

HOUSING LANDLORD SERVICES

Gas safety policy



Document

Name of policy	Housing Landlord Services Gas Safety Policy
Purpose of policy	<p>New Forest District Council (NFDC) is committed to its legal and moral obligations in accordance with The Gas Safety (Installation and use) Regulations 1998, The Gas Industry Unsafe Situations Procedure and The Housing Act 2004.</p> <p>This policy sets out the guiding principles and arrangements for Housing Landlord Services, in line with current regulations for the undertaking and enforcement of gas safety within its housing stock.</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.
Lead officer	Service Manager – Housing Maintenance
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1. Introduction

New Forest District 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 and The Housing Act 2004 to ensure that all Council owned and managed properties which contain gas-fired appliances and installation pipework, and where statutory responsibility rests with the Council as 'Landlord' are maintained and undergo an annual gas safety inspection.

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

The Scope of this policy ensures 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 tenants, visitors, general public, employees and contractors so far as is reasonably practicable.
- To maintain all gas appliances that are New Forest District Council's Housing Landlord Services' responsibility in safe working order and in accordance with 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 carbon monoxide poisoning and the procedure to follow.

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)

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, 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, to safeguard life and property. It is essential that gas engineers can identify gas installation and appliances which present a danger.

2. Legislative and regulatory context (cont'd)

The Health and Safety at Work etc. Act 1974

The Health and Safety at Work etc. Act 1974 (HSWA) is the primary piece of legislation covering occupational health and safety in Great Britain. This legislation sets out the general duties employers have towards employees and members of the public, and duties employees have to themselves and to each other. For the Council to meet its duties under the HSAWA, the Council will seek to mitigate all risks relating to gas and gas installations to as low likelihood of occurring as is reasonably practicable.

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) Gas-related injuries and hazards (Regulation 11)
- (2) The death of any person (Regulation 6)
- (3) Specified Injuries to Workers (Regulation 4)
- (4) Injuries to non- workers which result in them being taken directly to hospital for treatment premises. (Regulation 5)

The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)

Dangerous substances can put peoples' safety at risk from fire, explosion and corrosion of metal. DSEAR puts duties on employers to protect people from these risks to their safety in the workplace, and to members of the public who may be put at risk by work activity.

Key areas of DSEAR are to:

- a) Identify the dangerous substance or gases within the workplace and the risk involved.
- b) Put control measures in place to either remove those risks or, where this is not possible, control them.
- c) Put controls in place to reduce the likelihood of an incident and emergencies involving dangerous substances or gases.
- d) Prepare plans and procedures to deal with accidents, incidents and emergencies involving dangerous substances.
- e) Make employees aware and properly informed and trained to control or deal with any risks from dangerous substances and gases.
- f) Identifies and classify areas of the workplace where explosive atmospheres may occur and avoid ignition sources.

2. Legislative and regulatory context (cont'd)

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 L – Conservation of Fuel and Power
 - 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.

2. Legislative and regulatory context (cont'd)

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.

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 of 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.
DSEAR	The Dangerous Substances and Explosive Atmospheres Regulations of 2002 is to reduce the risk of fatality or serious injury resulting from a dangerous substance igniting or potentially exploding.
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 respond 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.

3. Definitions (Cont'd)

Term	Definition
Gas Work	<p>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:</p> <ul style="list-style-type: none"> a) installing or re-connecting 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. <p>but the expression does not include the connection or disconnection of a bayonet fitting or other self-sealing connector.</p>
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	<p>Means a legal document produced for a landlord of properties and provided during an Annual Gas Safety check to the tenants.</p> <p>Abbreviated to LGSR</p>
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	<p>Means a valve (other than an emergency control) for controlling a supply of gas, being a valve –</p> <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.

3. Definitions (Cont'd)

Term	Definition
Supplier	<p>In relation to gas means.</p> <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 <p>a person who provides gas in re-fillable cylinders for use by a consumer.</p>
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	<p>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:</p> <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; <p>but the expression does not include the connection or disconnection of a bayonet fitting or self-sealing connector.</p>

4. Roles and responsibilities

We will ensure that all relevant Council housing staff are fully aware of their role enforcing gas safety to minimize the risk of gas escape, explosion, fire or the effects of carbon monoxide inhalation as far as reasonably practicable.

Chief Executive

The Chief Executive is the 'Responsible Person' for the purposes of the Gas Safe (Installation & Use) Regulations 1998 and will nominate one or more persons to act on their behalf to discharge their responsibilities as set out below:

Strategic Director of Housing, Communities and Governance

The Strategic Director of Housing, Communities and Governance has overall strategic responsibility for the Council's 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, the Gas Industry Unsafe Situations and Housing Act 2004, and supporting Regulations are applied and implemented and nominate one or more persons to act on their behalf to discharge their responsibilities as set out below:

The Strategic Director of Housing, Communities and Governance will ensure that adequate time, resources, and training are allocated to managing risk.

Service Manager – Housing Maintenance and Compliance

The Service Manager – Housing Maintenance and Compliance is responsible for the overall effectiveness of the Housing Landlord Services Gas Safety Policy and will:

- Formulate and revise the Council's Housing Gas Safety Policy and Action Plan;
- Be the 'Responsible Person' for the purposes of the Gas Safe (Installation and Use) Regulations 1998;
- Ensure adequate processes, procedures and resources are in place to manage gas works;
- Ensure all gas systems/appliances, pipework and associated equipment within premises have suitable and sufficient arrangements in place for compliance with Gas Safety Legislation and relevant standards;
- Ensure the person(s)/services, or organisation who will be undertaking any work on gas systems, appliances and pipe work are Gas Safe registered and hold the appropriate appliance or work activity category, and are selected and monitored in accordance with the policy;
- Monitor the performance of staff and contractors;
- Ensure that any members of the public, staff and contractors are not unnecessarily exposed to unsafe gas risk;
- Advise the Strategic Director of Housing, Communities and Governance of any problem arising in connection with the management of gas risk;
- Provide regular compliance updates related to gas safety to the Executive Management Team and Housing Safety Panel;
- Review and approve/decline 'Permit to Work' requests relating to housing schemes served by communal gas plant.

4. Roles and responsibilities (Cont'd)

Housing Service Managers

Housing Service Managers are responsible for the delivery of services within their respective areas that impact on the overall effectiveness of the Housing Landlord Services Gas Safety Policy and will:

- Support and assist the Housing Maintenance and Compliance Service Manager in discharging and undertaking their duties, and respond to matters within their respective service areas;
- Ensure suitable and sufficient information, instruction and training on gas safety is carried out for staff and contractors;
- Monitor the performance of staff and contractors;
- Ensure that members of the public, staff and contractors are not unnecessarily exposed to unsafe gas risk;
- Ensure adequate resources are allocated to manage gas safety risk;
- Monitor the performance of their subordinates against the policy;
- Advise the Strategic Director of Housing, Communities and Governance and the Housing Maintenance and Compliance Service Manager of any problem arising in connection with the management of gas safety risk;
- Review and approve/decline 'Permit to Work' requests relating to housing schemes served by communal gas plant.

Gas Manager

The Gas Manager is responsible for overseeing the day-to-day management of gas work provided within the Council's housing stock, ensuring compliance with gas safety legislation and relevant standards, reporting directly to the Service Manager for Housing Maintenance and Compliance, and will:

- Manage gas safety of all gas fired appliances and associated pipe works identified within the Council's housing stock to ensure compliance with gas safety legislation and relevant standards;
- Ensure each person and contractors who undertakes any gas work within Council housing properties are gas safe registered and hold the appropriate work category for appliances;
- Ensure that annual gas safety checks are carried out on gas appliances and associated flues and pipework;
- Ensure that all new gas appliances and fittings acquired and installed for use at premises meet the necessary BS Safety standards, have a CE safety standard marking and are accompanied by the Manufacturer's instructions;
- Provide clear, comprehensive, and unambiguous systems, procedures, instructions, method statements, risk assessments and quality assurance systems so that gas safety and statutory requirements are fully met;
- Liaise with the responsible person and alert employees and others of risk where gas work will be taking place;
- Report and investigate any dangerous occurrences involving the installation, service, maintenance or repair of gas appliances, fittings or flue systems and complete an Incident Report form;
- Investigate and communicate findings when work fails to comply with current legislation;
- Ensure all gas related certification is collected and updated for record keeping in accordance with retention schedule;

4. Roles and responsibilities (Cont'd)

- Provide records of gas installations, checks and inspections to the responsible person;
- Provide technical support and knowledge to staff where investigations are carried out for gas safety concerns;
- Inform directly employed staff that carry out gas safety work of any legislation or regulatory updates provided by gas governing bodies, and provide periodic toolbox talks on gas safety matters;
- Ensure the arrangements to service and maintain Landlord gas appliances is achieved within the 12 monthly servicing cycle, and where appropriate take further action to escalate to Housing Estates Management team and legal services where access attempts have failed;
- Responsible for ensuring gas training and competencies for staff undertaking gas work are maintained to the required standard;
- Maintain all Gas Analyser instrument ensuring they are calibrated each annual service and upkeep the record of each device;
- Manage Quality Checks on all gas work activities undertaken across the Council's housing stock by staff and commissioned gas contractors;
- Undertake Periodic Gas Safety Inspections;
- Undertake Periodic Carbon Monoxide Detection Inspections;
- Keep up to date with any changes required to commercial plant rooms;
- Ensure DSEAR risk assessments are produced by a competent person for all commercial boiler installations.

