in the Gas Act 1986. The requirements therefore include both natural gas and liquefied petroleum gas (LPG).

These Regulations place responsibilities on a range of people, including those installing, servicing, maintaining or repairing gas appliances or fittings, as well as landlords.

The enforcing authority for the regulations is the Health and Safety Executive (HSE).

Within the scope of the Regulations, a landlord is defined as 'the person who own premises that are occupied under a lease or tenure'.

In respect of the landlord's 'duties', the regulations specify:

Regulation 35, Duties of employers and self-employed persons: Require an employer of self-employed person to ensure that any gas appliance, flue or installation pipework installed at a place of work they control is maintained in a safe condition.

Regulation 36, Duties of Landlords: This states that landlords are legally responsible for the safety of their tenants in relation to gas safety. By law landlords must:

- (1) Repair and maintain gas pipework, flues and appliances in safe condition;
- (2) Ensure an annual gas safety check on each appliance and flue;
- (3) Keep record of each safety check

The Gas Industry Unsafe Situation Procedure (GIUSP)

This Procedure has been drawn up by the Gas Industry, in order to assist competent engineers to meet their legal duties in accordance with the Regulations and associated Approved Code of Practice and Guidance and correctly classify unsafe gas installations. The GIUSP outlines the appropriate actions which are deemed as best practice by the industry that engineers need to take to ensure they comply with legislations.

The priority in this procedure is for gas engineers when encountering an unsafe situation, is to safe guard life and property. It is essential that gas engineers are able to identify gas installation and appliances which presents a danger.

Report of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Under RIDDOR, registered businesses or their engineers are required to notify the Health and Safety Executives (HSE) of certain unsafe situations.

The following situations and injuries are reportable under RIDDOR when they result from a work-related accident and the respective regulations that cover this:

- (1) The death of any person (Regulation 6)
- (2) Specified Injuries to Workers (Regulation 4)
- (3) Injuries to non- workers which result in them being taken directly to hospital for treatment premises. (Regulation 5)

The Housing Act 2004, which introduced the Housing Health and Safety Rating System (HHSRS)

The Housing Act 2004 introduced the housing health and safety rating system (HHSRS). The HHSRS is a risk-based evaluation tool used to assess potential risks and hazards to the health and safety of occupants from deficiencies identified in residential properties in England and Wales.

- a) The assessment method focuses on the hazards that are present in housing and tackling these making housing healthier and safer to live in;
- b) The assessment covers 29 categories of hazard which includes the threat of uncontrolled fire and smoke.

Other Legislation, Approved Codes of Practice and Guidance Notes

Other legislation, approved codes of practice and guidance notes relating to Gas Safety but which is not exhaustive:

Legislation

- a) Gas Act 1986;
- b) Gas Safety (Right of Entry) Regulations 1996;
- c) The Gas Safety (Management) Regulations 1996;
- d) Building Regulations 2010: Approved Documents:
 - Part A – Structure
 - Part B – Fire Safety
 - Part F – Ventilation
 - Part G – Particularly Hot water and water Efficiency
 - Part J – Combustion Appliances and Fuel Storage systems
 - Part M – Access to and use of buildings
 - Part P – Electrical safety
- e) Confined Spaces Regulation 1997;
- f) Control of Hazardous to Health Regulations (CoSHH) 2002;
- g) The Landlord and Tenant Act 1985;
- h) The Housing Act 2004;
- i) BS 7671:2018 Requirements for Electrical Installations – IET Wiring Regulations (18th Edition);
- j) Electrical Equipment (Safety) Regulations 2016;

- k) The Health and Safety at Work Act 1974, particularly Section 3: - General duties of Employers and Self-employed persons other than their employees.

Approved Codes of Practices

- a) Gas Safe Technical Bulletins;
- b) HSE Leaflet – LANDLORDS. A Guide to Landlords “Duties: Gas Safety (Installation and Use) Regulations 1998 as amended Approved Code of Practice and guidance;
- c) HSE Leaflet – GAS APPLIANCES. Get them checked, Keep them Safe;
- d) Detailed guidance on the safe installation, operation and maintenance of Solid Fuel Appliances is contained in the HETAS Guide;
- e) OFTEC Requirements for oil.

PART 3 Definitions

Term	Definition
Appropriate Fitting	Means of fitting which – <ul style="list-style-type: none"> a) has been designed for the purpose of effecting a gas tight seal in a pipe or other gas way b) achieves that purpose when fitted; and c) is secure, so far as is reasonably practicable, against unauthorised opening and removal.
Chimney	Structure consisting of a wall or walls enclosing a flue or flues. Landlord responsibility to maintain if conveying of products of combustion from gas appliance to external air.
Distribution main	Means any mains through which a transporter is for the time being distributing gas and which are not being used only for the purpose of conveying gas in bulk.
Emergency Control Valve	Means a valve for shutting off the supply of Gas in an Emergency, being a valve intended for use by a consumer of gas. Abbreviated to ECV
Emergency Service Provider	Emergency Service Providers responds to and make safe all reported gas emergencies, including escapes and CO/fumes, as soon as reasonably practicable. Abbreviated to ESP
Fire stop	A non-combustible seal which is designed to prevent the transmission of smoke or fire.
Flue	Means of passage for conveying the products of combustion from a

	gas appliance to external air and includes any part of the passage in a gas appliance duct which serves the purpose of a flue.
Gas	Means any substance which is or (if it were in a gaseous state) would be gas within the meaning of the Gas Act 1986 except that it does not include gas consisting wholly or mainly of hydrogen when used in a non-domestic premise.
Gas Appliance	A type of equipment within a Council property designed to produce heating, hot water or for cooking purposes.
Gas Fittings	Type of fitting used within a domestic property.
Gas Safe (Installation and Use) Regulations 2018	The main regulatory legislation which sets the standard for Gas Safety for those who install, service, maintain or repair gas appliances and other gas fittings, as well as suppliers and users of gas, and including landlords. Abbreviated to GSIUR
Gas Storage Vessel	Means a storage container designed to be filled or refilled with gas at the place where it is connected for use or a re-fillable cylinder designed to store gas.
Gas Water Heater	Includes a gas fired central heating boiler.
Installation Pipework	Any pipework for conveying gas for a particular consumer and any associated valve or other gas fitting including any pipework used to connect a gas appliance to other installation pipework and any shut off device at the inlet to the appliance.
Landlord	The owner of property (such as houses, land or apartments) that is leased or rented to another.
Landlord Gas Safety Record	Means a legal document produced for a Landlord of properties and provided during an Annual Gas Safety check to the tenants. Abbreviated to LGSR
Liquefied Petroleum Gas	Abbreviated to LPG
Manufacturer instruction	Documentation of a manufacturer's appliance that provide specification of technical data, installation instruction, servicing and maintenance.
Primary Gas Meter	Means the meter nearest to and downstream of a service pipe or service pipework for ascertaining the quantity of gas supplied through that pipe or pipework by a supplier.
Purge	The use of gas to displace air prior to introducing or reinstate gas through any pipework.
Operating Pressure	In relation to a gas appliance, means the gas pressure which it is

	designed to operate.
Room Sealed Appliance	Means of an appliance whose combustion system is sealed from the room in which the appliance is located, and which vents the product of combustion directly to open air outside the premises.
Service pipework	Means a pipe for distributing gas to premises from a distribution main, being any pipe between the distribution main and the outlet of the first emergency control, downstream from the distribution main.
Service Valve	Means a valve (other than an emergency control) for controlling a supply of gas, being a valve – <ul style="list-style-type: none"> a) incorporated in a service pipe, and b) intended for use by a transporter of gas; and c) not situated inside a building.
Supplier	In relation to gas means; <ul style="list-style-type: none"> a) a person who supplies gas to any premises through a primary meter, and b) a person who provides a supply of gas to a consumer by means of the filling or re-filling of a storage container c) a person who provides gas in re-fillable cylinders for use by a consumer.
Tenant	A person who occupies land or property rented from a Landlord.
Transporter	In relation to gas means a person who conveys gas through a distribution main.
The Responsible Person	In relation to any premises, means the occupier of the premises or, where there is no occupier, or the occupier is away, the owner of the premises or any person with authority for the time being to take appropriate action in relation to any gas fitting therein.
Work	In relation to a gas fitting includes any of the following activities carried out by any person, whether an employee or not, that is to say: <ul style="list-style-type: none"> a) installing or reconnecting the fitting; b) maintaining, servicing, permanently adjusting, disconnecting, repairing, altering or renewing the fitting or purging it of air or gas; c) where the fitting is not readily movable, changing its position; and d) removing the fitting; but the expression does not include the connection or disconnection of a bayonet fitting or self-sealing connector.

Section 4 Roles and Responsibilities

We will ensure that all Council housing staff are fully aware of their role enforcing gas safety and minimising and preventing the risk of gas escape, explosion, fire or the effects of carbon monoxide inhalation.

Chief Executive
<p>Responsibility for complying with the Gas Safety Installation and Use Regulations rests with the 'responsible person'.</p> <p>The 'responsible person' is the employer and any other person who may have control of any part of the premises. In the case of NFDC the employer is represented by the Chief Executive together with the Executive Heads who collectively form the 'Executive Management Team'.</p>
Executive Head of Governance and Regulation
<p>The Executive Head of Governance and Regulation has overall strategic responsibility for the Council's Housing Landlord Services approach to Gas safety in social housing controlled by the Council and is responsible for ensuring that the requirements of the Gas Safe Installation and Use Regulations and The Gas Industry Unsafe Situations are applied and implemented, and to nominate one or more persons to act on their behalf to discharge their responsibilities.</p>
Housing Service Managers
<p>The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Gas Safety Policy in their areas of responsibility.</p>
Gas Manager
<p>The Gas Manager is responsible for overseeing the day to day management of gas works provided within the Council's housing stock, ensuring compliance with gas safety legislation and relevant standards. Promote and enforce Gas safety through Housing Landlord Services providing clear, comprehensive and unambiguous systems, procedures, instructions, method statements, risk assessments and quality assurance systems so that the statutory requirements are fully met. Responsible for all gas competencies and training for the staff undertaking gas work. Report directly to Service Managers for Housing Maintenance (Asset and Compliance) and (Operations).</p>
Gas Supervisor
<p>The Gas Supervisor is responsible day to day delivery and direct supervision of Gas Engineers, monitoring gas activities, action incidents and situations that may arise, assisting with gas investigations. Making sure Gas cyclical inspections are delivered in a timely manner and report any shortcoming in servicing that could arise to Legal proceedings and reporting directly to Gas Manager.</p>
Gas Engineers
<p>Gas Engineers are responsible for ensuring all gas works undertaken in Council properties comply with gas safety legislation, relevant standards and control measures, making sure all gas systems and appliances are in safe working order, maintained serviced and used</p>

according to any Manufacturer's Instructions. Escalate any immediate unsafe situations and report any dangerous occurrences to the Gas Supervisor or Gas Manager.

Housing Estates & Management Team

Housing Estate and Management Team are responsible for assisting the Housing Maintenance Gas Department where no access to properties has exceeded 3 attempts, providing support in making contact and liaising with tenants for access arrangements, and where no access is not gained on the 4th attempt shall ensure legal escalation pursue for Court Proceedings.

