



# **POLICY DOCUMENT**

## **Solid Fuel**

<b>Policy Title:</b>	Solid Fuel
<b>Lead Officer:</b>	Gas and Mechanical Compliance Officer
<b>Date Approved:</b>	August 2023
<b>Approved By:</b>	EMT
<b>Implementation Date:</b>	September 2023
<b>Date For Next Review:</b>	October 2026
<b>Additional Guidance:</b>	Repairs and Maintenance Policy / H&S Policy
<b>Teams Affected:</b>	All Staff and Board Members
<b>This Policy Replaces:</b>	Solid Fuel Policy v5 (2019)

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## DOCUMENT CONTROL

For guidance on completing this section please refer to the document version control guidance notes.

### Revision History

<b>Date of this revision:</b>	October 2023
<b>Date of next review:</b>	October 2026
<b>Responsible Officer:</b>	Gas & Mechanical Compliance Officer

<b>Version Number</b>	<b>Version Date</b>	<b>Author/Group Commenting</b>	<b>Summary of Changes</b>
1.1	12/01/2010	K Fisher	Amalgamation of No Access Policy into Service Policy
2.0	10/02/2010	EMT & Board	Policy Approved
3.0	26/03/2013	D Norman	Reviewed
3.0	13/08/2013	EMT	Policy Approved
3.1	June 2016	D Norman	Minor Amendments
4.0	September 2016	Board	Reported for information
4.1	July 2018	D Norman	Reviewed Policy
4.2	August 2018	L Aldridge	Minor reformatting
4.3	Sept 2019	D Norman	Change to the frequency of the SF safety checks
5.0	Dec 2019	EMT	Approved policy
5.1	July 2023	Gas & Mechanical Compliance Officer / Gas Team	There are no significant changes to the reviewed Solid Fuel Policy. The review clarifies roles and responsibilities and sets out how compliance reporting and assurances are managed. Procedural aspects of the policy have been removed.
6.0	August 2023	EMT	Approved policy

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## **1. Introduction**

- 1.1 St Leger Homes of Doncaster (SLHD) aims to provide an efficient customer orientated Solid Fuel service to residents.
- 1.2 SLHD also has a responsibility to protect the value of the housing stock and to ensure that the promises and obligations made to our customers in respect of their homes, health and safety and general welfare is honored.

## **2. Purpose**

- 2.1 The purpose of this policy is to outline SLHD responsibility with regards to Solid Fuel Servicing. This includes the following:
- To comply with Section 3(1) of the health and safety at Work act 1974
  - Ensuring we meet our obligations under the Home Standard as defined by The Regulator of Social Housing
  - Competency of Engineers
  - Appointments
  - Maintenance regime
  - Provisions for fitting of smoke alarms
  - Provision for the fitting of carbon monoxide detection
  - Completion of landlord certification
  - Condemning of solid fuel appliances
  - Work in Void properties
  - No Access procedure

## **3. Scope**

- 3.1 The policy is relevant to all SLHD tenants with the exception of leaseholders.

## **4. Roles and Responsibilities**

### **4.1 SLHD Board**

- 4.1.1 The SLHD Board has overall responsibility for approving this policy, delegating responsibility for its implementation, monitoring its effectiveness at high level and receiving assurance of compliance.

### **4.2 Leadership Team (Executive Management Team and Heads of Service)**

- 4.2.1 The Leadership Team will take overall responsibility for the delivery of the policy commitments described within this policy document.

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- 4.3 Mechanical and Electrical Service Manager**
- 4.3.1 The Mechanical and Electrical Service Manager is operationally responsible for managing solid fuel activities. This includes interpreting relevant legislation and standards and the standards and procedures that ensure St Leger Homes of Doncaster complies with such regulations. They are responsible for maintaining the work undertaken to ensure it complies with legislation, including having any relevant items covered by an examination schedule with records kept and sent to the gas & mechanical compliance officer. They must also ensure that all persons working on Solid fuel Appliances & relevant equipment are competent to do so, under gas safe regulations.
- 4.3.2 To work closely in association with procurement on any contracts with a requirement for solid fuel works. Attend regular contract meetings with any contractor carrying out Solid fuel works. Ensure regular Health & Safety monitoring visits are carried out on contractors and SLHD gas staff, work closely with all partners in relation to the development, monitoring and revision of all SLHD policies and procedures in relation to gas. Report any Non-Compliant issues found to the compliance department
- 4.4 Gas Team Leaders**
- 4.4.1 The Gas Team Leaders (or a nominated representative) are responsible for managing Solid Fuel activities. They will attend any applicable meetings as a means of engaging in discussion of Gas safety and industry best practices, changes of legislation and other relevant matters and report back and disseminate the information as required to St Leger Homes of Doncaster staff
- 4.5 Heating Equipment Testing and Approval Screen (HETAS) Engineers**
- 4.5.1 The engineers who are HETAS qualified are the only persons who are able to carry out any works on solid fuel appliances across SLHD housing stock, this includes servicing, installations and removals.
- 4.6 Responsible Person**
- 4.6.1 St Leger Homes of Doncaster's Responsible Person (RP) (Head of Building Safety) has the Duty to ensure Compliance with the Policy, Management plan and Compliance with the Regulations.
- 4.7 Health, Safety and Compliance Team**
- 4.7.1 The Health, Safety and Compliance team shall provide support and advice to all levels in the organisation with respect to associated standards and safety.
- 4.8 Gas and Mechanical Compliance Officer**
- 4.8.1 The Compliance Officer – Gas & Mechanical is responsible for providing guidance and advice to the internal service provider or any contractors, to

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ensure the requirements of this policy are implemented at all levels of the organization.