Gas Supervisor

The Gas Supervisor is responsible for the day-to-day delivery and direct supervision of employed Gas Engineers, monitoring gas activities, action incidents and situations that may arise, assisting with gas investigations, and will:

- Ensure cyclical gas inspections are delivered in a timely manner and report any shortcoming or risk concern following servicing that could lead to legal proceedings or RIDDOR, reporting directly to the Gas Manager;
- Assist the Gas Manager in providing support to Gas Engineers where gas safety concerns are raised;
- Provide technical support and knowledge to staff where investigations are carried out following gas safety concerns;
- Undertake property inspections and associated risk assessments for all planned works;
- Coordinate problematic situations that may arise through day-to-day gas activity work;
- Carry out periodic internal quality assurance checks on Gas Engineers work and report any areas of concerns to the Gas Manager.

4. Roles and responsibilities (Cont'd)

Gas Engineers

Gas Engineers are responsible for ensuring all gas works undertaken in Council properties comply with gas safety legislation, relevant standards and manufacturer's instructions and control measures for dealing with gas and unsafe situations, and will:

- Ensure all gas systems and appliances are in safe working order, maintained, serviced and used according to any Manufacturer's Instructions and to the Gas Safe (Installation and Use) Regulation 26 (9);
- Hold a Gas Accredited Certification Scheme (ACS) and relevant competencies relevant for undertaking the necessary gas work on gas appliances or associated equipment;
- Provide tenant with a copy of any Gas Compliance Certificate for their own record;
- Enforce health and safety for themselves and others at work;
- Escalate any immediate unsafe situations to the Gas Supervisor or Gas Manager;
- Maintain good communication between managers, responsible person, planners, other employees, tenants and general public where gas safety is involved;
- Report any dangerous occurrence to the responsible person, Gas Manager and Corporate Health and Safety team.

Housing Estates Management Team

Housing Estates Management Team are responsible for assisting the Housing Maintenance and Compliance Gas Department, and will:

- In an event of a tenant refusing access to Council staff and/or approved contractors, make every effort to contact tenants to facilitate the necessary access and coordinating a further visit; then;
- Where no access is made on the 3rd attempt, refer to the Council's legal service to commence injunction proceedings via the Courts to force entry;
- Provide support where tenants refuse or identify being unable to facilitate a gas safety inspection appointment due to affordability to provide sufficient credit on pre-payment gas meters for the gas safety inspection to be carried out.

Contractor

Commissioned contractors working on behalf of the Council are responsible for complying with gas safety legislation, relevant standards and control measures for dealing with gas, and will:

- Hold the correct Gas Safe Register registration and relevant competencies relevant for undertaking the necessary gas work on gas appliances or associated equipment;
- Protect the health and safety of themselves and others at work;
- Raise any concerns they may have related to problems or shortcomings they identify with safety arrangements (e.g., information, guidance, local procedure/protocol, equipment);
- Ensure that any alteration or installation work to Council properties are subject to the supply of suitable and sufficient risk assessments and method statement and the Construction (Design and Management) Regulations 2015, where appropriate and the planning of any such work must consider the continued safety of any gas fittings that are likely to be affected.

4. Roles and responsibilities (Cont'd)

Housing Assets (Maintenance) Manager and Maintenance Delivery Manager

The Housing Assets (Maintenance) Manager and Maintenance Delivery Manager will assign a responsible person for Projects under contract where Gas Works are involved, and will:

- The person managing the project on behalf of the Council must ensure that any necessary work to gas fittings is performed by competent persons covered by the Gas Safety Register;
- Monitor and promote gas safety whilst works are delivered;
- Maintain regular and open communication with contractors where gas works are being carried out;
- Regularly check and inspect any areas where gas works are involved and immediately report any concerns regarding safety arrangements to the Gas Manager and Corporate Health and Safety Team;
- Provide copies of relevant gas certification to the Gas Manager upon completion of such work.

Corporate Health and Safety

The Corporate Health and Safety Team is responsible for guidance and advice in respect of Health and Safety to all Council services, and will:

- Conduct audits to ensure that the provisions within the Gas Safety Policy are being enforced to the required standard;
- Investigate accidents and near miss incidents, record findings and root causes to reduce the risk of such incidents reoccurring, to reduce financial loss and to improve gas risk precautions;
- Work closely with the Housing Maintenance and Compliance Gas Team and wider housing teams in enabling a 'safety first' gas risk prevention culture.

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.

Service Manager - Legal Services

The Council's legal team are responsible for the process in which the Council seek a court injunction for access into a landlord property, and will:

- Support the Gas Manager and Housing Estates Manger in securing right of access;
- Undertake the necessary work to seek an application to the Courts for an injunction.

4. Roles and responsibilities (Cont'd)

Tenants

Under the terms of the tenancy, the contractual arrangement, Council housing tenants are required with notice to give access to Council employees or people authorised by the Council, entry into their property to undertake statutory 'Landlord' gas compliance functions or activities for the safety and protection of themselves, others and property, including gas safety inspections, gas emergencies and responsive repairs, and will:

- Be 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;
- Obtain written permission from the Council's Housing Landlord Service for consent to undertake any work involving gas installation or appliances, including alterations or new gas appliance installation.

Independent Auditor

An independent commissioned external auditor will work with the Council to provide comprehensive information, instruction, training, and quality assurance supervision to help the Council ensure the health, safety and welfare of its employees or persons who may be affected by gas work they undertake, as far as is reasonably practicable, and will, upon request:

- Provide competent and appropriately qualified independent external auditor to carry out quality assurance monitoring of work carried out by in house gas engineers, and appointed gas contractors, and provide a written report to the Gas Manager and Housing Maintenance and Compliance Service Manager, at periodic intervals to identify trends or areas of competency concern.

5. Training and competencies

The Council is a Gas Safe registered business operator 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. All staff involved in undertaking gas work will undergo the Gas Accredited Certification Scheme (ACS), and competencies for their specific areas of work. Gas Engineers will undertake competencies through a nationally recognised governing body to be able to demonstrate their competency in undertaking gas work.

Under the Regulations, the Council will ensure that all gas engineers hold the minimum necessary gas qualification and competencies to undertake gas work within a domestic setting and for those who undertake gas work in a commercial setting hold the relevant additional competencies in the relevant work categories to enable them to do so.

As employer, the Council will maintain the gas qualification and competencies training required for all staff undertaking gas work on behalf of the Council. Gas training and competency expiry dates of all registered gas engineers operating under the Council’s Gas Safe registered business are held by Gas Safe and are downloadable via the Council’s business operator account. Competencies will be reviewed on a rolling monthly basis and identified training needs instigated as they become due and completed prior to expiry to maintain compliance.

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

Core gas competencies	Description
CCN1	Core Domestic Gas safety, pipework, flues, ventilation
CPA1	Flue Gas Analyser
CENWAT	Domestic Gas Fired Central Heating Water & Heating Appliances
CKR1	Domestic Cooking Appliance
HTR1	Domestic Gas Fires and Wall Heaters
Additional gas competencies	Description
MET1	Domestic Gas Meter
LAU1	Gas Tumble Dryers
CMDDA1	Domestic Co/Co2 Atmosphere and Appliance Testing
LPG competencies	Description
CONGLP1PD	Natural Gas to LPG - Permanent Dwellings
CONGLP1RPH	Natural Gas to LPG - Residential Park Homes
Commercial gas competencies	Description
CODNCO1	Domestic to Commercial Natural Gas
CIGA1	Commercial Indirect fired Heating Appliance
CORT1	Commercial Indirect fired Heating Appliance
TPCP1	Commercial Testing & Purging on Pipework up to 7 bar
TPCP1A	Commercial Testing & Purging on Pipework up to 21mbar

6. Procurement and selection of contractors

The selection and appointment of gas contractors is undertaken in accordance with the Council's Standing Orders following a competitive tender process.

As part of the tendering process, Invitations to Tender include an Outcome Specification and tender submissions must include the following documents:

1. Supplier self-declaration setting out the necessary standards and accreditations of suitability and capability.
2. Cost and Service response questionnaire, including a minimum of 2 Client references,
3. Pricing response.

