

**Stoke on Trent City Council**

**Technical Specification**

**For**

**Domestic Gas Servicing and Remedial Repairs**

**December 2017**

**PRELIMINARY ISSUE**

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## Part 1 - Preliminary Clauses

### 1.0 General Scope of Works

#### 1.1 The Works (see also

## Part 2 - Specification Clauses) comprising briefly of:

- 1.1.1 The whole of the plant, labour and the materials necessary to complete routine annual statutory safety checks, annual servicing, re-let Gas Safety Checks, Mutual Exchange cap offs, enforcement appointments, tightness testing, maintenance, breakdown repairs, provision of service reports and Landlord Gas Safety Records (LGSR) as approved by the Employer in respect of the Employer's gas appliances, fittings, flues and associated equipment in the Employer's domestic premises. This work is also deemed to include works to unvented hot water cylinders, and smoke and CO alarm servicing/checks in gas properties. Solid fuel installations and non-gas properties are excluded from this contract.
- 1.1.2 Planned preventative maintenance - which may include boiler replacement (subject to budget) - and responsive maintenance of the central heating and domestic hot water systems including hot water cylinders, immersion elements and thermostats.
- 1.1.3 The Contractor shall, for the life of this framework contract, be enrolled on the register maintained by the Gas Safe Register, or be a member of a Class of Persons approved by the Health and Safety Executive, pursuant to the Gas Safety (Installation and Use) Regulations 1998.

## 2.0 Information to be supplied

- 2.1 The Contractor will provide the following information:
  - 2.1.1 Contractor's line management structure.
  - 2.1.2 Contact information i.e. generic email address (receipt of orders), in and out-of-hours telephone number, address, facsimile number etc. The telephone numbers for office hours and out-of-hours cover must not be an answering machine.
  - 2.1.3 The names of the specific staff who will deal with the contract which must be in the form of a chart showing the employees and management structure.
  - 2.1.4 Names of all relevant engineers and details of Gas Safe Register compliance, copies of Gas Safe cards back and front, and all ACS competency details and expiry dates in a format agreed by the Employer. All changes to any of this information must be confirmed to the Employer within 5 days in the agreed format and no engineer should start work on site prior to the Employer receiving the information above and the engineer having received a full site induction.
  - 2.1.5 DBS checks provision (Basic check).  
As far as permitted under law, the Contractor must provide a Basic DBS check in respect of any staff who will be carrying out any work in occupied properties.

## 3.0 Staff

- 3.1 The Contractor shall employ only such persons who are competent and qualified to work in accordance with the Gas Safety (Installation and Use) Regulations 1998 and certification.

3.2 All staff working on the Employer's schemes must be supplied with an identification card bearing the individuals photograph, the cost of which will be borne by the Contractor. Contractor's staff shall display a copy of their Gas Safe registration/identification card at all times.

3.3 The Contractor shall deploy the same engineer(s) to repeat calls, properly supported by their supervisor/more experienced engineer, to drive improvement in service-delivery to the Employer's tenants, by continuously improving knowledge of the Employer's equipment/sites and technical competency of the Contractor's own engineers.

#### **4.0 Security**

4.1 The Contractor shall be responsible for the security of all material goods and equipment used by the Contractor used in fulfilling the Contract or otherwise belonging to the Contractor, the Contractor's employees or the Employer, on or around the Employer's premises.

4.2 The Contractor shall at all times consider the security of any or all keys held for and on behalf of the Employer and put into place a system which secures and records the locations and whereabouts of all said keys to the entire satisfaction of the Employer.

4.3 If any keys are lost, the Contractor shall replace the lock on a like for like basis at his own cost and will be responsible for any tenant claims arising.

4.4 If the Contractor is unable to organise or carry out a lock change within an acceptable time period (this will be judged on the level of risk the affected property is exposed to), the Employer or the Employer's agent can carry out the work and recharge the reasonable costs of the work to the Contractor, by either set off against an outstanding invoice or by raising an invoice themselves.