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- 4.8.2 Contribute towards the implementation and ongoing delivery of a comprehensive governance and performance monitoring framework for compliance safety.
- 4.8.3 Ensure servicing, testing and inspection process is fit for purpose and that records and certification is appropriately recorded, validated and current

4.9 **Asset Management and IT Teams**

- 4.9.1 Will ensure that component data is managed within SLHD's housing management system including updates to properties and individual components within them to ensure property information remains relevant

5. **Policy Principles**

5.1 **Health and Safety at Work act 1974**

- 5.1.1 Under the Health and Safety at Work Act 1974 (HSAWA74) the maintenance of solid fuel burning appliances forms part of the landlords undertaking, that the sweeping of flues cannot be delegated to tenants, and that this requirement of maintenance can be enforced under section 3(1) of the act. The solid fuel appliance will be serviced twice a year by the Contractor.

5.2 **Solid Fuel Servicing Programme**

- 5.2.1 The Solid Fuel servicing program will be issued by the compliance management system. This is driven by component information from SLHD's housing management system.

5.3 **Competency of HETAS Engineers**

- 5.3.1 HETAS are the official body recognised by government to approve solid fuel domestic heating appliances, fuels and services. HETAS collaborates with the National Association of Chimney Sweeps (NACS) in supervising a solid fuel orientated course for chimney sweeps which results in successful candidates being "HETAS Approved".

- 5.3.2 HETAS operates a registration scheme for heating engineers with special skills in the installation and maintenance of solid fuel heating systems.

- 5.3.3 All SLHD employees who repair, service and install solid fuel appliance are HETAS trained.

5.4 **Appointments**

- 5.4.1 All work to solid fuel appliances is appointed on cyclical, twice a year basis. The appointments are issued up to 2 weeks prior to the date of appointment. This appointment is flexible, and every effort will be made to adjust appointments to suit customer needs.
- 5.4.2 All appointments are made within the normal working week, 8:00am until 4:00pm Monday to Thursday and 8:00am until 3:30pm on Fridays.

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- 5.4.3 Failure to adhere to appointments after reasonable steps have been taken will be handed to the internal No access officer who will make every endeavor to follow our no access process. appointments,

## 5.5 **Maintenance Responsibilities**

- 5.5.1 SLHD will service solid fuel heating appliances annually. As additional assurance an interim visit is carried out at 6 months to ensure the solid appliances are functioning efficiently. When Service Engineers carry out such maintenance, be it a service/safety check or general repair, maintenance; the following basic checks must be adopted.

- Visual inspect appliance/s and chimneys
- Carry out service on the complete insulations and/or appliances
- Check for satisfactory provision of all necessary ventilation
- Check integrity of flue
- Test flue and appliance to ensure correct draw on fire and no escape of fumes

- 5.5.2 As an addition to this SLHD offer a service above these basic requirements which include repairs and renewal of parts to ensure that the appliance is left in a clean and safe working condition with all automatic and manual controls in operation.

## 5.6 **Provisions for fitting of Smoke Alarms and Carbon Monoxide (CO) Detectors**

- 5.6.1 At the time of the appointment a Service Engineer will check the property to ensure that there is a smoke alarm present and in good working order. If it is found that the property does not have a smoke alarm / CO Detector, or an existing unit is faulty the smoke detector / CO Detector will be replaced as part of the annual service.

## 5.7 **Completion of Landlord Certification**

- 5.7.1 Where a service has been carried out and the appliance has been found to be operating in a satisfactory condition the Service Engineer is to complete the SLHD Solid Fuel Appliance Service Report. This report also acts as the certification that the appliance is in good working order at the time of the service.

- 5.7.2 A copy is left with the customer and a copy is kept on record in the compliance management system.

## 5.8 **Condemning of solid fuel appliances**

- 5.8.1 If the solid fuel source is required to be removed, e.g. for health & safety or environmental reasons, it will be replaced with a suitable alternative fuel source. This will be discussed with the tenant and installed by SLHD or an approved external service provider.

- 5.8.2 SLHD will supply another form of heating until the alternative fuel source is replaced.

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## **5.9 Void Properties**

- 5.9.1 All void properties shall have a solid fuel appliance removed and alternative fuel source installed.
- 5.9.2 This system may be of a temporary nature depending on the gas supply to the property.

## **6. Monitoring and Review**

- 6.1 This policy will be reviewed every three years for accuracy and appropriateness, but sooner should there be any legislative changes or other requirements.
- 6.2 Monitoring of the policy will be through the performance framework and the results of the quality control inspections which are fed into the monthly gas management meetings

## **7. Performance Standards**

- 7.1 The monthly safety & compliance performance report is the governance and assurance reporting tool for stakeholders.
- 7.2 St Leger Homes of Doncaster use C365 as a Compliance Management system. This allows the Gas & Mechanical compliance Officer to proactively monitor, measure and report on Compliance activities in real time.

## **8. Quality Assurance**

- 8.1 SLHD will appoint an independent organisation to undertake third party quality assurance audits of Solid Fuel activities. There will be an agreed percentage sample of the total solid fuel works undertaken. Any best practices will be recorded and used to improve our general solid fuel safety within the organisation
- 8.2 The internal service provider will adhere to monitor any third-party assurance feedback provided by the third party. Where there are any non-compliant issues and reports, rectification and remedial works will be undertaken as soon as practicable possible to make good or safe, this is to keep compliant and protect the tenant's health and safety
- 8.3 In addition, an automated 100% desktop review of all records will be carried out by the compliance management system. Any actions will be discussed with the internal service provider and actions will be taken if deemed necessary to make safe, make good and to improve staff knowledge and performance levels.

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