Contractors are also required to confirm if the company/organisation have been issued with Prohibition or Improvement Notices by the Health and Safety executive (HSE) within the past 3 years.

Only approved competent gas contractors and engineers will be allowed to work on or install any associated gas systems and appliances. Any contractor companies and engineers must be registered on the Gas Safe Register.

All contractors will be required to show evidence of their Gas Safe Registration and provide the correct competencies for each individual engineer that will be working on any of the Council's properties at the point of selection. This will also confirm which areas of gas work the individual engineers are qualified and certified to carry out, and all details of business registrations and competencies will be stored on the Council's Sharepoint electronic data records management system (EDRMS) and will be reviewed and updated annually upon anniversary expiry.

Regular contract performance meetings will be held with the contractors for delivery monitoring, quality assurance and KPI's.

7. Documents and records

The Council will ensure that all documentation and paperwork is compliant with the Gas Safe Installation and Use Regulations, Building Regulations and Manufacturer’s Instructions. All contractors carrying out gas works will be required to provide the Council with the relevant gas compliance certification and associated paperwork.

All gas certification landlord gas safety records (LGSR) will be held securely for a minimum of 2+ current years, in accordance with the requirements of Gas Safe, and for the life of the appliance for certified new installation work requiring Building Control certification. A copy of the LGSR will be given to the tenant after the completion of a gas safety inspection. Records are held electronically within the Council’s asset database system Keystone and in line with the Housing Maintenance Asset and Compliance retention policy.

Documentation produced

Document	Requirement	Frequency
Landlord Gas Safety Record (CP12)	Landlord gas safety inspection	Annual gas safety inspection / prior to new tenancy / at mutual exchange / new installation
Engineer Report Form	Carrying out gas work to a gas installation or appliance	After gas work has been performed
Benchmark Form	New or replacement gas fired boiler	Produced after every gas boiler installation
Non-domestic Inspection Form	Commercial gas servicing	Annual gas safety service to commercial housing building or new commercial gas installation
Gas Testing & Purging Non-domestic Form	Commercial gas tightness testing and purging pipework	Annual commercial gas servicing or installation and disruption to gas pipework
Warning Do not Use Notice	Warning notice for unsafe gas appliances or installation	Every time an unsafe situation is identified
Carbon Monoxide (CO) Investigation Form	Carbon monoxide investigation report	Every time a carbon monoxide alarm investigation is carried out

8. Gas appliance breakdown and repair

All Council housing repair requests are reported to the Council via The Housing Support Hub. Tenants can report repairs via:

- During office hours, by calling (023) 8028 5222. The Housing Support Hub is open on Monday to Thursday between 8.30am and 5.15pm, and on Friday between 8.30am and 4.45pm;
- Outside office hours by calling (023) 8028 5250 or 07771 259098.
- by email (housing.supporthub@nfdc.gov.uk);
- by Web Chat (www.nfdc.gov.uk) Housing Repairs and Maintenance.

8.1 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)
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 priority repairs would include: 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

8. Gas appliance breakdown and repair

(cont'd)

8.2 Repair Appointments

The Council's repairs system 'Uniclass' 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 into 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.

8.3 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 by the tenant 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 make safe repair is made, follow up works will be made to replace/repair during normal working hours and temporary electrical fan heaters offered.

8.4 Gas Emergency

- Gas leaks must be passed straight through to the National Gas Emergency Service Provider by the Council receiver of the information on:
0800 111 999
- Activation of Carbon Monoxide Alarms or where harm has been caused due to exposure, must again be passed straight through to the National Gas Emergency Service Provider by the Council receiver of the information.

9. Landlords domestic gas safety inspection

The Council's Housing Landlord Service, as 'Landlord', is required to carry out a gas safety inspection and service every 12 months on gas appliances and flues in all rented properties in accordance with the Gas Safe (Installation and Use) Regulations 1998, as Amended under Regulation 36. 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).

9.1 Cyclical Servicing Appointments

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 appointment cycle offers a 90-day window prior to the anniversary expiry date proving as much time as possible to offer and complete 4 appointments, as set out below:

- 1st Appointment 1st attempt
- 2nd Appointment 2nd attempt
- Housing Estates Management Referral Assisted 3rd attempt
- Legal Intervention Injunction letter before Action 4th and final attempt

Cyclical servicing appointments are auto generated and appointed via a weekly batch run based on the gas appliance servicing due date. The Council's scheduling appointment system is dynamic and appoints job orders in order of due date, priority and location for maximum delivery efficiency and reduced travel time from job to job. Gas engineers pick up, attend, and deliver appointed cyclical servicing jobs through their Personal Data Assistant (PDA) device.

Cyclical appointments offered:

AM	08:00 – 12:30
PM	12:00 – 16:30

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 gain access to complete the annual gas safety check. And where no access is gained into a tenanted property, all necessary steps under this policy will be adhered to.

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 tenant.

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.

9. Landlords domestic gas safety inspection (Cont'd)

9.2 1st Appointment

The Council's asset repairs system will auto generate a cyclical batch of jobs 105 days before the annual inspection expiry due date and appointed within 90 days scheduling window. Appointment letter (Appendix 5 - Gas Appointment Letter 1) are produced via the Gas Operational Planner. Where requested, the Council will make every effort to rearrange appointments for another suitable time, including weekend appointments as a last resort.

On the appointment date, the Council's gas engineer will undertake the necessary safety checks to complete a full Landlord Gas Safety Inspection under the Gas servicing Procedure. If access is not gained through the 1st visit, the 'no access' procedure will be followed. The visiting gas engineer will leave a card of the visit instructing the tenant to contact the Council to arrange another appointment convenient to the tenant.

9.3 2nd Appointment

Upon a failed 1st appointment visit, a 2nd appointment will be arranged through the Gas Operational Planner and booked directly over the phone with the tenant at the earliest date. This is to help confirm and secure an appointment with the tenant to prevent any failed attempt to gain access into the property. A letter is sent to the tenant confirming the appointment date (Appendix 6 - Gas Appointment Letter 2).

Where no contact is able to be made with the tenant, the Gas Operational Planner will book an appointment at the earliest date and send a further appointment letter to the tenant.

On the day of the 2nd appointment access is not gained, the tenant's details will be referred-back to the Gas Operational Planner to make direct contact via phone and or email. If, on making contact with the tenant, they refuse a proposed further appointment date, then a referral to Housing Estates Management Team will be made immediately.

If the tenant is not at the property on the day of the 2nd appointment, then a card of the visit will be left by the gas engineer instructing the tenant to contact the Council and a gas referral produced by the Gas Operational Planner and submitted to the Housing Estates Management Team for further action.

9.4 Housing Estates Management Team Referral

The Gas Operational Planner will compile the relevant information and refer to the Housing Estates Management Team using (Appendix 8 – Legal Services Referral Form). This will include a schedule of unsuccessful appointment dates attended and all communication made to the tenant, Information will include:

- Gas appliances at the property.
- Anniversary deadline date for the gas inspection.
- Unsuccessful appointment dates the Council have arranged.
- Communication made to the tenant – email and phone.

All attempts for access are recorded as evidence of the Council undertaking all reasonable steps to arrange access for an inspection.

The Neighbourhood and Tenancy Management Officer will make every effort to contact the tenant of the property to arrange a gas appointment, including cold calling and joint visits with any secondary or known support agencies and issue (Appendix 7 - Housing Estates Management Letter). Such attempts to make contact will be recorded in the Tenant's person journal on the Locata Housing Management System (LHMS). Any agreed appointment date made will be notified to the Operational Gas Planner for scheduling. Further evaluation of the tenant may be required where there are welfare concerns. These efforts must continue following a referral to legal services.