#### **5.0 Health and Safety**

5.1 All general standards/requirements should be adhered to, in line with the HASWA 1974.

5.2 It will be the responsibility of the Contractor to ensure all members of their staff, full time, part time or temporary, have received and are familiar with all current, relevant Health and Safety information in the form of both instructions from suitably qualified persons and officially recognised bulletins and publications from Gas Safe Register and the Health and Safety Executive. The Contractor shall if so requested, supply the Employer with lists of staff who have received such training which must be signed by each individual member of staff and also if requested the Contractor must be able to demonstrate an ongoing process of staff training.

5.3 All equipment employed in the execution of this Contract and left on site, shall be the responsibility of the Contractor and must be stored in a safe position and condition.

5.4 The Contractor shall be responsible for undertaking all risk assessments in relation to the Works and Additional Works as specified in this Contract, subject to Unitas approval.

#### **6.0 Contract Administrator**

- 6.1 The person designated as the Contract Administrator for this Contract, or their successor, shall be duly authorised for all purposes connected with this Contract.

## **7.0 Sub-Contracting**

- 7.1 The Contractor shall not transfer or assign this Contract or any part hereof and shall not sub-Contract any part of the provision of the services at any time during the life of this Contract except by prior written approval of the Employer, which consent shall not be unreasonably withheld or delayed. Such consent shall then apply to all services and orders except to the extent stated in the Employer's written approval.

## **8.0 Standard of Service**

- 8.1 The Employer is unreservedly committed to quality. The objective is to ensure consistent conformance to the specified requirements of BS EN ISO 9001. The Employer reserves the right to carry out internal audit of the Contractor's records, which refer to the Employer's business and the Employer will also use an external auditor.

## **9.0 Contract and payments**

- 9.1 The Contract will be reviewed on a regular basis with monthly meetings to discuss progress and Contractor performance. These meetings may include attendance by a Tenant representative and the Employer's internal and third party gas auditors, along with the Contract Administrator or nominated deputy. Where a Tenant representative is invited to attend progress meetings, then any specific tenant information shall be made anonymous.

## **10.0 Code of Conduct**

### **10.1 Initial Action - The Contractor**

#### **10.1.1 Initial Action**

The work will be issued direct to each engineer on daily basis. The Employer's gas admin team will arrange all appointments and send the initial letter and record all no access issues and re-arranged appointments.

#### **10.1.2 Arrangements**

It is the responsibility of the Contractor to ensure that plant, materials and labour will be available to undertake the Work at the arranged time, or immediately to seek approval of tenants and the Contract Administrator's local deputy to amend the arrangement where a delay is inevitable. It is imperative that explanations for delays are communicated to tenants and Contract Administrator as soon as possible whenever they arise.

### **10.2 Work on Site - The Contractor**

- 10.2.1 The Contractor should remember at all times that although a property is owned by The Employer, it is the tenant's home, and must be treated as such with care and consideration.

### **10.3 Code of Conduct:**

#### **10.3.1 Inducement**

Any offer or suggestion of inducement to influence ordering of work or payment of costs will be interpreted as bribery and corruption, and dealt with as outlined under the Conditions of Contract.

#### 10.3.2 Gifts

Any offer of gift or gratuity (e.g. seasonal 'perks') will not be accepted if directed towards specific personnel. Where such gift is deemed acceptable, it will be marked for the attention of the company secretary and acknowledged on the clearly expressed understanding that it benefits equally all staff of the Employer.

#### 10.3.3 Private Work for Employer's Staff

No work is to be undertaken privately for a member of the Employers staff, or their close relatives.

#### 10.3.4 Private Work for Tenants

Note should be taken that any private work undertaken for tenants must be on a completely separate basis with no Employer involvement, or responsibility for payment. Whilst it is the responsibility of the tenant to obtain permission from the Employer to carry out work of a structural nature to the property, Contractors would be well advised to ensure that the Employer is aware of the intention to carry out such work.

#### 10.3.5 Capacity

Contractors shall maintain sufficient capacity to complete all contract requirements and response times. It is important that the Employer is given due notice of any intention to cease Employers work or to end trading.