Contractor

Contractors are responsible for complying with gas safety legislation, relevant standards and control measures for dealing with gas, with holding a valid Gas Safe Registration and have the correct competencies in the work activities they are undertaking on gas installations and appliances. Ensure that any Gas Industry Unsafe Situation Procedure is adhere to, in relation to project works report to the responsible person of any potential risk to Gas safety and protect council properties and tenants from harm.

Housing Maintenance

Housing Maintenance is to assign a responsible person for Projects under contract where Gas Works are involved, to regularly monitor and inspect gas activities, and promote Gas Safety, Health and Safety and relevant standards. To report all necessary concerns that may require further safety arrangements to the responsible officer.

Corporate Health and Safety

The Corporate Health and Safety team are responsible for ensuring all individual gas incidents are investigated and relevant action taken accordingly and provide advice and guidance on any gas safety legislation. They will also undertake regular health and safety auditing of gas compliance.

Council Staff (Non-Gas)

All employees that do not hold the competencies to carry out Gas Works shall not undertake any such works and are responsible to report immediately any incidents involving gas to their line manager or responsible person.

Residents

Residents are responsible for allowing Council employees or people authorised by the Council, access into their property for essential gas safety inspection, emergency and responsive repairs.

Residents are responsible for the installation, repair and maintenance of their own gas cooking appliance and that any such installation is carried out by a Gas Safe Registered engineer or company and in accordance with the Manufacturers Instruction of the appliance/s. Residents must obtain written permission from the Council's Housing Landlord Service for consent to undertake any work involving gas including alterations or new gas appliance installation.

Section 5 Arrangements

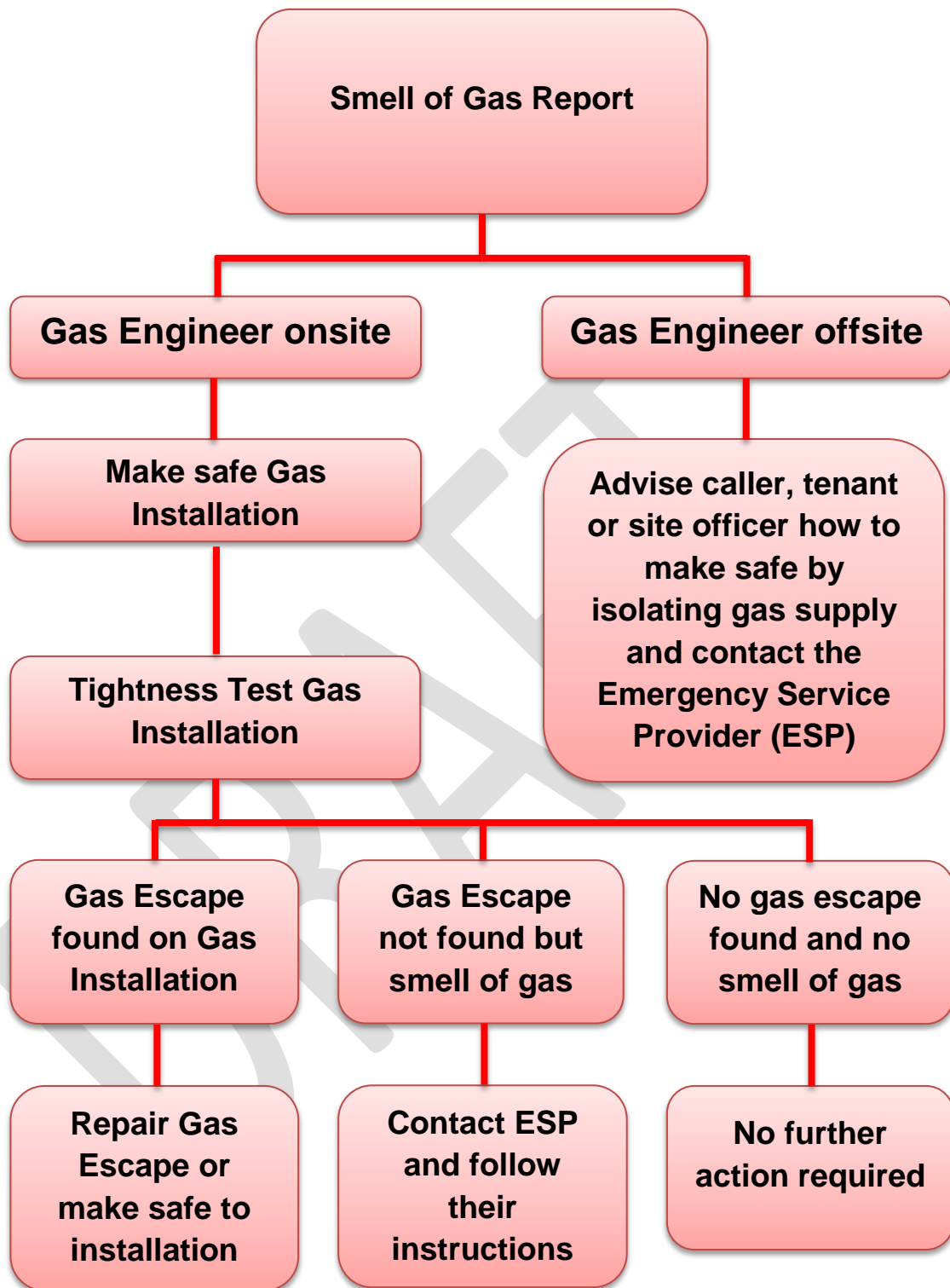
5.1 Gas Emergency Procedure

What to do when a gas emergency is reported:

1	Obtain and record the caller's details: <ul style="list-style-type: none">▪ Name;▪ Address;▪ Postcode;▪ Telephone Number.
2	Instruct the Caller to: <ul style="list-style-type: none">▪ Turn off the gas supply immediately at the gas meter via the emergency control valve (ECV) or LPG gas cylinder valve;▪ Ventilate the building(s) by opening doors and windows (if safe to do so);▪ Extinguish all naked flames (if safe to do so);▪ Do not smoke;▪ Do not turn electric switches on or off (including use of telephones or mobiles);▪ Call the gas Emergency Service Provider - National Gas Service Call Centre 0800 111 999
3	In addition, if the caller believes that they have been or are being affected by fumes, smells, spillage, or leakage of products of combustion, they must be advised to seek immediate medical attention. This includes symptoms of nausea, dizziness, chest pains, headaches, and/or palpitations, collapse and loss of consciousness.
4	All reports of gas emergencies are to be escalated to the Council's gas team to action and inform the Council's Health and Safety Department. Where relevant the HSE shall be notified and the will be NO DISRUPTION to the area that is under investigation.

5.2 Gas Escape Procedure

The flow chart below shows the procedure when a report of gas smell/leak has been reported to the Council via Customer Services or to an onsite Gas Engineer.



5.3 Emergency Repairs and Breakdowns (Out of Hours)

Any faults reported which threatens harm to person or property, emergency repairs shall be responded to within 3 hours from initial call raised from tenant, resident or member of the public.

Defect or faults to gas installation and/or appliances shall be made safe from the installation where suspected to cause harm or injury to persons or property. If a temporary repair is made, it shall ensure that all gas safety has been adhere to and follow up works will be made to replace/repair where a permanent repair is required during normal working hours.

Gas Callout Emergency:

- Gas leaks (These should be passed straight though to **National Gas Service Centre** on **0800 111 999**);
- Activation of Carbon Monoxide Alarms or where harm has been caused due to exposure, again should be raised through to National Gas Services Centre;
- Total heating failure (winter only and for disabled (badge No. required) or elderly residents);
- Burst pipes where the water supply cannot be turned off;
- Any major fault which may cause danger to health, life or the safety of the building.

Service and Repairs to Council Owned Gas Appliances

The servicing and repairs of the Council's gas appliance assets and associate heating and hot water systems are carried out by in house staff, trained and experienced in said matters. This includes gas fires, boilers, radiators, pipe work, programmers, thermostats etc.

An emergency is when there is total failure of the central heating system between the months of October and April inclusive, or if a person or property is at risk due to a burst causing a major water leak from any part of the heating system, and children under the age of 5, the elderly (retired), the disabled or the sick are in a situation without space heating

5.4 Repairs and Breakdowns (during working hours)

All Council housing repair requests are reported to the Council via Customer Services. Tenants can report repairs via email, phone or webchat.

Once received jobs are raised, allocated a priority based on the description and urgency and appointed accordingly with Tenants. Work is carried out using the Council's Repair scheduling system and inputted into the selected operative's diary, who pick up jobs through their PDA devices.

Operatives will attend to the property as per the scheduled appointment and will carry out repair or servicing works.

Where installation and/or appliances are found to be unsafe, then The Gas Industry Unsafe Situations Procedure will be adhered to and ensuring installation/appliances are made safe and communicated to the responsible person for further action.

5.5 Gas Safety Inspection

The Council's Housing Landlord Service, as landlord, is required by law to carry out a gas safety inspection every 12 months on gas appliances and flues in all rented properties. It is important that the Council has effective measures in place to gain prompt entry to carry out these inspections, to comply with its statutory obligations. Under the Regulation it is a requirement that all tenanted properties have a current in date Landlord Gas Safety Record (LGSR).

Gas appliances will be inspected annually and attempts to gain access will commence on a 9-month annual cycle to ensure that every effort has been made to complete the safety inspection by the annual inspection anniversary. The annual inspection regime also provides an additional opportunity to check for fire risks.

Tenants are written to and offered an appointment for a Gas Safety Inspection to be carried out. Every effort will be made to work with the tenant to make an appointment at a time that is convenient.

Housing Landlord Services will make every effort in providing an out of hour's appointment where it is required by the tenant to aid successful access.

Housing Landlord Services will take all reasonable steps to ensure access to a property to complete a gas safety check. And where no access is gained into a tenanted property, all necessary steps under this policy will be adhered to. (Appendix 1 Gas Letter Templates)

Legal action will be taken against tenants who do not respond to requests to complete a gas safety check, or consistently refuse access to their property. In such cases action will be taken to obtain a Court Injunction to enter the property. Legal action will only be taken as a last resort.

Where access to a property is obtained through the Courts, Housing Landlord Services will be responsible for securing the property and making good any damage caused by entering the property. The cost of this work will be re-charged to the resident.

All records will be kept safely locked away in a secure location for a minimum of 2 years, and upon request, a copy of the LGSR will be given to the tenant after the completion.

The Table below shows the process of ensuring the Council obtains access to carry out gas inspections:



5.6 Commercial Housing Gas Servicing

All Council housing stock classified as 'Commercial Gas Installations' that contain gas burning appliances shall be serviced every 12 months.

The Council will ensure that all Commercial Gas Tightness tests are completed within the 12 month's period alongside the commercial gas servicing programme to ensure compliance

Each Commercial gas housing and boiler plant rooms shall contain an onsite map of all gas installation pipework and appliances contained within the building.

All future plant room alterations shall have an updated gas map from the day of new installation work carried out.

All works will be carried out by our in-house Commercial Gas Engineers or approved contractor.