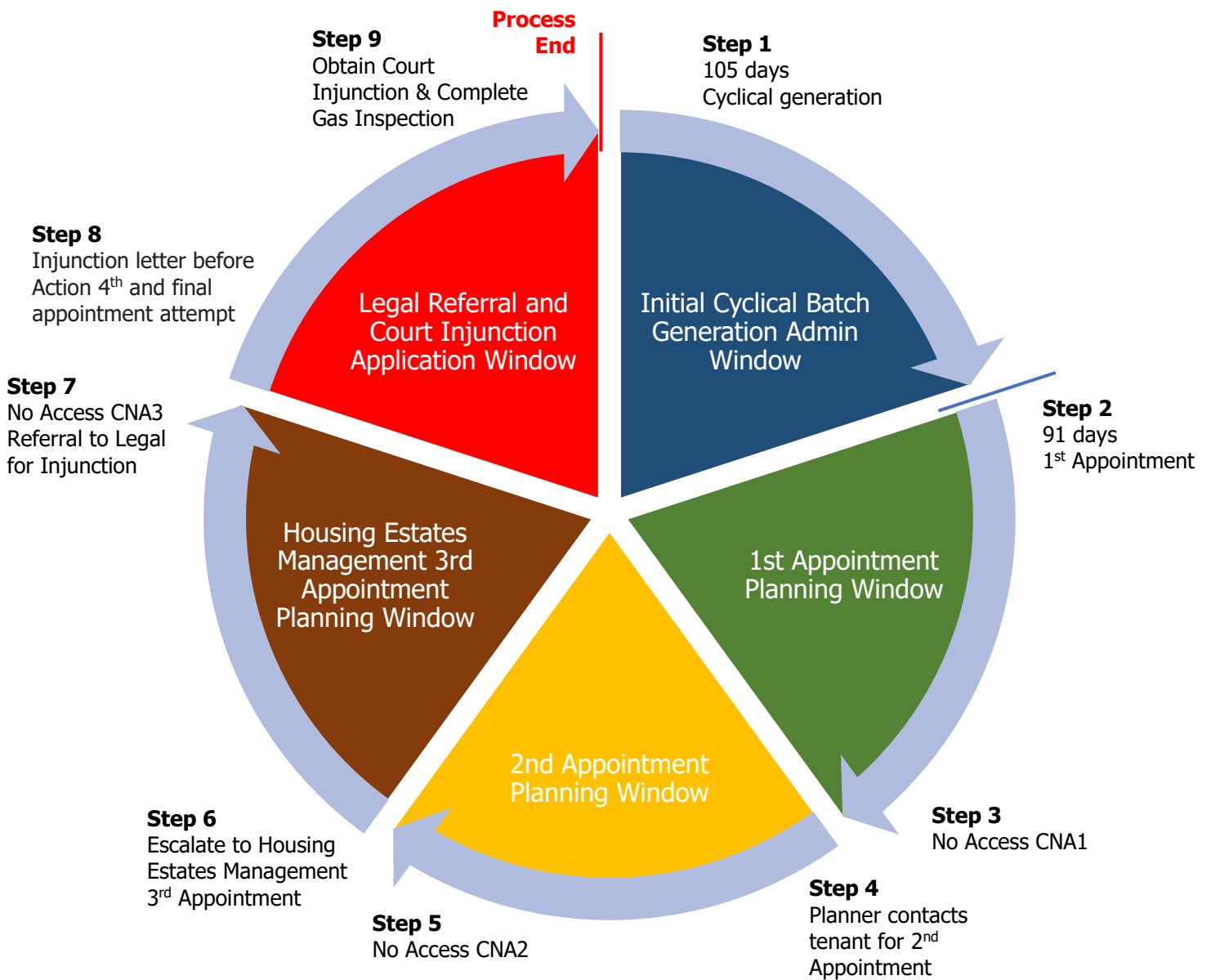
9. Landlords domestic gas safety inspection (Cont'd)

9.5 Legal Proceedings

Legal proceedings will commence after all attempts to gain access to a property have failed. The Council will apply to the Court for an injunction on the tenant. Furthermore, it is not uncommon for the Court to order a lifetime injunction for tenants that have historically failed or proved problematic in allowing the Council access to perform the statutory functions required as Landlord. A Legal Services Referral form will be submitted to the legal team (Appendix 8 - Legal Service Referral Form).

9.6 Process Map

The process map below shows the steps taken to ensure the Council obtains access to carry out statutory annual gas safety inspections:



9. Landlords domestic gas safety inspection (Cont'd)

9.7 Gas Capping

It will be the Council's policy to cap the gas supply serving gas appliances and/or the gas supply serving the property via the meter in the following circumstances:

- When a single gas appliance in the property is deemed to be unsafe or is no longer in use;
- When the gas installation is deemed to be unsafe;
- When at final notice stage and injunction before action letter has been issued, being the 4th and final attempt to gain access;
- Where there is no gas or electricity supply to enable a gas safety check to be carried out, prior to the anniversary expiry.

Gas appliance is deemed unsafe or is no longer in use

In the event that a single gas appliance is deemed to be unsafe or no longer in use **and** the gas supply serves more than one appliance, the gas supply to that gas appliance will be capped off and made safe until further work has been completed to rectify the safety issue. A gas safety warning notice will be issued, and a label affixed to the appliance.

However, if the gas appliance is found to be immediately dangerous, and the tenant refuses to allow isolation of the appliance, then an emergency referral will be made to the National Emergency Gas Service to action.

Where the appliance deemed to be unsafe is the **sole** gas appliance within the property, the gas will be capped at the meter and a gas safety warning notice issued and label affixed to the gas meter.

Gas installation is deemed unsafe

In the event that the gas installation is found to be unsafe, the gas supply will be capped off at the meter and made safe until further work has been completed to rectify the safety issue. A gas safety warning notice will be issued, and a label affixed to the meter. However, if the gas installation is found to be immediately dangerous, and the tenant refuses to allow capping of the installation, then an emergency referral will be made to the National Emergency Gas Service to action.

In both scenarios, the Gas Manager will be informed of the action taken in order to instigate the necessary responsive repair as set out at Section 8. If it is deemed likely the gas appliance will require replacement causing repair delay, a request to carry out a gas capping risk and welfare assessment will be instigated and sent to the Housing Estates Management Team, who will immediately undertake a full risk and welfare assessment of the home. (Appendix 9 – Gas Capping Risk and Welfare Assessment Form).

Final notice stage and injunction before action letter has been issued

When at final notice stage and injunction before action letter has been issued, being the 4th and final attempt and access is still not gained, the gas engineer will cap the gas supply serving the property, where the meter can be accessed without entering the property, and a gas warning notice issued and posted through the letter box and a label affixed to the meter.

Where access is gained, but there is no gas or electricity supply to enable the gas safety check to be carried out prior to the anniversary expiry, the gas engineer will cap the gas supply serving the property, and a gas safety warning notice will be issued, and a label affixed to the meter.

9. Landlords domestic gas safety inspection (Cont'd)

Where it is discovered through any contact with a tenant during the annual cyclical gas safety inspection appointment process, that the tenant has no gas or electricity supply to enable the gas safety check to be carried out, the Gas Manager **must** be informed. The Gas Manager will instigate a gas capping risk and welfare assessment and refer to the Housing Estates Management Team, who will commence a risk and welfare assessment of the household.

The Council recognises its responsibilities in ensuring client needs and welfare are considered in all its decision making and will make every effort to assist tenant's and offer support so as far reasonably practicable, to ensure tenants have suitable arrangements in place for heating and hot water provision.

This action is only undertaken as a last resort to protect the safety of the residents following all previous attempts to undertake the annual statutory gas safety inspection.

In such cases, the Gas Manager will be informed of the action taken and a gas capping risk and welfare assessment form instigated and sent to the Housing Estates Management Team or where a previous one has already been instigated, the updated position who will immediately undertake a full risk and welfare assessment of the home.

Direct request received from tenant to cap their gas supply

In exceptional circumstances, this procedure can be extended to consider direct requests received from tenants to cap their gas supply with the joint agreement of the Housing Maintenance and Compliance and Housing Estates Service Managers.

Following any such request, a gas capping risk and welfare assessment will be instigated and sent to the Housing Estates Management Team, who will undertake a full risk and welfare assessment of the home within 10 working days. The Tenant will be informed that the meter standing charge, payable to the Utility provider, will still apply if the gas meter is still left in situ and not resolved with their energy provider or even removed.

Gas supply capping decision review

The Council only considers the capping of a gas supply at the meter as an interim measure either to protect the safety of the residents until a satisfactory gas safety inspection can be carried out or at the request of the tenant, and each capping decision will be subject to ongoing periodic review.

All gas capping risk and welfare assessments, periodic reviews and letters **MUST** be documented for the capping of any gas supply. Ongoing welfare needs must be identified, and follow-on actions are expected to offer the tenant support to return to a situation where they are able to live in a home free of hazards and the gas supply uncapped, particularly if there is no other form of heating in the home. The monitoring of welfare will be tasked to the Housing Estate Management Team.

It is the responsibility of the Tenant to immediately contact the Council if they wish for their gas supply to be re-established once they have provided a gas supply through the gas meter.

Any property where the gas supply serving the property is capped at the meter, will still require undergoing an annual gas safety inspection, prior to the anniversary expiry date to prove that the gas supply is still capped and installation safe. To inform the ongoing welfare monitoring the Housing Estates Management Team must be notified upon each annual gas safety inspection of any property where the gas supply remains capped off at the meter.

9. Landlords domestic gas safety inspection (Cont'd)

9.8 Tenant's Own Gas Appliances

Tenant's own gas cookers will not be serviced and maintained under this policy. It is the tenant's responsibility to maintain the upkeep and safety of a tenant owned and installed gas cooking appliance within their property. The Council will only carry out a visual inspection for safety only and note this on the Landlord Gas Safety Record. Any safety concerns will be actioned according to the unsafe gas procedure, with permission from the tenant to disconnect or turn off their gas appliance and issue a warning notice and a label affixed to the appliance, with the tenant's signature.