#### 10.3.6 Cessation

In the event of ceasing work for the Employer, Contractors will be required to hand back any keys, plans, specifications, other documents or equipment issued by the Employer, any items not handed back will be charged to the Contractor.

#### 10.3.7 Labour

Under no circumstances must any member of the Contractors staff be:

- a) a member of the Employer's Board or a committee of the Board, or
- b) related to, or have a close personal relationship with, any member of the Employer's asset management staff or member of the Board or a committee of the Board.

10.3.8 If the Contractor employs a person who falls into the above category, or is linked in any way, with other members of staff within the Employer, the Employer must be informed in writing by the Contractor and the matter will then be discussed between the relevant parties and a decision made regarding issuing further work to the Contractor.

### 10.4 Customer and Operative Care

10.4.1 Particular care must be taken to ensure the comfort, safety and security of tenants and adjoining householders during Work activity. Work and working methods and programme must be discussed with tenants before work commences so that they can work with operatives to minimise inconvenience to both parties and understand the nature and extent of work. All necessary reasonable action will be required to ensure the well-being of both the property worked on, and those adjoining. Specifically, operatives will be required to employ the use of dust sheets and protective coverings whenever dust, dirt, paint, mortar or similar is liable to foul surrounding property, fauna or flora.



- 10.4.2 Particular care must be exercised when Work is carried out in the vicinity of small children, particularly with regard to sharp tools and toxic substances being kept well out of reach.
- 10.4.3 Care and consideration will be required when working in the home of elderly or disabled tenants, particularly with regard to restricting or impeding movement around the house, tools and materials lying on floors and maintaining acceptable levels of warmth and comfort.
- 10.4.4 Any complaint arising from a dispute in any form, between tenant and Contractor must be referred **immediately** to the Employer so that the Employer may satisfy the timescales set out in its Complaints Procedure.
- 10.4.5 If for any reason a Contractor feels unable to undertake specified work on a property of the Employers, the Employer must be informed immediately.
- 10.4.6 In the interests of all concerned, whenever Contractors encounter a particular difficult or a potentially violent situation they must leave the site immediately and contact Employer as soon as possible.
- 10.5 Notice
  - 10.5.1 Due notice must be given whenever it is necessary to disconnect services or interrupt the use of access or amenities, and such interruption should be kept to a minimum. The Contractor is responsible for ensuring that, where appropriate, any statutory consent (i.e. scaffolding on a pavement), are obtained before work commences, and that any statutory notices (i.e. Building Regulation notices) have been applied for as appropriate.
- 10.6 Hours of Work
  - 10.6.1 Whenever possible, activity should be restricted to normal working hours or, when necessary, due notice must be given to tenants and neighbours of work necessary during unsociable times.
- 10.7 Key-holding
  - 10.7.1 Whenever possible, work should be carried out or access obtained to premises when the tenant or representative is present.
  - 10.7.2 Any other arrangement for key-holding or unaccompanied access should be discouraged, or if absolutely necessary, kept to a minimum.
  - 10.7.3 The holding of keys to a tenanted property is arranged at the risk of the Contractor, and must never occur without the specific agreement of the tenant.
  - 10.7.4 The Employer's staff are not permitted to hold tenant's keys, and so should not be incorporated in any key-holding arrangement agreed between the tenant and the Contractor. For avoidance of doubt return keys to tenanted property to the tenant not the Employer's staff or the Employer's offices.

## 10.8 Confidentiality

- 10.8.1 Particular note should be taken to instruct operatives not to involve themselves in discussion with tenants, or others, of matters which may contravene reasonable requirements of confidentiality concerning the Employers business or concerning other tenants, other properties or other Contractors.
- 10.8.2 Any enquiry from tenants or others concerning Employers business should be diplomatically redirected to the appropriate staff.
- 10.8.3 The Employer will regard it as a serious matter and a potential breach of contract if operatives discuss with tenants, residential staff or members of the public matters confidential either to another tenant, resident, member of staff or matters which may prejudice the Employer's business interests.