5.7 Void Properties

At the earliest opportunity and before any other trades are allowed to work in a Void property, Housing Landlord Services shall ensure that:

- A Landlord Gas Safety Record (CP12) is produced once all gas works are fully completed and property is ready for re-letting, and supplied to tenant prior to possession of property;
- All gas appliances in the property are assessed and repaired, or renewed if boiler is scheduled for replacement due to age or faulty;
- The gas meter is capped at the outlet for void properties that are subject to extensive work .
- Cooker bayonet and pipework capped or plugged ready for new occupants/tenants;
- All Smoke and Carbon Monoxide alarms are checked and tested, or replaced where faulty, missing or passed its expiry date;
- Any debt left on gas meter from previous tenant is cleared, ready for new occupant;
- Manufacturer's Instructions for heating controls and any other necessary paperwork are provided to tenants upon property handover.

5.8 Capital Expenditure Replacement Programme

As part of the Decent Home Standard, New Forest District Council aim to replace Gas Boilers which are 15 years and older within its housing stock, installing a more energy efficient appliance. The annual replacement schedule is generated from stock condition data that indicates properties containing gas appliances, date of installation and its approximate date of renewal.

From time to time Gas Boilers can become problematic with ongoing issues and repairs and although not due for replacement, for cost effective reasons these boilers are brought forward for replacement and scheduled in at an earliest opportunity.

The Council will notify tenants of properties due for replacement. A programme of work is scheduled, and appointments will be made with tenants, on a mutually agreed date to complete the work.

All boiler installation works shall be carried out according to Manufacturer's Instructions, complying with the Regulations, building regulations, and any relevant standards and approved code of practice.

Upon completion of all gas appliance installation work, appliances will be registered with Gas Safe for Building Compliance, a LGSR produced, and benchmark paperwork completed and returned to Housing Landlord Services.

5.9 Gas Competencies

The Council is a registered business and operates under Gas Safe No. **213196**, and all directly employed gas engineers operate under this registration and are issued with a Gas Safe Identification and Competencies card.

Under the Regulations, the Council will ensure that all engineers hold the minimum necessary gas qualification and competencies to undertake gas work in domestic or commercial premises and will be deemed competent in the work category they are able to undertake.

As employer, the Council will maintain the gas qualification and competencies for everyone who undertakes gas work on behalf of the Council.

Any Contractor who carries out gas works on behalf of the Council must provide proof of the correct competency certification in the area of gasworks they are undertaking and is a member of the approved governing body.

All employees and contractors that do not hold the necessary gas competencies shall NOT undertake work.

5.10 Statutory Gas Equipment (Flue Gas Analyser)

Any Gas Engineer who carries out gas work will have the use of a portable Gas Flue Analyser to undertake works involved in flue testing, CO Room safety checks and gas test, and will hold a valid calibration certification of the analyser supplied to them.

The use of such equipment will be maintained and recalibrated through our approved external supplier and will maintain all valid compliance certificates, repair sheets or recalibration service sheets of each unit.

5.11 Smoke, Heat and Carbon Monoxide Detection

During the annual gas safety inspection or installation of gas appliances all gas operatives shall inspect all Smoke, Heat and Carbon Monoxide Detectors to ensure they remain in working order and are within the manufacture's expiry date of the unit.

Smoke detectors will be fitted and hardwired in a suitable place in every rented property (one per floor) and will normally be the hallway and landing.

Smoke detectors will be replaced as part of a 10-year rolling replacement schedule or when a deficiency is identified. Through inspection regimes, where additional risks are identified (i.e. hoarding, specific disability or other risk), additional smoke detectors will be fitted to mitigate the risk.

Carbon monoxide alarms are only required in rooms containing a solid fuel burning appliance (i.e. rooms containing an open fire, log burning stove, etc.). However, as gas appliances can emit carbon monoxide, the Council will fit a Carbon Monoxide detector in every room containing a gas fueled appliance which will be inspected each year as part of the annual gas safety inspection visit.

DRAFT



Housing Landlord Services

Lifts and Lifting Equipment Policy 2019

DOCUMENT HISTORY			
Name of Policy:	Housing Landlord Services Lifts and Lifting Equipment Policy 2019		
Purpose of Policy:	<p>New Forest District Council is committed to its legal and moral obligations in accordance with The Lifting Operations Lifting Equipment Regulations 1998 (LOLER) and The Provision and Use of Work Equipment Regulations 1998 (PUWER) and will strive to reduce the risks associated with lifts and lifting equipment to as low a level as is reasonably practicable.</p> <p>This policy sets out the guiding principles and arrangements for Housing Landlord Services.</p>		
Policy Applies to:	This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors, care providers and members of the public.		
First Issued:	1 st November 2019		
Reviewed:	At least every 2 years from date of issue or as a result of legislative, organisational changes or an incident investigation.		
Version History	<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">V1</td> <td>Draft August 2019</td> </tr> </table>	V1	Draft August 2019
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Section 1 Introduction

New Forest District Council is committed to lift safety and servicing obligations within its housing stock and will strive to reduce the risks associated with lifts and lifting equipment to as low a level as is reasonably practicable. This policy sets out the guiding principles and arrangements with regard to lifts and lifting equipment to achieve and maintain full compliance with its duties under The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Health and Safety at Work Act 1974.

Section 2 Legislative and Regulatory Context

The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 specifies that lifting equipment should be fit for purpose and that regular inspections and servicing should take place to ensure safety.

The Regulations aim to reduce risks to people's health and safety from lifting equipment provided for use at work. In addition to the requirements of LOLER, lifting equipment is also subject to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER).

These standards will be applied to all lifting equipment owned and installed by the Council, the management of which will be undertaken in such a way as to prevent injury or ill-health to employees, customers, visitors, contractors and others who may be affected by the activities of the Council. This includes all types of lift, for example:

- Through floor passenger lifts.
- Stair lifts
- Mobile and fixed hoists/lifting equipment
- Mobile elevated work platforms
- Ancillary equipment

Reference documents:

- The Lifting Operations Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Health and Safety at Work Act 1974

Section 3 Definitions

Term	Definition
Bath lift	A bath lift is an assistive technology device that is made to help lower and raise individuals into and out of the bathtub comfortably and safely without putting additional strain on the user.
Ceiling track hoist	A ceiling track hoist is an overhead hoisting system – the track can either be hung from the ceiling itself, hung from wall to wall, or inset to

	the ceiling itself for a neater, tidier looking system. Ceiling track refers to the tracking that the hoist unit moves along.
Competent Person	<ul style="list-style-type: none"> a) should have enough appropriate practical and theoretical knowledge and experience of the lifting equipment so that they can detect defects or weaknesses, and assess how important they are in relation to the safety and continued use of the equipment; b) should not be the same person who performs routine maintenance as they would be responsible for assessing their own work; c) should be sufficiently independent and impartial to make objective decisions; d) may be employed by a separate company or selected by an employer from members of their own staff.
Dedicated Call Centre	Appletree Careline or other contracted 24Hr Call centre.
Lifting equipment	Lifting equipment is any work equipment for lifting and lowering loads, and includes any accessories used in doing so (such as attachments to support, fix or anchor the equipment). Examples of lifting equipment include: supporting runways. Patient hoists. Etc.
Passenger Lift	A passenger lift has a completely enclosed lift car that travels vertically within a specially prepared lift shaft. Passengers are transported between floors at reasonably quick speeds and the control systems are often designed to give the most economical distribution of passengers throughout the building.
Platform Lift	A wheelchair lift, also known as a platform lift, or vertical platform lift is a fully powered device designed to raise a wheelchair and its occupant in order to overcome a step or similar vertical barrier.
Provision and Use of Work Equipment Regulations 1998	<p>Lifting equipment is also work equipment so the Provision and Use of Work Equipment Regulations (PUWER) will also apply (including inspection and maintenance). All lifting operations involving lifting equipment must be properly planned by a competent person, appropriately supervised and carried out in a safe manner.</p> <p>These Regulations, place duties on people and companies who own, operate or have control over work equipment. PUWER also places responsibilities on businesses and organisations whose employees use work equipment, whether owned by them or not.</p> <p>PUWER requires that equipment provided for use at work is: suitable for the intended use safe for use, maintained in a safe condition and inspected to ensure it is correctly installed and does not subsequently deteriorate used only by people who have received adequate information, instruction and training accompanied by suitable health and safety measures, such as protective devices and controls. These will normally include emergency stop devices, adequate means of isolation from sources of energy, clearly visible markings and warning devices used in accordance with specific requirements, for</p>

	mobile work equipment and power presses.
Stairlift	A lift in the form of a chair that can be raised or lowered at the edge of a domestic staircase, used for carrying a person with walking difficulties.
Through floor Lift	<p>Vertical, or through floor lifts, enable an individual to move from one floor to another within their home. Although versions are available that carries a seated or standing passenger, most are designed for wheelchair users. They enable wheelchair users to travel between floors in their wheelchair, avoiding the need to transfer from the wheelchair and onto, for example, a stairlift.</p> <p>However, vertical lifts need more space than a stairlift and it is sometimes necessary to make structural alterations to the property. Vertical lifts without a shaft are commonly used in home environments as they require less structural alterations than lifts with a shaft.</p>
The Lifting Operations Lifting Equipment Regulations 1998	<p>These Regulations (often abbreviated to LOLER) place duties on people and companies who own, operate or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.</p> <p>LOLER also requires that all equipment used for lifting is fit for purpose, appropriate for the task, suitably marked and, in many cases, subject to statutory periodic 'thorough examination'. Records must be kept of all thorough examinations and any defects found must be reported to both the person responsible for the equipment and the relevant enforcing authority.</p>
Thorough examination	<p>This is a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report. This report must contain the information required by LOLER Schedule 1 including:</p> <ul style="list-style-type: none"> the examination date the date when the next thorough examination is due any defects found which are (or could potentially become) a danger to people <p>Where serious defects are identified, the competent person carrying out the examination must immediately report this verbally to the duty holder. This should then be followed by the written report, a copy of which must also be sent to the relevant enforcing authority.</p>

Section 4 Roles and Responsibilities

The Council will ensure that all Council housing staff are fully aware of their role in minimising and preventing the risks associated with lifts and lifting equipment.

Chief Executive

<p>Responsibility for complying with LOLER and PUWER rests with the ‘responsible person’.</p> <p>The ‘responsible person’ is the employer and any other person who may have control of any part of the premises. In the case of New Forest District Council the employer is represented by the Chief Executive together with the Executive Heads who collectively form the ‘Executive Management Team’.</p>
<p>Executive Head of Governance and Regulation</p>
<p>The Executive Head of Governance and Regulation has overall strategic responsibility for the Council’s approach to Lift safety in social housing controlled by the Council and is responsible for ensuring that the requirements of The Lifting Operations Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) and supporting Regulations are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.</p>
<p>Housing Service Managers</p>
<p>The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Lifts and lifting equipment Policy in their areas of responsibility.</p>
<p>Asset Maintenance Manager</p>
<p>The Asset Maintenance Manager in conjunction with the Servicing and Compliance Officer, is responsible for overseeing the day to day management of lifts to all Council owned housing stock, reporting directly to Service Manager for Housing Maintenance Asset and Compliance and Service Manager Housing Estates Management.</p>
<p>Housing Estates and Maintenance Operations Managers</p>
<p>The Housing Estates Manager, Maintenance Operations Manager and Maintenance Operations (Technical) Manager are responsible for the detailed arrangements necessary to manage risks associated with lifts and lifting equipment within their respective areas of control.</p>

Section 5 Lift Maintenance and Inspection Schedule

Lifts and lifting equipment should be thoroughly examined prior to first use (this will normally be completed by the lift installer) and the equipment will be added to the insurance schedule.