Where tenants have had a gas fire installed and connected to the chimney owned by the Council, the Council **will** carry out a full gas safety check of the gas appliance, including testing the chimney flue throughout its entirety. If the tenants own fire is found to be unsafe, the gas engineer will make the judgement on the severity of the situation, applying the correct classification under this procedure.

However, if any tenant's own gas appliance is found to be immediately dangerous, and the tenant refuses to allow isolation of the appliance, then an emergency referral will be made to the National Emergency Gas Service to action.

10. Landlords commercial gas safety inspection

All Council housing stock, where dwellings are served by communal heating and hot water, and where metering or gas burning appliances are classified as 'Commercial Gas Installations', will be serviced every 12 months.

The Council will ensure that a Commercial Gas Tightness Test is carried out alongside the commercial gas servicing programme to ensure compliance.

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

A DSEAR risk assessment will be produced on any existing commercial gas pipework installation in multi-occupancy housing stock or when any new installation work is carried out.

All future plant room alterations shall have an updated gas map and DSEAR risk assessment following new installation work being carried out.

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

11. DSEAR risk assessment

The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR) requires employers to assess the risk of fires and explosions that may be caused by dangerous substances in the workplace. From June 2015 DSEAR also covers the risk caused by gases under pressure and substances that are corrosive to metals.

DSEAR (Regulation 5) requires employers / user to carry out a thorough risk assessment where a dangerous substance is or is liable to be present at the workplace, the employer shall make a suitable and sufficient assessment of the risks to his employees which arise from that substance.

The risk assessment shall include consideration of:

1. The hazard properties of the substance (Natural Gas or LPG);
2. The circumstances of the work (communal areas and plant rooms);
3. Activities such as installation and maintenance gas works, where there is a potential high risk;
4. And the likelihood of explosive atmospheres and the scale of the anticipated effects.

The intention of the Regulations is to reduce the risk of a fatality or serious injury resulting from a "dangerous substance" igniting and potentially exploding. Examples of a "dangerous substance", as defined by DSEAR, include Natural gas, LPG, sawdust, powders, ethanol vapours, and hydrogen gas.

DSEAR risk assessments shall be carried out by competent persons with the necessary knowledge, skills and experience to identify the potential for fire and explosive atmospheres.

Each risk assessment will be produced after new gas pipework, and where alterations have been made to existing gas installation and will be checked annually that no further alterations have been made to the gas installation that would invalidated the latest risk assessment.

Once each potential sources of release have been identified, this will be classified into Hazardous Area Classification together with the following information:

- Location – Internal, external, ventilation available, and possible accumulation of the dangerous substances.
- Likelihood of Release – as highlighted in below table figure rates:

Rate	Frequency/Duration	During Normal Operation
0	Probability Low	No classification
1	Secondary	Release NOT expected
2	Primary	Release expected
3	Continuous	Permanent release

11. DSEAR risk assessment (Cont'd)

Based on the risk assessment outcome, the results will indicate a zone map in accordance with DSEAR regulation 7 – Places where explosive atmosphere may occur.

Zone 0	Where an explosive atmosphere is present continuously / for long periods / frequently (normally 'continuous' grade of release)
Zone 1	Where an explosive atmosphere is likely to occur in normal operation occasionally (normally 'primary' grade of release)
Zone 2	Where an explosive atmosphere is NOT likely to occur in normal operation, but if it does, will persist for a short period only (normally 'secondary' grade of release)

Identification of each zone will be highlighted on the risk assessment for control measures to be implemented. The key area of these risk assessments is to classify areas as unclassified or zone 2NE where a release is Negligible Extent (NE).

There are a number of key elements that will be factors that create

Zone 2 NE or no classification:

- Pipework installation in accordance with Current IGEM/UP/16 standards.
- Additional localised natural ventilation.
- Periodic tightness testing and inspections.

12. Domestic boiler capital replacement

As part of the Decent Home Standard, New Forest District Council aims 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, and are subject to the annual capital replacement budget approval process.

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

The Council will notify tenants of properties due for replacement. Once a survey has been completed and the work is due be scheduled, an appointment 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.

13. Voids and mutual exchange

Voids

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

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

Mutual Exchange

The statutory Landlord Gas Safety Inspection will be carried out, on the day the mutual exchange takes place.

All Smoke and Carbon Monoxide alarms will be checked and tested, or replaced where faulty, missing or passed its expiry date.

Outgoing tenants' own appliances will not be included in the safety check inspection, as the responsibility of the appliance rests with the tenant. The cooker point gas bayonet will be removed, and pipework capped or plugged.

It is the responsibility of the incoming tenant to commission their own gas safe registered engineer to connect and commission a gas cooking appliance when installed in its new location.

14. Quality assurance

The Council is committed to ensuring that all gas work carried out on its housing stock by employed gas engineers is undertaken to the highest standard, and that those staff are competent, and such work is carried out in accordance with this policy.

The Council will appoint a third-party Corgi Accredited Assessor to carry out Quality Control inspection audits on 5% of the work carried out by the Council's employed gas engineers each year.

The third-party inspections will mainly cover the annual gas safety inspection regime but will also include an element of reactive repair work and replacement installations.

Inspections will be carried out on a rolling monthly basis and require the Assessor to produce reports at monthly intervals setting out the scope and results of those inspections carried out and set out any recommendations or improvement measures necessary. Any immediate concerns will be escalated to the Gas Manager by the Assessor.

The rolling programme will allow the Council to monitor quality assurance performance to ensure that any issues identified are dealt with promptly and appropriately.

15. Gas equipment

Portable Gas Flue Analyser

All employed Gas Engineers who undertake gas work for the Council 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.

Gas Flue Analysers will be calibrated annually by an approved third party supplier and all calibration certificates, repair sheets or recalibration sheets are held by the supplier, and are accessible by the Council via a web-based client portal. A copy of the certificate is also provided with the Analyser following calibration.

Personal Carbon Monoxide Monitor

In the event of a Carbon Monoxide investigation, Gas Engineers will be provided with a gas flue analyser that meets BS7967, which incorporates a Carbon Dioxide (CO₂) cell within the device. This is to ensure that all measurements recorded in the air are accurate in locating and identifying the build-up of CO within a property.

All Council Gas Engineers will be supplied with Personal Carbon Monoxide Monitors in the event they are required to enter a property where there could be presence of CO. The devices added protection activates when it exceeds the action level of 30PPM (parts per million) CO in ambient air which becomes harmful to any persons. The devices will be maintained by the Council and replaced every 2 years or as per the manufacturers recommended life expectancy.

Personal Carbon Monoxide Monitors will be calibrated annually by an approved third-party supplier and all calibration certificates, repair sheets or recalibration sheets are held by the supplier, and are accessible by the Council via a web-based client portal. A copy of the certificate is also provided with the Monitor following calibration.

16. Smoke, heat and carbon monoxide detection

During the annual gas safety inspection or installation of gas appliances all Gas Engineers will inspect and test 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 and record their locations and expiry dates on the LGSR Certificate.

LGSR Certificates will be scanned and uploaded to the Council's Keystone asset management system and cyclical asset attribute data records verified and amended where necessary in the Council's Uniclass Repairs and Maintenance system.

The scanning, uploading, and data verification process is undertaken by the Gas and Compliance Administrators, and any data verification concerns **must** be escalated to the Gas Manager or Gas Supervisor.

Carbon Monoxide Alarms

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. E.g., in the living room where a gas fire may be installed and the kitchen where a boiler may be installed. These will be installed even where the Council has not installed the appliance e.g., fire.