## 10.9 Access

- 10.9.1 In the event of tenants breaking arrangements, or refusing access, the Employer must be informed as soon as possible.
- 10.9.2 Employer's staff will accompany, in exceptional circumstances, Contractors if requested in advance.

## 10.10 Standards

- 10.10.1 Over and above the general requirements of standards of performance and conduct required, due note should be taken that no deviation from these norms will be acceptable, regardless of the standards of living, housekeeping or behaviour of the tenants of the property. Disciplinary action would be taken if there was any attempt by a Contractor to take advantage of the special circumstances of a tenant.
- 10.10.2 Contractors are reminded that in respect of their conduct to tenants the following is to be observed:
- 10.10.3 All dealings with tenants are to be undertaken with a polite attitude with strict observance of the requirements of Equal Opportunity and Racial Discrimination Regulation law and good practice in relation to equality.
- 10.10.4 The Contractors operatives are to carry identification at all times and make such identification clear and readily available for inspection by tenants and residential staff.

## 10.11 Voids

- 10.11.1 Abandoned belongings from voids may only be removed by the Contractor with written Works Orders from the Employer. It is to the Contractor's own advantage to ensure that a proper inventory is taken of any property removed. Clear instructions should be agreed on regarding disposal.

## 10.12 Good Practice Requirements

10.12.1 When employed by the Employer, the Contractor is required to follow certain practices, which the Employer considers fundamental to a quality customer centred service. These practices include:

10.12.2 Adjusting appointment times during the day to accommodate when tenants may have carers working in their home;

- a) Making 'reasonable adjustments' to the service provision for tenants with a disability;
- b) Being prompt when an agreed time has been organised for works;
- c) Being clean, properly dressed, use of shoe coverings if soiled shoes or boots before entering the tenant's home;
- d) Not smoking in tenants homes;
- e) Observing any reasonable cultural or religious requirements the tenant may have, and not questioning these;
- f) Discussing the work with the tenant on arrival and agreeing on how it is to proceed, keeping the tenant regularly updated on the progress of the job, particularly when the work will require more than one visit to complete or encompasses the engineer's meal or rest-break;
- g) Not playing radios or headsets in tenants' homes;
- h) Not making or taking personal mobile telephone calls in tenants' homes;
- i) Always using dust sheets where mess is likely to result from the works;
- j) Always leaving a colour coded no access card and additional warning stickers on second no access for gas servicing if the tenant is not in when access required;
- k) Always showing identification and Gas Safe Registration cards before seeking entry for the first time;
- l) Being courteous to and patient with tenants;
- m) Never using bad language or speaking in a way which may cause offence to any member of the community;
- n) Always clearing up promptly any mess left as a result of works;
- o) Not using any of the tenant's facilities without their prior permission;
- p) Taking all reasonable steps to ensure the security of the tenant's property and possessions.

#### 10.13 Sub-contractors

10.13.1 The Contractor shall pass on to any sub-contractor they engage the same requirements set out in this code of conduct section.

## **11.0 Information sharing**

11.1 It is a principle that transparency, accuracy and timeliness is required at all times. In particular, the following should be established as minimum;

- a) All properties, their address details, property reference, tenant name, tenant phone numbers and preferred contact details, with an agreed process to confirm changes, and audit
- b) Property heating attributes, appliances and details, appliance conditions