Equipment installed pursuant to the Disabled Facilities Grant (DFG) process within Council Housing Stock will become the responsibility of the Council to maintain and service.

SERVICING FREQUENCY

Description	Servicing Frequency	Thorough Inspection Frequency	Safety Inspection Frequency	Comments
Stairlift	Annually	N/A	Annually	Safety Inspection 6 months after Service
Through Floor Lift	6 Monthly	6 Monthly	N/A	Thorough Inspection 3 months after service
Passenger Lift	Monthly	6 Monthly	N/A	Schedule to be provided by Zurich
Stairlift (Communal)	6 Monthly	6 Monthly	N/A	Schedule to be provided by Zurich

Additional tests, known as LG tests, are carried out at appropriate intervals (every 1, 5 and 10 years or as requested by the Insurance Assessor). These tests require that certain lift components be examined not just with a visual examination.

Generally, where defects are found from a thorough examination these must be rectified within the specified time identified on the examination, and failure to do this may mean the lift is taken out of service.

Section 6 Lift Entrapment Procedure

Background

Many County Fire and Rescue Services are now implementing a policy to charge for all non-emergency calls to release person(s) from lifts.

Criteria used by Fire and Rescue Services:

- Upon taking a 999 call about a person trapped in a lift, the Fire Brigade control staff will ascertain the health status of the trapped person e.g. unwell or has a health condition;
- If as above the Fire and Rescue Service should attend and release the person(s) free of charge;
- If the person is well the Fire and Rescue Service may not attend as they expect the lift owner, building manager or owner to take responsibility;
- If circumstances change i.e. a trapped person becomes unwell and a second call is made explaining the changed situation, a fire crew should attend and release the trapped person free of charge.

Entrapment Procedure – Extra Care Schemes with staff on site

In the event that a person(s) are reported trapped in a lift or an alarm is sounded the following procedure should be followed:

- Check that the reported entrapment is genuine;
- If a genuine entrapment, check that those trapped are in good health i.e. not panicking or showing signs of considerable distress. Give reassurance to those trapped;
- If those trapped are in good health, immediately call the Contact centre; and emphasise that it is an emergency. Establish when the engineer expects to be on site (current contract agreement is within 1 hour);
- If there are concerns over the health of those trapped, the fire brigade and ambulance service should be contacted by dialling 999.
- It must be clearly emphasised at the time of reporting the entrapment to the emergency services, that there is a person(s) who are unwell or who suffer from a medical complaint e.g. heart condition. The Fire Brigade in such circumstances should attend site. The Call Centre should also be contacted to arrange for the lift engineer to attend so that the lift can be repaired and put back into service;
- Ensure that a member of staff keeps in regular contact with those trapped and offers reassurance that help is on its way;
- If the wellbeing of those trapped significantly deteriorates and the emergency lift engineer is unlikely to be on site for some time, contact the Fire Brigade and explain the change in circumstances;
- In circumstances where the trapped person(s) are in good health but the lift engineer is unable to meet their SLA i.e. will take longer than 1 hour to attend, call the Fire Brigade and explain the special circumstances. The Fire Brigade should attend but may charge for the call out;
- When those trapped are released, check that they are ok and whether they require first aid or medical treatment;
- The lift should not be used until the lift engineer has checked it and confirmed that it is safe to use again;
- The incident should be reported to the Asset Maintenance Manager, The Servicing and Compliance Officer , The Housing Estates and Maintenance Service Managers.

Entrapment procedure – Sites with no staff on site

In the event that a person(s) are trapped in a lift the emergency alarm when activated will generally be routed to the Council's Call Centre or Hardwired Alarm monitoring centre who should follow the following procedures:

- Check that the reported entrapment is genuine;
- If a genuine entrapment, check that those trapped are in good health i.e. not panicking or showing signs of considerable distress. Give reassurance to those trapped;
- If those trapped are in good health the lift company should task an engineer to attend. If the alarm is routed to a Hardwired Alarm monitoring centre they should immediately call the

Contact Centre and Emphasise that it is an emergency. Establish when the engineer expects to be on site (current contract agreement is within 1 hour);

- If there are concerns over the health of those trapped, the Fire Brigade should be contacted by dialling 999. It must be clearly emphasised at the time of reporting the entrapment to the emergency services, that there is a person(s) who are unwell or who suffer from a medical complaint e.g. heart condition. The Fire Brigade in such circumstances should attend site. The lift engineer should also be contacted so that the lift can be repaired and put back into service;
- Ensure that the lift call centre or Hardwired Alarm monitoring centre keeps in regular contact with those trapped and offers reassurance that help is on its way;
- If the wellbeing of those trapped significantly deteriorates and the emergency lift engineer is unlikely to be on site for some time, contact the Fire Brigade and explain the change in circumstances;
- In circumstances where the trapped person(s) are in good health but the lift engineer is unable to meet their SLA i.e. will take longer than 1 hour to attend, call the Fire Brigade and explain the special circumstances. The Fire Brigade should attend but may charge for the call out;
- The lift should not be used until the lift engineer has checked it and confirmed that it is safe to use again;
- The lift company call centre and/or the Council's Contact Centre should report the incident to the Service Manager and/or Asset Maintenance Manager during the next working day.

Lift breakdowns in Extra care, housing for older people schemes and general needs schemes

When an extra care, housing for older people or general needs scheme is left with no working lift in operation, the Service Manager- Housing Estates Management. should be notified immediately via email, so that they are aware and can make any necessary arrangements to assist our tenants or visitors. (This will also apply to lifting equipment in individual addresses).

In the event of a breakdown resulting in the lift being out of action then the Asset Maintenance Manager, will undertake a risk assessment to establish any actions required during this period to mitigate any associated risk. The results are to be communicated to The Servicing and Compliance Officer , The Housing Estates Service Manager and Housing Maintenance Service Managers.

Monitoring of lift breakdowns

A quarterly report will be sent to the Housing Health and Safety Panel.

Section 7 Lift Procedures

The Asset Maintenance Manager will ensure that all lifting equipment is passed to the Servicing and Compliance Officer and recorded on Keystone.

The Servicing and Compliance Officer will carry out a reconciliation of the lifting equipment database against the database held by Zurich every 6 months, to confirm that the equipment registers are the same. He/she will ensure that any deletions or additions are passed to the Council's team responsible for insurance matters.

The Servicing and Compliance Officer will inform the Insurance Team of these installations who will ensure that they are added to the insurance schedule.

The Insurers will submit inspection reports to the Servicing and Compliance Officer or ensure that these are available electronically.

Specialist Contractors will submit inspection and servicing reports to the Servicing and Compliance Officer or ensure that these are available electronically.

Upon notification from the Lift maintenance provider or the provider of the Safety/LOLER Inspections of a "no access", the Servicing and Compliance Officer will send a letter to the property where the equipment resides informing them that the Council or its agents have been unable to access the property to carry out the scheduled works (i.e. Service or Thorough Inspection). The letter will advise them to make an appointment within 10 days and highlight the importance of having this works carried out.

After 10 days, the Servicing and Compliance Officer will make the Asset Maintenance Manager aware if an appointment has been made. If the customer has failed to make the appointment a telephone call will be made to pursue this matter with them and to advise them that it is strongly recommended that they refrain from using the equipment until the works are completed.

This will be further supported by a second letter informing the customers to make an appointment as soon as possible and that failure to do so could result in the equipment malfunctioning or imposing a Health and Safety Risk.

Where lifting equipment remains in a property at change of tenancy, the incoming tenant will need to be assessed by an OT for suitability of the equipment then the lettings team will inform the Servicing and Compliance Officer. A letter will then be sent to the new tenant informing them of the need for regular servicing, frequency and how servicing and inspections visits will be arranged. (This will also apply to new installs).

Employees, customers, visitors, contractors and others can report faults/defects of lifting equipment via our response call centre. The call centre will then call out the lift contractor appropriate to that equipment.

When a new piece of lifting equipment is installed in an individual dwelling, the user(s) will receive instruction on the safe use of the equipment from the installer. They will then sign to confirm that they have received instruction and understood. This will then be held on Anite and Keystone.

RECORDING AND REPORTING

The Servicing and Compliance Officer is to ensure that all relevant details for his/her area of responsibility are recorded and updated to reflect progress, with details reported to the Asset Maintenance Manager.

The Asset Maintenance Manager is to maintain an overview of the effectiveness of this this procedure by arranging periodic audits when required. Progress of compliance against standards as set out in this procedure will be reported to the Housing Health and Safety Panel on a quarterly basis.

Service Standards

- Lifts and lifting equipment will be thoroughly examined prior to first use;
- Passenger lifts and lifting equipment used to lift people will be thoroughly examined every six months, or following a modernisation or refurbishment;
- Non-passenger lifts are to be examined every 12 months;
- The Council will ensure that additional tests, previously known as LG tests, are carried out at appropriate intervals (every 1, 5 and 10 years). These tests require that certain lift components be examined not just with a visual examination and are usually undertaken on lifts which have not been in use for some time e.g. if they have been in storage;
- Generally, where defects are found during a thorough examination these must be rectified within a specific time, and failure to do this may mean the lift is taken out of service.

Performance Monitoring

- Monthly meetings will be held with service provider

What happens if defects are found in the lifting equipment?

- If the competent person finds a defect with the lifting equipment during the thorough examination and/or inspection which in their opinion is, or could become, a danger to people, they must tell the Asset Maintenance Manager immediately and confirm this in the report of thorough examination/inspection;
- If the competent person discovers a defect that involves an existing or imminent risk of serious personal injury, then they must tell NFDC immediately and send a copy of the report to the relevant enforcing authority (HSE or the local authority), even if the defects are remedied immediately. A competent person who fails to report a defect, simply because it has been remedied on the spot, is disguising a potentially dangerous situation;
- NFDC will take action to rectify any defect it is told about. If the Council is notified of a serious and significant defect, it will immediately take the lifting equipment out of service until the defect has been put right;
- For defects that need to be rectified within a certain timescale, NFDC must repair or replace the defective equipment within the specified time, and not use it after that time unless the defect has been satisfactorily put right.

Section 8 Tenant Responsibilities

New Forest District Council's current Tenancy Agreements or Terms of Lease are a guide to tenants and are in place to compliment this Policy.

Tenancy conditions shall be reviewed to include the provision that tenants MUST report all defects/problems with Lifts and lifting equipment.

All tenants where Lifting equipment is installed in their home will be briefed on lift safe usage and safety measures specific to them, on installation (to be reviewed annually).

Tenants are to be advised that the Council have a legal responsibility to service and inspect the lifting equipment.