Smoke and Heat Detectors

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

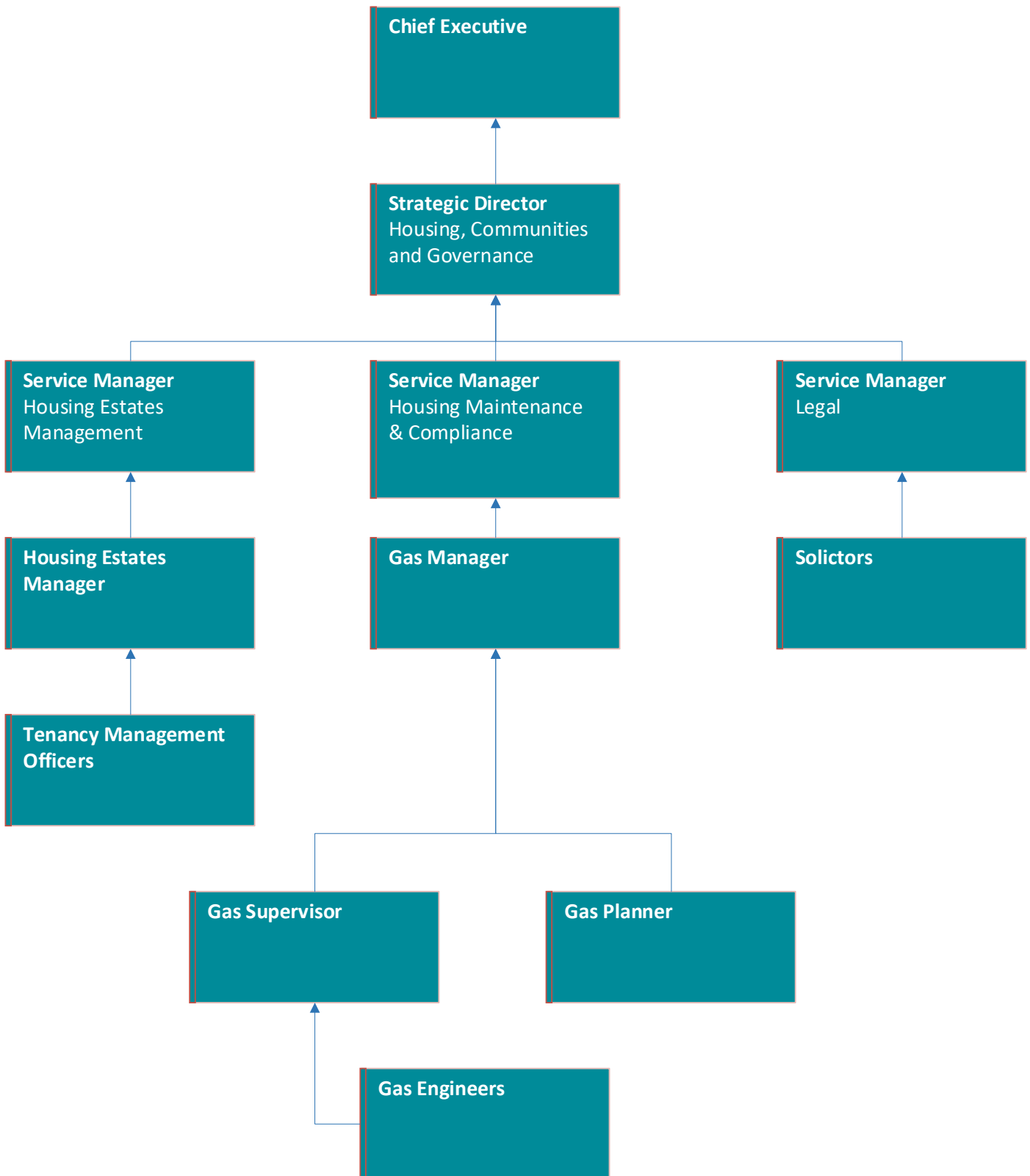
Smoke detectors will be replaced as part of a 10-year rolling replacement schedule or when a deficiency is identified.

Fire Risk and Safeguarding

As part of the annual gas safety inspection regime, where additional risks are identified by staff (i.e., hoarding, adaptations made to property presenting a fire risk, specific disability or other fire risk), a safeguarding report **must** be made to the Housing Estates Management Team and Housing Fire Safety Manager.

17. Appendix 1

Gas Management Structure



17. Appendix 2

Gas Emergency Procedure

In the event of a person reporting any of the following gas emergency:

- A gas escape;
- Smell of gas;
- Suspected emissions of products of combustion;
- Carbon Monoxide (CO) detector activation;

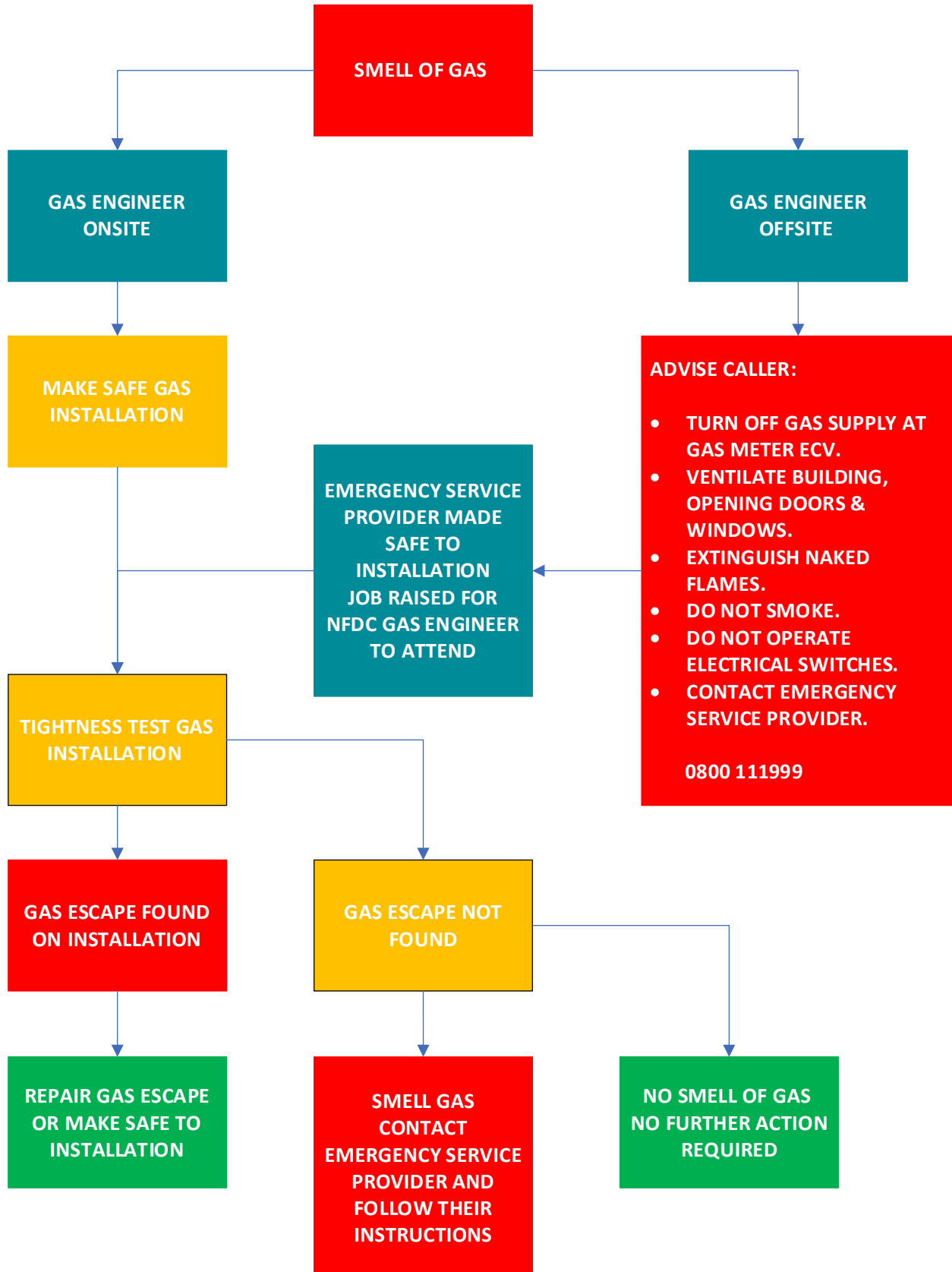
When a call is raised through to the council's customer services, the following process map for gas emergency procedure will apply to ensure that the council's duty of care is fulfilled.

1	<p>Call Handler to obtain and record the Caller's details:</p> <ul style="list-style-type: none"> ▪ Name; ▪ Address; ▪ Postcode; ▪ Mobile Telephone Number.
2	<p>Call Handler must instruct the Caller to:</p> <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, obtaining a job reference number for the emergency. ▪ Make sure access can be gained into the property. <p>National Gas Service Call Centre 0800 111 999</p>
3	<p>In addition, if the Caller believes that they have been or are being affected by fumes, smells, spillage, or leakage of products of combustion, the Call Handler must inform the Caller to:</p> <ul style="list-style-type: none"> ▪ Get out into fresh air immediately, and; ▪ Seek immediate medical attention. <p>This includes symptoms of nausea, dizziness, chest pains, headaches, and/or palpitations, collapse and loss of consciousness.</p>
4	<p>All reports of gas emergencies must 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 by the Council's Health and Safety Department, who will also undertake incident investigations.</p>
5	<p>NFDC Gas engineer will attend to property following the visit made by the Emergency Service Provider. All works will be documented on a Landlord Gas Safety Record or Engineer Report form to confirm rectification of repairs.</p>

17. Appendix 3

Gas Escape Procedure

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



17. Appendix 4

Gas Unsafe Situation Procedure

This procedure has been produced for the Council when dealing with unsafe situations in domestic and non-domestic properties own by the landlord. The purpose of this procedure is for gas engineers when encountering an unsafe situation is to safeguard life and property and take prompt corrective actions to eliminate such dangers.