## Part 2 - Specification Clauses

### 1.0 Scope of the Works

- 1.1 The Contractor shall include for access, plant, tools, consumables, documentation, labour, caps, plugs and materials for all work prescribed herein and will maintain adequate stocks of materials to enable minor repairs to appliances as identified in the Minor Repairs Schedule to be completed during the gas safety check/service.
- 1.2 The Contract shall include for all Works and for attendance on and rectification of faults as reported by the Employer and at no additional cost to the Employer. There will be some properties which may require a police presence or two person visit, this should be allowed for in the price.
- 1.3 In these Terms and Conditions of Contract the term labour shall be deemed to include any and all costs associated with the execution of the Contract such as travelling costs and expenses, etc.
- 1.4 This Contract covers all gas appliances, fittings and flues, unvented hot water cylinders, smoke and CO alarms in gas properties, immersion heaters and all associated equipment.
- 1.5 The tendered price includes the requirement for the reinstatement of damage to all surfaces and making good, to match as reasonably possible, necessary for the full execution of the Contract and to provide all reasonable access to appliances.
- 1.6 Where component parts outside the scope of these Terms and Conditions of Contract become defective or worn requiring replacement and are outside of the manufacturer's warranty these will be at an additional cost, chargeable as appropriate by the Contractor to the Employer. The Employer may choose to have the components/appliance returned to facilitate testing by the manufacturer.

### 2.0 Servicing/planned preventative maintenance

- 2.1 The Contract for annual servicing of all gas appliances, fittings and flues and associated equipment. Any repairs or remedial work not completed at time of service will fall into one of two categories, P1 (Emergency) always to be attended the same day, and P2 (Routine) to be completed and invoiced at a mutual convenient appointment within 28 days.
- 2.2 Any person working on a gas appliance must ensure the following checks are carried out:
  - a) The effectiveness of any flue
  - b) The supply of combustion air is adequate
  - c) The heat input, operating pressure/are correct
  - d) It's safe functioning
- 2.3 It is the responsibility of the person working on the installation, to ensure all work is carried out strictly in accordance with the Gas Safety (Installation and Use) Regulations 1998, including compliance with manufacturers specific instructions regarding servicing and maintenance of any gas appliance. Nothing contained in the attached specification will override or diminish that person's responsibility and duty to comply in all respects with Regulations and shall include the following as a minimum:

- 2.3.1 Any appliance or fittings, which do not comply with the requirements of the Gas Safety (Installation and Use) Regulations 1998, relevant BS Publications or the appliance manufacturer instructions shall be dealt with in accordance with the current Gas Industry Unsafe Situations Procedures.
- 2.3.2 The person working on the installation shall also be responsible for recording the following information of each appliance within a property:
  - a) Type of appliance
  - b) Make of appliance
  - c) Model of appliance
  - d) Gas council number
  - e) Appliance serial numbers (boilers only)
  - f) Location
- 2.3.3 Where a gas appliance is provided by the landlord for the use of the customer, an annual safety inspection/service shall be completed, however, when customer's own appliance(s) are encountered a visual relight check of the appliance(s) in accordance with the Gas Industry Unsafe Situations procedures will be completed and any defects must be actioned in accordance with Gas Industry Unsafe Situations Procedure. When gas fires are condemned the engineer should assess the radiator in the same room is adequately sized for the room and feed all the appropriate information back to the Employer by telephone.
- 2.3.4 In situations where privately owned appliances are found, a note will be made on the LGSR stating the need for the appliance(s) to be maintained in accordance with the appliance manufactures instructions.
- 2.3.5 If the gas appliance is a gas fire and the customer states that the fire was installed prior to their tenancy and appears on the previous year's safety record, the instruction is, where feasible, to service the fire to the end of its functional life. Where problems are identified with an appliance the engineer must complete as much of the service as far reasonably practicable and safe to do so.
- 2.4 The Employer's policy does not allow tenants to sleep in the same room as an open flue gas appliance, if this is encountered by the engineer the appliance should be classified as At Risk and actioned in the same manner as At Risk appliances in the Gas Industry Unsafe Situations Procedures. Information must be passed to the Employer while at the property.
- 2.5 Landlords chimneys connected to tenants own appliances will have a flue flow test completed to check the integrity of the chimney and a full visual inspection completed. This will require the appliance being removed and refitted and safety checked. Where the gas fire requires specific manufacturer's instructions to enable the appliance to be left operational the Contractor where possible will source the instructions and leave a copy with the tenant for use the following year, if an additional visit is required to complete this it will be as per the agreed SOR.