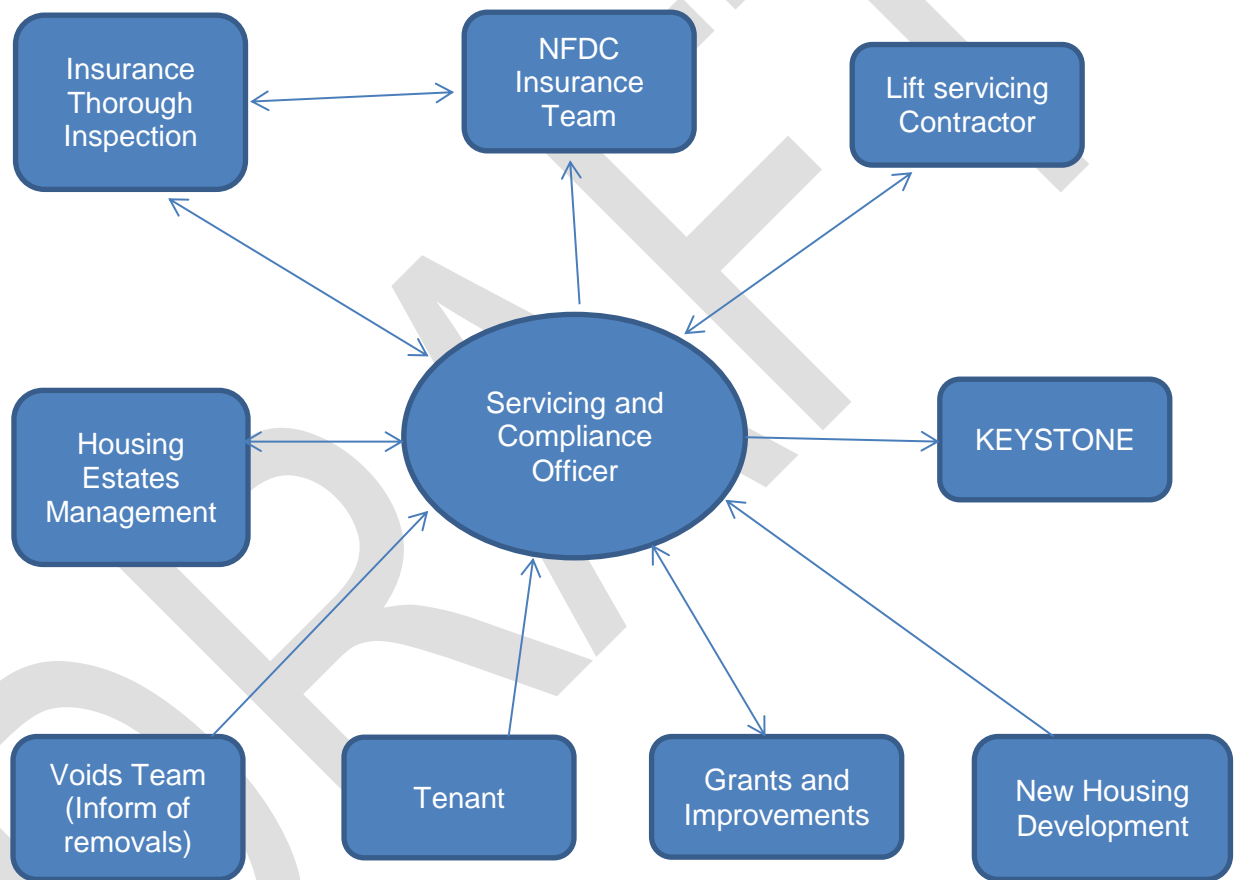
They are required to provide reasonable access as per their tenancy conditions to allow the Council to complete:

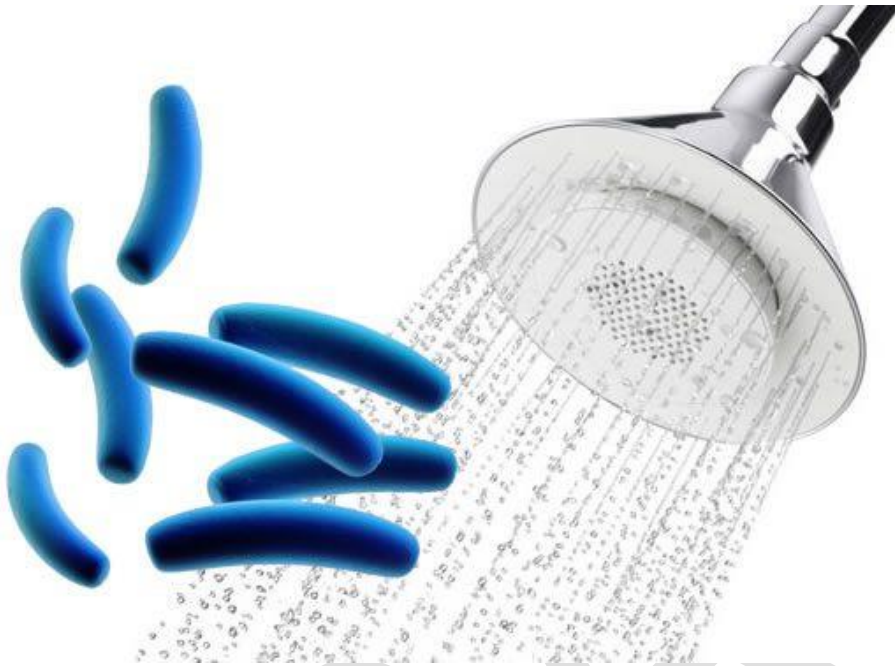
- Lift Servicing
- Lift Inspection
- Periodic stock condition survey;
- Repairs and/or replacement of the lifting equipment.

Lifts should not be used in the event of a fire. Smoke venting will be maintained to ensure communal stairways remain available for evacuation.

Section 9 Appendices

1. Process Map





Housing Landlord Services

Legionella Policy 2019

DOCUMENT HISTORY			
Name of Policy:	Housing Landlord Services Legionella Policy 2019		
Purpose of Policy:	<p>New Forest District Council is committed to its legal and moral obligations as an employer under common law, the Health and Safety at Work etc. Act 1974, associated legislation and codes of practice pertaining to Legionella. Consideration has been given to the control of legionella bacteria in water systems, as set out in the HSE Approved Code of Practice and Guidance L8 and HSG 274.</p> <p>This policy sets out the guiding principles and arrangements for Housing Landlord Services.</p>		
Policy Applies to:	This policy and the subsequent arrangements apply to all directly and indirectly employed housing staff within New Forest District Council and, where appropriate, tenants, contractors, care providers and members of the public.		
First Issued:	1 November 2019		
Reviewed:	At least every 2 years from date of issue or as a result of legislative, organisational changes or an incident investigation.		
Version History	<table border="1"> <tr> <td>V1</td> <td>Draft January 2019</td> </tr> </table>	V1	Draft January 2019
V1	Draft January 2019		

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Section 1 Introduction

Legionnaire's disease is a potentially life-threatening pneumonia caused by Legionella bacteria. It is the most well-known and serious form of a group of diseases known as legionellosis. Infection is spread by breathing in small water droplets contaminated with the bacteria. The disease cannot be passed from one person to another.

Everyone is susceptible to the bacteria, although men appear more susceptible than women, but some persons are known to be at higher risk such as smokers, those over 45 years of age, alcoholics, diabetics, those with chronic respiratory or kidney disease and persons who have a pre-existing illness or whose immune system is suppressed.

Persons exposed to Legionella can develop initial symptoms such as high fever, chills, headaches, and muscle pains. Other symptoms can include diarrhoea or vomiting and delirium.

Approximately 12% of reported cases result in fatality, however the disease can be treated effectively with antibiotics during early diagnosis.

Legionella bacteria can survive under a wide variety of environmental conditions although the temperature ranges 20°C to 45°C tend to favour growth. The organisms do not readily multiply below 20°C and will not survive above 60°C.

Legionella also require a supply of nutrients to multiply. Sources include organisms in the water such as algae, amoebae, and other bacteria.

The presence of sludge, sediment, scale and other material within systems can harbour bacteria and can provide favourable conditions and protection from biocides for bacteria to survive.

It is therefore incumbent that water systems are adequately monitored, maintained and cleaned / disinfected when required.

New Forest District Council is committed to its legionella obligations within its housing stock and will strive to reduce the risks associated with its water systems to as low a level as is reasonably practicable. This policy sets out the guiding principles and arrangements regarding its obligations as an employer under common law, the Health and Safety at Work etc. Act 1974, associated legislation and codes of practice pertaining to Legionella. Consideration has been given to the control of legionella bacteria in water systems, as set out in the HSE Approved Code of Practice and Guidance L8 and HSG 274.

This Legionella Policy complements the Corporate Legionella Strategy produced by New Forest District Council.

Section 2 Legislative and Regulatory Context

The key issues / duties under the Control of Legionellosis, ACOP L8 are to:

- Identify and assess sources of risk in premises.
- Prepare a scheme or plan for prevention or controlling the risk.

Implement and manage this scheme – appointing a person or persons (responsible person/s) to be responsible for this.

- Maintain records and to check that action taken is effective.
- Provide training, instruction and supervision of persons with delegated responsibilities.

NFDC will comply with standards governing the control and risk management of Legionella bacteria in conjunction with current and appropriate Codes of Practice.

The purpose of this practice is to manage the risk from Legionella bacteria exposure (from water systems under the control of NFDC) to employees, visitors and residents within / close to NFDC premises.

NFDC in response to the above requirements will: -

- Assess the foreseeable risks from legionella bacteria
- Take action to manage the risk from legionella bacteria and identify responsible person/s
- Provide recommendations and guidance on precautionary measures required to maintain hot and cold-water services
- Maintain appropriate records
- Continually review policy and adapt to meet any changing needs

Section 3 Definitions

Term	Definition
Competent Person	<p>a) should have enough appropriate practical and theoretical knowledge and experience of the lifting equipment so that they can detect defects or weaknesses, and assess how important they are in relation to the safety and continued use of the equipment;</p> <p>b) should not be the same person who performs routine maintenance as they would be responsible for assessing their own work;</p> <p>c) should be sufficiently independent and impartial to make objective decisions;</p> <p>d) may be employed by a separate company or selected by an employer from members of their own staff.</p>
Dedicated Call Centre	Appletree Careline or other contracted 24Hr Call centre.
Responsible Person	Responsible Persons and those who are appointed to carry out the control measures and strategies for the Control of Legionella will be suitably informed, instructed and trained and their suitability assessed. Their training will be to a standard that ensures that tasks are carried out in a safe, technically competent manner.
Legionnaires Disease	Legionnaire's disease is a potentially life-threatening pneumonia caused by Legionella bacteria. It is the most well-known and serious form of a group of diseases known as legionellosis. Infection is spread by breathing in small water droplets contaminated with the bacteria. The disease cannot be passed from one person to another.
ACOP	Approved code of Practice

Section 4 Roles and Responsibilities

Chief Executive
<p>Responsibility for complying with, the Health and Safety at Work etc. Act 1974, associated legislation and codes of practice pertaining to Legionella rests with the 'responsible person'.</p> <p>The 'responsible person' is the employer and any other person who may have control of any part of the premises. In the case of NFDC the employer is represented by the Chief Executive together with the Executive Heads who collectively form the 'Executive Management Team'.</p>
Executive Head of Governance and Regulation
<p>The Executive Head of Governance and Regulation has overall strategic responsibility for the Council's approach to legionella in social housing controlled by the Council and is responsible for ensuring that the requirements of HSE Approved Code of Practice and Guidance L8 and HSG 274, and supporting Regulations are applied and implemented and to nominate one or more persons to act on their behalf to discharge their responsibilities.</p>
Housing Service Managers
<p>The Housing Service Managers are responsible for the overall effectiveness of the Housing Landlord Services Legionella Policy in their areas of responsibility.</p>
Asset Maintenance Manager
<p>The Asset Maintenance Manager in conjunction with the Servicing and Compliance Officer is responsible for overseeing the day to day management of Legionella to all Council owned housing stock, reporting directly to Service Manager for Housing Maintenance Compliance and Asset Management.</p>
Housing Estates and Maintenance Operations Managers
<p>The Housing Estates Manager, Maintenance Operations Manager and Maintenance Operations (Technical) Manager are responsible for the detailed arrangements necessary to manage risks associated with legionella within their respective areas of control.</p>
Specialist Contractors
<p>Providing advice to NFDC on controlling and reducing risks associated with Legionella bacteria and advising on legal duties placed on NFDC, when requested to do so. Undertaking risk assessments, remedial works and monitoring and maintenance tasks within each site as and when contracted to do so. Maintaining records of maintenance and remedial works and making them available for inspection when required.</p>

Reports on legionella compliance will be submitted on a quarterly basis to the Health and Safety panel alongside a review of any relevant actions.