Under the Gas Safe (Installation and Use) Regulations 34 clearly defines this as:

- (1) The responsible person for any premises shall not use a gas appliance or permit a gas appliance to be used if at any time he knows or has reason to suspect that it cannot be used without constituting a danger to any person.
- (2) For the purposes of paragraph (1) above, the responsible person means the occupier of the premises, the owner of the premises and any person with authority for the time being to take appropriate action in relation to any gas fitting therein.

All gas engineers that undertake gas works are competent in such area and understand where to apply the unsafe situation procedure based on their professional judgement and interpretation of the rule. This includes both in-house and external contractors. This will help support the gas engineer to meet their legal duties and correctly classify unsafe gas installations and appliances.

When an engineer identifies an unsafe situation, the principal objective shall be to make safe and advise the responsible person not to use the appliance/installation. The classification of each unsafe situation and actions:

1. Immediately Dangerous (ID)	Is a dangerous appliance/installation, which if left connected to a gas supply is an immediate danger to life or property. Examples of this are fossil fuel burning appliances burning incorrectly, and gas escapes
Action	<ol style="list-style-type: none"> 1. Explain to the user / tenant the reason for the unsafe situation and why it is 'immediately dangerous'. 2. The appliance/installation to be disconnected and sealed from the gas supply with an appropriate fitting. 3. Attach a "DANGER DO NOT USE" label to the appliance/installation in a prominent position. 4. Complete a "warning notice" which shall emphasise the words "DANGER DO NOT USE" obtain a signature from the tenant and leave a copy on site.
2. At Risk (AR) <i>(removing the risk)</i>	Is a potentially dangerous appliance/installation where one or more faults exist and which, as a result may in the future constitute a danger to life or property. An example of this is inadequate ventilation.
Action	<ol style="list-style-type: none"> 1. Explain to the user /tenant the reason for the unsafe situation and why it is 'at risk'. 2. The appliance/ installation is turned off at the gas supply. 3. Attach a "DANGER DO NOT USE" label to the appliance/installation in a prominent position. 4. Complete a "warning notice" which shall emphasise the words "DANGER DO NOT USE" obtain a signature from the tenant and leave a copy on site.

17. Appendix 4

Gas Unsafe Situation Procedure (Cont'd)

3. At Risk (AR) (Not able to remove risk)	In a limited number of cases, turning off the installation will not remove the risk. Examples of this are, in a non-emergency situation, where there is restricted access, or there is not a handle fitted to the Emergency Control Valve (ECV) at the gas meter.
Action	<ol style="list-style-type: none">1. Explain to the user /tenant the reason for the unsafe situation and why it is 'at risk' and why turning off will NOT reduce the risk.2. Do not attach a "DANGER DO NOT USE" label.3. Complete a "warning notice" which shall emphasise who the gas user/responsible person should contact for further investigation.

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

There is a requirement under RIDDOR for certain types of injuries and dangerous fittings to be reported to the HSE. It is the responsibility of the employer to report any such incidents and will allow the HSE to investigate and monitor incidents and give appropriate publicity to them in the interests of public safety.

2 Areas that fall under gas are RIDDOR regulations 11 (1) & (2)

RIDDOR 11(1) – Gas Incident

RIDDOR regulation 11(1) applies when someone has died, been unconscious or taken to hospital in connection with gas, as a result of carbon monoxide (CO) poisoning, exposure to un-burnt gas, fire and/or explosion incidents. Incidents where people have taken themselves to hospital or have been taken to another medical facilities are not reportable.

The duty to report under regulation 11(1) rests solely with the conveyor of Natural Gas or filler, importer or supplier (within the council district this would be Southern Gas Network).

RIDDOR 11(2) – Dangerous Gas Fittings

RIDDOR regulation 11(2) requires registered gas businesses/engineers to report any gas fittings (including appliances and flues or ventilation used with appliances) which are dangerous to such an extent they have caused or are likely to cause:

- Death
- Loss of consciousness
- Taking to hospital of a person

Due to the design, construction, manner of installation, modification, or incorrect servicing of the gas fitting that could or has resulted in an accidental leakage of gas, incomplete combustion of gas or inadequate removal of products of combustion of gas. This is commonly referred to as poor workmanship or design.

Immediately Dangerous (ID) situations not reportable under RIDDOR 11(2)

Most RIDDOR situations are likely to be classified as ID. Some ID situations are not reportable under RIDDOR, even when due to poor workmanship or design. These situations can be reported to Gas Safe.

17. Appendix 4

Gas Unsafe Situation Procedure (Cont'd)

Timeframe for Report RIDDOR to HSE	
RIDDOR 11 (1)	Notify HSE without delay (i.e., within 2 hours of attending the incident) and send online within 14 days of incident
RIDDOR 11 (2)	Send online report to HSE within 14 days of discovery.

In the event of an incident under RIDDOR, the Gas Manager **must** be notified immediately, and the incident reported to the Corporate Health and Safety Team, and an incident form completed for recording of the incident.

The Council's Corporate Health and Safety Team record all near misses, accidents and RIDDOR reportable incidents and are delegated corporate responsibility for notifying the HSE on behalf of the Council.

17. Appendix 5

Gas Appointment Letter 1

Dear

IMPORTANT ANNUAL GAS SAFETY INSPECTION

According to our records your Annual Gas Safety Inspection is now due. We would therefore like to inspect your Gas Appliances & Smoke Detectors on the following date

Date: Appointment slot:

As part New Forest District Council's ongoing commitment to providing the best possible service, we are undertaking quality assurance checks throughout the district to ensure we continue to meet our high standard of work. As such you may be contacted in the month following your safety inspection by Corgi Technical Services who are carrying these out on our behalf, to arrange a visit.

CARBON MONOXIDE CAN KILL!

Working Safely during Coronavirus (COVID-19)

As your Landlord, the Council have a duty to carry out annual gas safety inspections, whilst observing social distancing guidance, please allow for this to happen, wherever possible.

Prior to our visit, please contact a member of the Housing Team if you or a member of your household has tested positive for or is displaying symptoms of COVID-19. If a member of your household has tested positive or is displaying symptoms of COVID-19 and we are unable to complete the safety inspection, your appointment will be rescheduled.

Council maintenance staff are provided with PPE (personal protective equipment) consisting of gloves, anti-bac gel (hand sanitizer), face coverings, and used in conjunction with regular hand washing and surface cleaning. We understand that you may be anxious and expect our staff to offer the necessary reassurance and reaffirm the importance of social distancing and increased hygiene control when working in properties.

All pets must be shut away in another room prior to our staff entering your property.

Please ensure the working area is clear of household items and is accessible to our staff, if you are unable to move furniture or heavy items, please make us aware prior to the visit.

If you are unable to make this appointment, please contact us on **(023) 8028 5040** as soon as possible to arrange an alternative date.

We continue to actively engage with tenants, but if access is refused on a number of occasions, we will obtain the help of our Legal Section and may seek access via the Courts.

Yours Sincerely

Gas Manager

Tel: (023) 8028 5040
Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy. For further information go to www.newforest.gov.uk/privacy

17. Appendix 6

Gas Appointment Letter 2

Dear

URGENT OUTSTANDING GAS SAFETY INSPECTION

On «CNA DATE» a Gas Engineer visited your property to complete an Annual Gas Safety Inspection to your gas boiler and appliances. You were not in for this appointment.

If you are not allowing access due to COVID-19 (Isolating due to symptoms experienced by anyone in the household, due to recent known contact with someone with symptoms or awaiting test results) please let us know as soon as possible.

To ensure this inspection is carried out without delay we have rearranged for our Engineer to visit your property on the following date (Unless we hear from you).

Date: Appointment Slot:

Council maintenance staff are provided with PPE (personal protective equipment) consisting of gloves, anti-bac gel (hand sanitizer), face coverings, and used in conjunction with regular hand washing and surface cleaning. We understand that you may be anxious and expect our staff to offer the necessary reassurance and reaffirm the importance of social distancing and increased hygiene control when working in properties.

All pets must be locked away in another room prior to our staff entering your property.

Please ensure the working area is clear of household items and is accessible to our staff, if you are unable to move furniture or heavy items, please make us aware prior to the visit.

It is imperative that this work is completed. Failure to do this will result in a breach of tenancy and we will have no alternative than to pass your case to our legal team for court proceedings.

To discuss this letter or reschedule this appointment, please telephone the Gas Team on **(023) 8028 5040** within 3 working days of receiving this letter.

