

**St Leger Homes of Doncaster  
Exception Report for Gas Servicing – No Access  
(December 2006 Reporting Period)**

**Description of Indicator**

Performance of No Access

**Introduction**

The Report is to evaluate St Leger Homes' performance on No Access after Gas service and put in place measures to reduce the existing numbers and to have procedures that will prevent any further rises

**Current Position**

Description	Frequency	Sept- 06	Oct-06	Nov-06	Dec-06
Service outstanding + 12 months	Monthly	66	76	83	130

There has been a larger than forecast increase in the number of properties where St leger homes cannot gain access to carry out an annual service, this has been attributed to the way we have programmed the servicing contract this year carrying out the same number of services over a shorter period of time and also to the lengthy time in judicial proceedings for enforcement actions.

**Corrective Action (No Access)**

To correct this position SLHD have revised its procedures for instigating legal actions for no access. In instances where dwellings have exceeded the 12-month threshold for valid Gas safety certificate they will:

- **Concentrate resources into reducing the existing backlog**
- **Use the Environment Protection Act in more cases**
- **Hold weekly case note meetings with Housing area teams and Social Services**
- **Use flexible working hours to gain access**

**Summary of Action Points**

Issue	Lead	Timescale
Reduce existing outstanding no access list by utilising EPA procedure and organising resources to gain access	SS	28 days
All new properties to be reviewed at case note meetings with other stakeholders and explore other agencies to increase access at first stage of procedures	SS	Weekly from 22/01/2007
<p>Use new procedures to gain access within the timescales set</p> <p>Use media within SLHD to make tenants aware of Gas Servicing and issues concerned if the property does not have an annual service.</p> <p>Offer out of hours appointments</p>	SS	ongoing

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