Section 5 Legionella Procedures

The Servicing and Compliance Officer will arrange survey/risk assessments by the specialist contractor in accordance with relevant HSE Guidance notes and Codes of practice.

Legionellosis Risk Assessments will be undertaken in all Housing General Needs Blocks, Extra Care schemes and buildings which contain hot or cold-water storage that supply more than one property. Separate risk assessments of Temporary Social Housing and Private Sector Leasing properties should also be undertaken.

Due to the small systems contained within single dwelling properties and the high turnover of water within these properties the risk of Legionellosis to system users is low.

A suitable and sufficient assessment of the risks of exposure to Legionella bacteria from use of water systems on NFDC premises will be undertaken.

This assessment will identify and evaluate potential sources of risk and the particular means by which exposure to legionella can be prevented or where this is not reasonably practicable the method by which the risk from legionella bacteria can be controlled.

The appropriate control measures (if required) will be instigated to the satisfaction of the Servicing and Compliance Officer and Asset Maintenance Manager to ensure that the risks to the Health and Safety of all have been adequately controlled.

Appropriate records will be maintained of all such maintenance visits and details will be recorded in site log books held by the contractor, and records held on Keystone.

Void/Empty Properties

All assessments and maintenance records will be reviewed periodically (annually) or where the content of the assessment may no longer be valid.

Where single dwelling properties have been unoccupied for one week the water system will be thoroughly flushed with the minimum release of aerosol i.e. removal of shower heads prior to flushing, prior to occupation. The risk assessment for legionella in void properties is attached at Appendix A.

Where the flat forms part of a communal system the property is added to the list of outlets to be flushed on a weekly basis (where tenancy agreement permits), if this is not possible and is unoccupied for a long period then the flat is to be isolated from the system and flushed through prior to occupation.

Single dwelling properties that have been unoccupied for 2 months or more and have not been flushed weekly will be chemically disinfected prior to occupation (where systems permit). This should take place no more than one week from the proposed occupation date and be undertaken by a reputable contractor.

The flushing and temperature checks are to form part of the risk assessment for that property and will be signed for by the tenant at letting stage to accept responsibility for ensuring the system is regularly flushed and the temperature is to be maintained as to inhibit legionella bacterial growth. This will be reviewed annually at the Gas service, or via a tenancy check.

Responsive Work

In the event that a member of staff identifies work that is required to a communal water system or water tank, work is to be raised through the call centre and the Asset Maintenance Manager is to be advised.

Maintenance

(The following should be read in conjunction with Appendices 'A' – 'E', which give more detail if work is to be undertaken)

On completion of the Risk Assessment, a maintenance plan will be formulated by the Servicing and Compliance Officer with the following undertaken as a minimum to comply with the policy. It will be the responsibility of the Nominated Person to ensure that the maintenance plan is actioned and that all works carried out are recorded. The upkeep of the site logs is the ultimate responsibility of the Nominated Person.

Table 1. Checklist hot and cold water services

Frequency	Check	Standard to meet		Notes
		Cold water	Hot water	
Monthly	Sentinel taps (nearest, furthest and intermediate points from the feed tank or calorifier)	The water temperature should be below 20°C after running the water for up to two minutes.	The water temperature should be at least 50°C within a minute of running the water.	This check makes sure that the supply and return temperatures on each loop are unchanged, i.e. the loop is functioning as required.
Monthly	If fitted, input to TMV's on a rotational basis.		The water supply to the TMV temperature should be at least 50°C within a minute of running the water.	One way of measuring this is to use a surface temperature probe.
Monthly	Water leaving and returning to calorifier.		Outgoing water should be at least 60°C, return at least 50°C.	If fitted, the thermometer pockets at the top of the calorifier and on the return leg are useful points for accurate temperature measurement. If installed, these measurements could be carried out and logged by a building management system.

Quarterly	Dismantle, clean and descale shower heads.			
Quarterly	Cold Water Storage tanks	Carry out temperature checks		Check temperature at inlet valve and general cleanliness of tanks.
Six monthly	Incoming cold water inlet (at least once in the winter and once in the summer).	The water should preferably be 20°C at all times		The most convenient place to measure is usually at the ball valve outlet to the cold water storage tank.
Annually	Water System To be carried out by independent Auditor/Adviser			Carry out full inspection of the water system and report on any changes or defects. Update schematics if necessary.
Annually	Cold water storage tanks			Visually inspect and carry out remedial work where necessary.
Annually	Representative number of taps on a rotational basis.	The water temperature should be 20°C after running the water for two minutes.	The water temperature should be at least 50°C within a minute of running the water.	This check makes sure that the whole system is reaching satisfactory temperatures for legionella control.
Annually	Calorifier flush and sample		Hot water sample also ensure correct temperatures are present.	Set up flexible hose to drain cock flush and sample.
2 Yearly	Risk Assessments	Review risk assessments every 2 years and update accordingly, incorporating areas of remedial/maintenance works required.		

Legionella Log Book

Following survey and risk assessment of NFDC housing assets by the specialist contractor a copy of each log book for each site assessed will be kept centrally within the NFDC main office (to be stored digitally on Keystone on the property folder).

Each Log Book contains the following:

THE SITE RISK ASSESSMENT:

- INTRODUCTION
- SITE INFORMATION
- SURVEY INFORMATION
- RECOMMENDATIONS – PROPOSED RISK MANAGEMENT SCHEME
- DESCRIPTION OF CORRECT SYSTEM OPERATION

MONITORING & MAINTENANCE RECORDS:

- TEMPERATURE / FLUSHING RECORDS
- SHOWER / MIXER VALVE MAINTENANCE
- COLD WATER STORAGE / CALORIFIER SURVEYS
- DISINFECTION CERTIFICATES / SAMPLING RESULTS
- RECORDS OF REMEDIAL WORKS UNDERTAKEN

Care staff/cleaning staff/ NATMOS that undertake weekly flushing will keep records of these on sites and also update electronically via email to the Servicing and Compliance Officer.

All of the Monitoring & Maintenance Records other than Disinfection certificates / Sampling Results and Records of Remedial Works Undertaken are to be maintained within the site log held digitally on Keystone and Contractors portal.

Independent audits will be undertaken to ensure that policies and procedures are being followed and adhered too. The Services Manager – Compliance and Asset Management and Asset Maintenance Manager will instigate this audit and report any findings to the Health and Safety Panel.

Information and Instruction

Arrangements shall be made to ensure that the individuals upon whom the statutory duty falls (NFDC employees and specialist contractors) i.e. “The responsible persons” will implement appropriate and precautionary measures.

Responsible Persons and those who are appointed to carry out the control measures and strategies for the Control of Legionella will be suitably informed, instructed and trained and their suitability assessed. Their training will be to a standard that ensures that tasks are carried out in a safe, technically competent manner.

Regular refresher training is to be given and all records of training activities will be maintained. Although training is an essential element of competence, it will not be the only factor. Other elements such as experience, knowledge and personal qualities will be required to undertake the activities safely and in line with legislation.

All appointed specialists will be Code of Conduct Approved and produce evidence of competence for their employees working on the organisation’s sites.

Actions to be taken if Legionella is detected

In the case of a positive test result for Legionella the following actions are to be taken.

i) Notification of the positive result to the Nominated Person, dependent upon the magnitude of the results the following actions should be taken:

Legionella (cfu/litre)	Bacteria	Action Required
Less than 100		<ul style="list-style-type: none"> ▪ System should be re-sampled to establish extent of colonisation ▪ Control measures and risk assessment

	should be reviewed to identify any remedial action required
More than 100 but less than 1000	<ul style="list-style-type: none"> ▪ System should be re-sampled to establish extent of colonisation ▪ If serogroup 1 to 14 is identified the system should be treated immediately ▪ Control measures and risk assessment should be reviewed to identify any remedial action required
More than 1000	<ul style="list-style-type: none"> ▪ The system should be treated immediately ▪ Control measures and risk assessment should be reviewed to identify any remedial action required

ii) Undertake remedial actions as described in Appendix E Cleaning and Disinfection of Domestic Water Systems as a minimum

A suitably qualified person or appointed specialist should carry out any remedial actions.

iii) On completion of the remedial action, water samples should be taken from the system to confirm the effectiveness of the procedure

iv) A comprehensive record should be kept including test results and details of remedial works undertaken

Action in the event of an Outbreak

Legionnaires' disease is notifiable under public health legislation in England Wales and Scotland (i.e. all diseases caused by legionella) are reportable.

An outbreak as defined by the Public Health Laboratory Service (PHLS) is two or more confirmed cases of legionellosis occurring in the same locality within a six month period.

Location is defined in terms of the geographical proximity of the cases and requires a degree of judgement. It is the responsibility of the Proper Officer for the declaration of an outbreak.

The Proper Officer is appointed by the local authority under public health legislation and is usually a Consultant in Communicable Disease Control (CCDC) OR a Medical Officer of Environmental Health (MOEH). In Scotland, it is the Consultant in Public Health Medicine (CPHM) employed by the Health Board.

As part of the outbreak investigation and control the following requests and recommendations may be made by HSE or your local authority:

- a) to shut down any processes under your control which are capable of generating and disseminating airborne water droplets and keep them shut down until sampling procedures and any appropriate remedial cleaning or other work has been undertaken. Final clearance to restart the system may be required.
- b) to take water samples from the system prior to any emergency disinfection being undertaken. This will aid the investigation of the cause of the illness. The investigating officers from the Local Authority may take samples or require them to be taken.
- c) to provide health records for your staff to determine if there are any further undiagnosed cases of illness, and to assist in the preparation of case histories of those persons affected.
- d) to co-operate fully in an investigation of any plant that may be suspected of being involved in the cause of the outbreak. This may involve for example:
 - tracing of all pipework runs;
 - detailed scrutiny of all operational records;
 - statements from plant operatives and managers;
 - statements from water treatment contractors or consultants.

An outbreak control committee or team will normally be set up to manage the incident. This will involve representatives of all the agencies involved and Housing Maintenance representatives may be requested to attend meetings of this committee and contribute to its formal report.

Any infringement of relevant legislation may be subject to a formal investigation by the appropriate Enforcing Authority, either the Health and Safety Executive or the Local Authority

Further information / Supporting Documentation

Where appropriate, refer to the site-specific Legionella log books, a copy of these documents are to be found on the sub-contractors portal, and Keystone

Further advice can also be obtained from the legal Guidance document and Approved Code of Practice:

The control of legionella bacteria in water systems, Approved Code of Practice and Guidance L8.