Yours Sincerely

Gas Manager

Tel: (023) 8028 5040

Email: Housing.supporthub@nfdc.gov.uk

New Forest District Council is committed to protecting and respecting your privacy. For further information go to www.newforest.gov.uk/privacy.

17. Appendix 7

Housing Estates Management Letter 3

Dear

LEGAL ACTION TO GAIN ENTRY FOR GAS SAFETY INSPECTION

On «CNA DATE» you were sent a letter by the Council's Gas Team stating that it was your final opportunity to allow them access in order to complete the outstanding Gas Safety Inspection. Again, we were not successful in completing the inspection.

The matter has been referred to me to commence legal action to allow our Gas Team access, which means to apply for an injunction that will require you to allow us entry into your home.

The Council is required by law to carry out this inspection. The inspection is for your own wellbeing as gas leaks can cause explosions, and carbon monoxide poisoning from faulty appliances that can kill.

Failure to allow us access to complete these works may result in us forcing entry to your property, replacing the lock and leaving you to collect keys from your local offices. You will be charged for this work.

FINAL OPPORTUNITY: I have arranged for an engineer to visit you on *[Insert Date]*. You must make sure that there is clear access to the meter, the boiler and all gas appliances. If you have a pre-paid meter, you must also ensure that you have sufficient credit on your meter. **You must have a minimum of £5 credit.**

If you do not let us carry out the gas safety inspection and service, I will pass the matter to the Council's Legal Team, who will take immediate steps to apply for an injunction. You will receive a County Court claim and injunction application through the post. The Council will hold you responsible for all court costs, including the Court issue fee of £308.

This action has been taken against other tenants who have not allowed us access to their home to carry out an inspection. In the past the Court has ordered tenants to pay the Council costs of £500, which the Council incurred in applying for an injunction. **You can avoid court action, and the costs associated with it, if you allow us entry to your property now.**

I urge you to ensure that we can access the property on *[Insert Date]* to carry out the gas safety inspection and service.

If you wish to discuss this matter, please telephone me immediately on (023) 8028 5222.

Yours Sincerely

Tenancy Management Officer

Tel: (023) 8028 5222

Email: [\[TMO name\]@nfdc.gov.uk](mailto:[TMO name]@nfdc.gov.uk)

New Forest District Council is committed to protecting and respecting your privacy. For further information go to www.newforest.gov.uk/privacy

17. Appendix 8

Legal Services Referral Form

GAS SAFETY ACCESS INJUNCTION

Tenant name(s):

Property address:

Tenure:

Tenancy Commencement:

Who is living at the address?

Name:	DOB:	Relationship to tenant:

Tenants Income details:

--

What gas appliances are in the property?

--

When were the gas appliances last serviced?

--

Have standard letters been sent?

Letter	Date letter sent	Date of visit
Standard Gas Team letter No. 1		
Standard Gas Team letter No. 2		
Housing Estates Management Team letter No 3		

Contact by Gas Service Team:

Aside from standard letters, please detail any contact/attempted contact by the Gas Team (including dates):

(Please use this box to set out whether there has been any contact with the tenant. For example, has access been explicitly refused? Or has the tenant made no contact at all? Please include with your instructions copies of any record/notes made of contact/attempted contact.)

--

17. Appendix 8

Legal Services Referral Form (Cont'd)

Contact by NATMO:

Aside from the standard letter, please detail all contact/attempted contact by the NATMO team in connection with access for a gas safety inspection (including dates):

(Please use this box to set out whether there has been any contact with the tenant. NB – In addition to the standard letter and visit referred to therein, NATMO should have tried to make contact by telephone. Please include with your instructions copies of any record/notes made of contact/attempted contact)

Has the Council encountered problems accessing the property to carry out a gas safety inspection in previous years? **YES/NO**

If yes, please give details:

Previous legal service referral:

Is the tenant vulnerable/do they have capacity issues? **YES/NO**

If yes, please give details:

Any other information which may be relevant:

17. Appendix 8

Legal Services Referral Form (Cont'd)

CHECKLIST

Have you enclosed with these instructions:

A copy of the tenancy agreement	YES
Copies of all letters sent by the Gas Team?	YES
Copies of all letters sent by the NATMO Team?	YES
Copies of any notes/records of attempts made to contact tenant/telephone conversations with tenant?	YES
A draft witness statement from the Gas Safety Supervisor?	NO*
A draft witness statement from the NATMO?	NO*

Prior to instructing Legal Services, have you considered whether the tenant may be vulnerable/may lack capacity?
YES/NO

Have you raised a cheque in the sum of £280 in respect of the Court issue fee, payable to HMCTS? **NO***

***To be provided if 'letter before action' sent by legal proves unsuccessful**

17. Appendix 9

Gas capping risk and welfare assessment form

GAS SUPPLY CAPPING AND WELFARE ASSESSMENT FORM

SECTION ONE Property Information

Name of Tenant/s	
Address	
Tenure	
Tenancy commencement	Click or tap to enter a date.

SECTION TWO Who is living at the address

Name:	DOB:	Relationship to tenant:
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	
	Click or tap to enter a date.	

SECTION THREE Background

Date Gas Safety Inspection Due	Click or tap to enter a date.	
1 st Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>
2 nd Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>
3 rd Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>
Injunction letter before Action 4 th and final Appointment attempt	Click or tap to enter a date.	Access gained: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, no credit <input type="checkbox"/>

17. Appendix 9

Gas capping risk and welfare assessment form (Cont'd)

SECTION FOUR Capping details

Date gas capped	Click or tap to enter a date.
Name of engineer who capped	
Reason for capping	Choose an item.
Provide further detail for capping	
List all gas appliances within property	
Or	
Date of receipt of tenant's request to cap supply	Click or tap to enter a date.

SECTION FIVE Gas utility

Who is the current gas utility provider?	
Is the gas meter prepaid or not?	
Does the tenant have debt?	Yes <input type="checkbox"/> No <input type="checkbox"/>
And if so – how much?	£
Has the tenant made contact with their utility provider and agreed a debt recovery plan?	
Is the tenant aware that they will still receive metering standing charge fees, even if the gas supply is capped?	Yes <input type="checkbox"/> No <input type="checkbox"/>

17. Appendix 9

Gas capping risk and welfare assessment form (cont'd)

SECTION SIX Welfare Assessment Part 1 (Property Risk factors)

Risk factors	Risk response	Risk Rating
What alternative heating provision does tenant have available?		Choose an item.
Does this form of heating present an increased risk due to its use or condition of the property? I.e., hoarding, fire etc.		Choose an item.
What alternative hot water provision does the tenant have available?		Choose an item.
Does this form of hot water provision present an increased risk due to its type or use?		Choose an item.
What alternative cooking provision does the tenant use, or have available?		Choose an item.
What is the general condition of the property?		Choose an item.
Are there any signs of the following: (tick all that apply)	Damp <input type="checkbox"/> Hoarding <input type="checkbox"/> Mould <input type="checkbox"/> Excess storage of flammable items <input type="checkbox"/> Condensation <input type="checkbox"/> Obstructions in an emergency <input type="checkbox"/>	Choose an item.

17. Appendix 9

Gas capping risk and welfare assessment form (cont'd)

SECTION SEVEN Welfare Assessment Part 2 (Financial Risk Factors)

Risk factors	Risk response
What is the tenant's reason for not wanting gas? Changes in circumstances that has led to decision? If applicable I.e. Environmental choice Rising cost Inability to pay Alternative means in place Other	
Tenant's current rent account position?	
Is the client in receipt of all their entitled benefits?	
Is there any hardship support that may be available? Armed Forces, Local grants etc.	

17. Appendix 9

Gas capping risk and welfare assessment form (cont'd)

SECTION EIGHT Welfare Assessment Part 3 (Disabilities, Vulnerability and Health Risk Factors)

Risk factors	Risk response	
Disability, vulnerability or health risks: (tick all that apply)	Disability <input type="checkbox"/>	NHS community nursing at home <input type="checkbox"/>
	Elderly <input type="checkbox"/>	medical condition
	Children under 5 <input type="checkbox"/>	Social Services home care package <input type="checkbox"/>
	Mental health diagnosis <input type="checkbox"/>	Ill health diagnosis <input type="checkbox"/>
		Medical condition <input type="checkbox"/>
Choose an item.		
<i>Detail information – particularly any ongoing concerns of the tenant living in cold conditions</i>		
<i>Any safeguarding concerns?</i>		
<i>Does the tenant require additional support to be actioned by the Housing Service?</i>		

SECTION NINE Assessment Signatories

Title	Name	Date
Visiting Officer		Click or tap to enter a date.
Housing Estates Manager		Click or tap to enter a date.
Gas Manager		Click or tap to enter a date.
Service Manager		Click or tap to enter a date.

New Forest District Council
Appletree Court, Beaulieu Road, Lyndhurst. Hampshire.
SO43 7PA

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