Service Standards

See Checklist hot and cold-water services table 1 above

Performance Monitoring

- Monthly meetings will be held with service providers;
- Monthly compliance reports will be issued to NFDC;
- Quarterly assurance ratings and a statement of compliance will be issued to the H&S Panel each quarter.

Section 6 Appendices

Appendix A - Risk Assessment under the Control of Substances Hazardous to Health Regulations 1999 of legionella in the water supplies in NFDC void properties.

Appendix B - Temperature monitoring

Appendix C - Calorifier Flush and Sample

Appendix D - Inspection and Sampling of Storage Tanks

Appendix E - Cleaning and Sterilisation of Domestic Water Systems

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Appendix A - Risk Assessment under the Control of Substances Hazardous to Health Regulations 1999 of legionella in the water supplies in NFDC void properties.

Assessed by: Richard Fudge Date: February 2019

Risk: Infection from legionella bacteria present in the hot and/or cold-water supply from the water supply system in void properties causing legionnaires disease, Pontiac fever or Lochgoilhead fever.		
Hazards Airborne droplets or droplet nuclei containing legionella	Risk Rating	
	Without Controls <u>Medium</u>	With controls <u>Low</u>
Harm Inhalation of airborne droplets or droplet nuclei containing legionella bacteria formed when showers and taps are used in the property.		
Persons in danger <ul style="list-style-type: none"> • Employees of NFDC particularly re-lettings team members • New and prospective residents of void properties during visits and on occupation, particularly males, those who smoke, who may be alcoholic, those suffering from cancer, chronic respiratory disease or kidney disease or are in immunosuppressed groups. • NFDC employees, contractors and sub-contractors working in void properties • Residents in properties in the immediate vicinity of the void property 		
Sources of risk Showers and taps dispensing hot and cold water in all areas of the property. The various “deadlegs” in the pipework supplying the total system Unused water supply points in the property Flush toilets Water storage tank		
Controls used <ul style="list-style-type: none"> • Flushing of unused outlets in void properties will be carried out if the property is 		

empty for more than 7 days and before occupancy. This will be undertaken with minimum release of aerosols until the contents of the dead-leg pipework has been fully flushed e.g. shower heads removed during initial part of flush and taps run at low flow rate to reduce aerosol generation. Staff who have any chronic respiratory illness or who are taking immunosuppressing drugs will not be used for this work.

- Renewal of shower heads and hoses.
- Removal of deadlegs.

Specialist contractors will be used to carry out the following work:

- Water systems will be disinfected if the property is void for over 60 days.

This will include:

- Chlorination of shower heads.
- Descaling of showerheads
- Communal cold-water storage tanks supplying the property will be cleaned, disinfected and the disinfectant pulled through to all outlets within the void property if deemed necessary.
- The system design will be reviewed and any remedial works necessary to bring the system in line with current guidance will be considered and undertaken as required.
- Draining of the water system will be considered for long term voids
- On reinstatement of the hot water services thermostats of the device providing hot water will be set to enable 50°C to be achieved at outlets (or prior to thermostatic mixer valves if present) within one minute of running.

Maintenance, Examination of Controls

A log will be kept detailing dates of flushing, water temperature checks, dates of descaling/replacement of shower heads, removal of deadlegs and flushing through of systems by NFDC and specialist contractors.

All documentation associated with the log will be forwarded to the Asset Maintenance Manager to be held on the property folder on Keystone

Certificates of chlorination, certificates of testing will be retained by NFDC.

Information, Instruction and Training

Specialist contractors will be competent in the control of and protection from legionella,

will be aware of the risks and will be trained in appropriate protective action.

NFDC staff involved in carrying out controlling action will be briefed about the risks and the precautions to take.

Action required

NFDC Operatives and Letting Team to be briefed in the risks involved and the precautions to be taken when working in void properties

Date of next assessment: February 2020.

Appendix B - Temperature monitoring

The responsible person shall be responsible for ensuring that temperatures are monitored in accordance with the maintenance regime.

Temperature monitoring will only be undertaken by staff that have been specifically trained to carry out such duties.

The equipment used to undertake temperature monitoring shall be specifically designed for that purpose and should be calibrated at periodic intervals in order to ensure its accuracy.

The temperature at outlets shall be measured by opening the fitment and placing the monitoring device in the stream of water. Any changes in temperature should be observed and after a specific period (see checklist) a record made of the temperature displayed. If the required standard (below 20oC for cold, above 50oC for hot) has not been attained when monitoring, monitoring shall continue until the standard is achieved and a written note made of the exact time required. The test should last for no more than 5 minutes, if the outlet fails to meet the required standard it shall be clearly identified on the sites report.

When the test has been completed the area shall be left in the condition it was found, in that all splashes around the area shall be removed. If any area requires cleaning as a result of splashes or spillage then that area shall be clearly identified as a 'slippery surface' until such time that the area has dried.

Temperatures within storage cisterns and tanks shall be monitored by inserting an appropriate measuring device into the water. Before the device is inserted into the water it shall be cleaned and sterilised by employing 1000mg/l chlorine solution. All results shall be recorded on the site report and in the site log book, with any non-compliance's clearly identified. Any insulation or lids, which have had to be removed in order to gain access, shall be replaced into the correct manner.

Temperatures from calorifier deliveries can often be observed from fixed gauges, these shall NOT be taken as the true temperature; these readings shall be verified with calibrated test equipment. Any insulation, which has to be removed in order to carry out these checks, should be replaced in the correct manner. Insulation suspected of containing asbestos shall be tested prior to any works. If insulation is to be removed it shall be carried out under controlled conditions and in accordance with "The Control of Asbestos at Work Regulations 2012, and NFDC Policy.

Appendix C - Calorifier Flush and Sample

The responsible person shall be responsible for ensuring that calorifiers are flushed and sampled in accordance with the maintenance regime.

Flushing and sampling of calorifiers will only be undertaken by staff that have been specifically trained to carry out such duties.

Flexible hose will be connected and set up between the calorifier 'drain cock' and the nearest suitable drain.

The drain will then be run until the discharge is free of all debris.

The flow of water should then be stopped, and the flexible hose removed.

The drain cock should then be 'flamed' before legionella and bacteriological samples are taken.

All samples taken should be clearly identified with the following information; location, date, time and the sampler's identity. These samples should then be transferred to a UKAS accredited laboratory for analysis.

Any spillage or splashes should be removed, and the area left in the condition that it was found. If any area has to be mopped as a result of splashes or spillage then the area shall be clearly identified as a 'slippery surface' until such time that it has dried.

Appendix D - Inspection and Sampling of Storage Tanks

The responsible person will be responsible for ensuring that storage tanks are inspected and sampled in accordance with the planned preventative maintenance regime.

Inspection and sampling of storage tanks shall only be undertaken by staff who have been specifically trained to carry out such duties.

Each storage tank should be visually inspected internally; a written record of this inspection shall be made. Photographic records can also be taken if it aids the process.

Legionella and TVC samples should be taken from the tank by utilising sterilised silicon tube and following BS7592 (sampling for legionella organisms in water and related materials).

All samples taken should be clearly identified with the following information; location, date, time and samplers identity. These samples should then be returned to a UKAS accredited laboratory for analysis.

The chlorine residual of water stored within the tank should be measured and recorded.

The temperature of water stored within the tank should be measured and recorded.

Any insulation, which is removed to gain access, should be replaced in the correct manner.

Appendix E - Cleaning and Sterilisation of Domestic Water Systems

The responsible person will be responsible for ensuring that all works are completed in accordance with the planned preventative maintenance programme and in the event of legionella bacteria being detected within the system.

Cleaning and sterilisation will only be undertaken by staff that have been specifically trained to carry out such duties.

Cleaning and sterilisation operations should follow unsatisfactory inspections or analysis.

This work can call for staff to work in areas defined as 'confined spaces', therefore requiring the use of atmospheric monitoring equipment, breathing apparatus and the necessary authorisation. All staff undertaking the cleaning and sterilisation of storage tanks will have received formal training in confined space working and be authorised to wear breathing apparatus.

Prior to cleaning the storage tank shall be isolated from the distribution system and drained. Any debris removed shall be packaged and removed in a safe manner. If pumps or vacuums are employed the discharge should be directed to a drain which is capable of handling the capacities involved.

When cleaning operations have been completed the tank surfaces should be immersed in water containing a free chlorine residual of at least 50mg/l free chlorine residual.

The tank shall then stand for 1 hour before the free chlorine residual is checked again; if it has fallen below 30mg/l the procedure shall be repeated. If the free chlorine residual is 30mg/l or above the water within the tank should be neutralised before it is allowed to drain.

The tank will then be filled with fresh water (potable supply) and the free chlorine residual checked (ensure level is commensurate with potable supply). The tank may then be put back into service.

Legionella and TVC samples should then be taken from the tank by utilising sterilised silicon tube and following BS7592.

All samples taken should be clearly identified with the following information; location, date, time and the sampler's identity. These samples should then be returned to a UKAS accredited laboratory for analysis.

Any insulation or covers, which have been removed to facilitate this work, shall be replaced in the correct manner.

Where the sterilisation process is to be extended to the whole of the distribution system all site staff should be made aware that the water will not be fit for use until further notice. Each outlet shall be temporarily labelled in order to clearly identify that water should not be used. The chlorination should be applied to the tank/cistern and be drawn through the system, when 50mg/l free chlorine is detected at each outlet it shall then be allowed to stand for 1 hour before the free chlorine residual is measured again.

If the free chlorine is 30mg/l or above the water within the tank should be neutralized using sodium bisulphite. The neutralized water should be then drawn through the system to remove the chlorine. The tank should then be drained and filled with potable water and the free chlorine residual checked. The system may then be put back in service and warning notices removed. Samples should be taken from sentinel taps to ensure the sterilization process has been successful.

Any spillage or splash shall be removed and the area left in the condition that it was found. If any area is mopped as a result of splashes or spillage then that area shall be clearly identified as a 'slippery surface' until such a time that the area has dried.

Alternative sterilisation methods utilising appropriate chemicals and procedures in accordance with BS6700 may be used when carrying out a clean and sterilisation of a tank or system. Method statements and COSHH data sheets are to be provided to NFDC for information and kept on file centrally.

DRAFT



Housing Landlord Services Playgrounds & Play Equipment Policy 2019

DOCUMENT HISTORY			
Name of Policy:	Housing Landlord Services Playgrounds and Play Equipment Policy 2019		
Purpose of Policy:	<p>New Forest District Council is committed to its legal and moral obligations in accordance with Health & Safety at Work Act 1974, Management of Health and Safety at Work Act 1992, Occupiers Liability Act 1957 and 1984 Health and Safety at Work Regulations 1999 and will strive to reduce the risks associated with playgrounds and play equipment to as low a level as is reasonably practicable.</p> <p>This policy supports the Council's overarching Health and Safety Policy and sets out the guiding principles and arrangements for Housing Landlord Services.</p>		
Policy Applies to:	This policy and the subsequent arrangements apply to all employed housing staff within New Forest District Council and, where appropriate, tenants, contractors, care providers and members of the public.		
First Issued:	1st November 2019		
Reviewed:	At least every 2 years from date of issue or as a result of legislative, organisational changes or an incident investigation.		
Version History	<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">V1</td> <td>Draft August 2019</td> </tr> </table>	V1	Draft August 2019
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Section 1 Introduction

This policy has been prepared to formally recognise the maintenance and inspection strategy of New Forest District Council's play and leisure facilities (Controlled by Housing Services) and the assets within these facilities. The policy will outline the legal responsibilities of the authority and how the Council will meet these responsibilities through a system of inspection, assessing risk and responses to faults and risks. Playgrounds by their very nature should provide a degree of risk and challenges to the users. The policy will therefore summarise the Council's objectives in providing challenging play while identifying an acceptable degree of risk.

Legal Requirements

There is no specific legislation on play safety. However, the key legislation is the: Health & Safety at Work Act 1974, Management of Health and Safety at Work Act 1992, Occupiers Liability Act 1957 and 1984 and Health and Safety at Work Regulations 1999.

New Forest District Council and its staff have a duty to take actions to ensure the safety of people at work and members of the public who may be affected by the facilities it provides. It is governed by the test of "reasonable practicability". In other words, it is reasonable to correct major hazards; it is unreasonable to spend considerable resources on minor faults where risk is negligible and potential injury very minor.

Industry Standards and Guidance

These standards and Safety Guidelines are not a legal requirement but are considered to be good professional working practice.

EN1176 – Playground Equipment

EN1176 is the European Standard which replaced the old British Standards. The standard is not retrospective and provides advice on design layout and the inspection of playground equipment. Contained within the guidance are the following key recommendations: If the equipment is not safe, access by the public should be prevented. The equipment must be inspected and maintained. An inspection record should be kept and maintained.

Civil Legislation

In the event of a serious accident claims are based on negligence: that is, the Council responsible for play took or failed to take some action which made the accident more likely to happen or worse than would otherwise have been the case. The defence will be based on evidence such as records of inspections and maintenance, compliance with the Standards and relevant risk assessments.

This policy sets out the methodology the Council will use in managing and maintaining the playgrounds controlled by Housing Services. The policy will take into account the authority's legal responsibilities and outline a method of inspections and maintenance.

Balancing Risks and Benefits

The Council's Risk Management Approach will aim to offer play spaces that are stimulating and challenging environments enabling children to explore and develop their abilities. In

providing these environments the Council will manage the level of risk so that children are not exposed to unacceptable risks and hazards.

Section 2 Playground Inspection Methodology

The Council's Housing Landlord Service will adhere to the guidance set out in this document. The responsibility for the operational regular inspection of the play and leisure facilities under the Council's responsibility will be carried out weekly by Housing Maintenance and quarterly by Open Spaces staff.

This section of the policy will identify the Council's methodology in managing the authority's assets following:

- Inspection Frequency and Type
- Inspection Type Definitions
- Assessing the Level of Risk
- Summary of Risks

Inspection Frequency & Type

The table below details the frequency of inspections and the inspectorate responsible for carrying out the on-site inspections.

FREQUENCY OF INSPECTION	INSPECTION TYPE	INSPECTOR
Weekly (Routine)	Visual	Stock Condition Surveyor
3 Months	Operational	Open Spaces Team
Annual	Annual Detailed	Zurich, RoSPA (or other external organisation)
Bespoke	Reactive	Open Spaces Team (at the request of the Service Manager – Compliance and asset Management)

Section 3 Inspection Type – Definitions

Routine Visual Inspections – EN 1176-7.6.2a - LOOK & SEE

Includes the identification of obvious hazards resulting from use, weather and vandalism, broken parts or bottles, litter, graffiti, equipment misuse.

Operational Inspection – EN1176-76.2b - POKE & PROD

Operational Inspections provide a more detailed inspection to check the operation and stability of all equipment and surfaces especially for wear.

It is recommended that inspections should be carried out every 3 months. The Council may increase the frequencies of the operational inspections and this decision will be dependent of the grading of the area which will consider factors such as popularity, profile and equipment type.

Check repairs; rust and rot; bearings. Cleanliness Equipment Ground Clearance Exposed Foundations Sharp Edges Missing Parts Excessive Wear (of moving parts) Structural Integrity.

Inspectors will be trained to RPII Operational Inspector's level enabling them to perform an operational inspection.

Annual Main Inspection – EN1176-7.6.2c

These inspections will approximately be carried out every 12 months.

These check the overall safety of equipment, foundations and surfaces, the effects of weather, evidence of rotting or corrosion and any change in the level of safety as a result of repairs made or added or replacement components.

The annual Inspections are to be carried out by the Council's insurance inspector, and will be arranged by the Servicing and Compliance Officer.

Operational and annual inspections, whether inspection carried out by a Council employee or contractor working on behalf of the authority, will be inspected and recorded using the same method and system.

Bespoke Inspections

These inspections can be carried out by the Open Spaces team at the request of the Servicing and Compliance Officer.

Typically, bespoke inspections are a consequence of enquiry from a community member, an accident in a play facility, in response to an urgent request or to carry out a post installation inspection following the installation of new equipment. Bespoke inspections are also carried out as a method of verifying and checking existing inspections.

Accidents, Enquiries and Claims

The Council will record all accidents notified to it and enquires relating to the play areas and facilities within them. The details of the enquiry, complaint or accident will be recorded within the same system used for issuing and recording inspections. Recording incidents in this manner will enable the authority to illustrate a clear chain of information from the inspection, the associated risk, details of works and repairs carried out and any information related to an accident or enquiry. This information will enable the authority to defend itself against claims and be an effective management tool for future improvements.

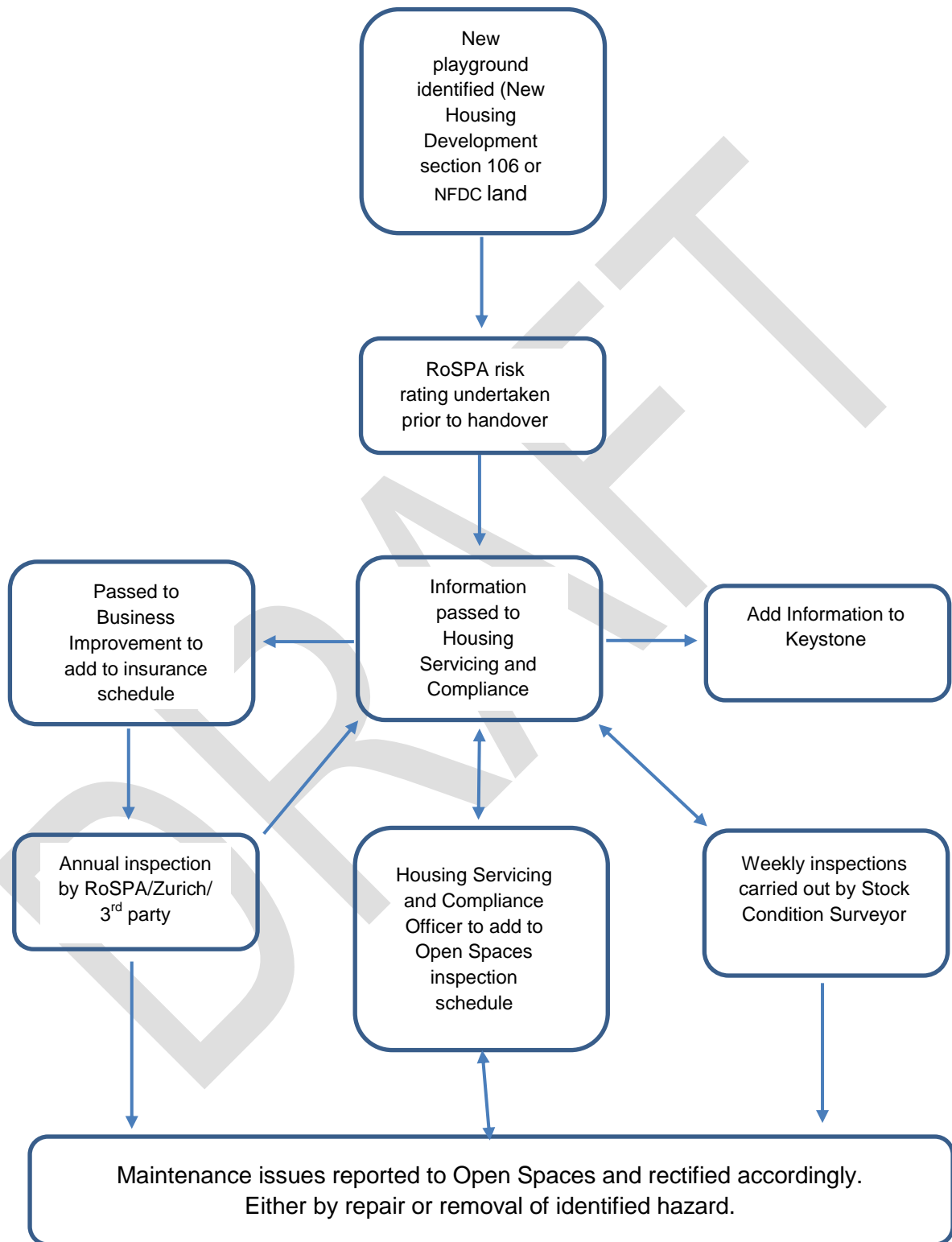
Section 4 Appendices

Appendix 1 Housing Landlord Services are responsible for the following Playparks: -

PLAY AREA	HEATHER ROAD	FAWLEY
PLAY AREA, NEXT TO NEDDERMAN CENTRE	MARRYAT ROAD	NEW MILTON
PLAY AREA	MARRYAT ROAD	NEW MILTON
PLAY AREA	BLIGH CLOSE	NEW MILTON
PAY AREA	DRAKE CLOSE	NEW MILTON
PLAY AREA	HOWE CLOSE	NEW MILTON
PLAY AREA	STOCKLANDS	TOTTON

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PROCESS MAP



HOUSING OVERVIEW & SCRUTINY PANEL WORK PROGRAMME 2019/2020

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
15 January 2020			
Electrical Safety Policy	To consider the draft Electrical Safety Policy	Report to Panel	Ritchie Thomson / Richard Fudge
New Void Standards	To consider the proposed new void standards for Council properties	Report to Panel	Ritchie Thomson
Draft Housing Asset Management Strategy	To consider the draft Housing Asset Management Strategy	Report to Panel	Ritchie Thomson / Richard Fudge
Update on the implementation and “go live” of the Allocation Policy	To receive an update on the implementation and “go live” of the Council’s new Allocation Policy	Report / update to Panel	Richard Knott
Greener Housing	To consider how the Council can promote / provide greener housing in the District	Presentation to Panel	Ritchie Thomson, Richard Fudge and Tim Davis
Housing Strategy / HRA Property acquisition update	To receive an update on the progress of the Housing Strategy and HRA property acquisition	Update to Panel	Tim Davis
Homelessness Update	To receive an update on homelessness	Update to Panel	Richard Knott

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
18 March 2020			
Housing Strategy / HRA Property acquisition update	To receive an update on the progress of the Housing Strategy and HRA property acquisition	Update to Panel	Tim Davis
Homelessness Update	To receive an update on homelessness	Update to Panel	Richard Knott