- 2.6 A gas tightness test will be completed in accordance with IGEN/UP/1B or the appropriate standard prior to starting work and on completion of all work with the final test result recorded on the LGSR with a visual inspection of the gas system as far as reasonably practicable.
  - 2.7 Where appliance gas rates are recorded both the net KW input and gas rate in cubic metres will be recorded on the documentation.
  - 2.8 All mobile data appliances will be used in real time and not completed at a later time in the day.
  - 2.9 All properties with a capped Emergency Control Valve only will be checked with leak detection fluid and the check recorded on the LGSR.
  - 2.10 Suitable vacuum cleaners will be required for all service, remedial and repair work.
  - 2.11 Voltage detectors, safe isolation and appliance electrical checks will be required for all appropriate appliances.
  - 2.12 Safety inspections for all gas installations:
    - a) Access - gain access to premises, inform customer of work to be undertaken
    - b) Appliances and gas fittings - all redundant services are to properly capped off
    - c) External inspection - check to ensure flues and air vents are operating correctly and are free from obstruction
    - d) Ventilation - check any combustion and/or compartment ventilation is adequate for the appliance. Check appliance has supply of combustion air ventilation which must be in accordance with the appliance manufactures installation instructions and relevant British Standards.
    - e) Gas tightness test - before and after work, test with suitable gauge at gas meter, complete a Let-By, Stabilisation and tightness test in accordance with IGEN/UP/1B. Record results on the Landlords Gas Safety Record - all tests to be in accordance with current British Standards and IGEN/UP/1B. In the event the test proves unsatisfactory then the Gas safe Register Unsafe Situation Procedure shall be followed.
    - f) Size of pipes - visually check sizes of surface mounted copper/steel/lead pipe to comply with current regulation.
    - g) All waste generated through works completed must be removed from site.
    - h) Vacuum cleaners need to be used as part of the servicing schedule.
    - i) The employer reserves the right to recall all faulty parts replaced to facilitate testing by the manufacturer.
3. **Documentation- complete all documentation including:**
- a) Mobile electronic devices used for completing LGSR/GWRS must be used in real time not completed later in the day.
  - b) Recording of all data on Landlords Gas Safety Records/Gas work record sheets in accordance with current Regulations and Employers requirements.

- c) Issue of warning notice and Warning Labels with the message 'DANGER, SAFETY WARNING DO NOT USE', regardless of At Risk or Immediately dangerous situation in accordance with current regulations.
- d) Issue flue inspection label (ref DTPK 129) where applicable.
- e) Stock condition survey sheet where deemed appropriate by the Employer.
- f) Home fire risk assessment where deemed appropriate by the Employer.
- g) Any revisits due to engineer omissions or mistakes are not chargeable to the Employer, access will be the Contractor's responsibility and must be completed and returned within 5 days or prior to the expiry date of previous record.
- h) LGSR's which are not compliant with Gas Safe and company requirements will require correction/recompletion in line with Gas Safe Guidance and completed and returned within 5 days or prior to previous record expiry date at no additional charge.
- i) 100% desk top audit by Contractor of all documentation prior to handover.
- j) Contractor needs to share all quality check information with employer on a monthly basis and populate and update shared data base.
- k) Employer needs to be fully informed of all non-conformance issues, investigations and actions against the Contractor or any of their subcontractors.
- l) Employer to be informed of all tool box talks, technical updates and training attended by all engineers.
- m) LDF test of capped ECV properties will be recorded on the LGSR.
- n) Not to Current Standard issues identified at service will be recorded as Non Safety Defect (NSD) in LGSR comments box.
- o) All repairs completed at time of service or as part of remedial works identified at service need to be clearly recorded on the LGSR/GWRS listing the parts fitted and the original fault recorded.
- p) Photographs of remedial work required at service may be required at employers request.

#### 4. Condensing Boiler

Gas fired boilers and the whole central heating system served there from, shall be serviced in line with the unit manufacturer's instructions, including:

- a) Discuss appliance operation and any issue with customer
- b) Carry out visual inspections of appliance, ventilation, flue route and termination. Determine any unsafe situations and follow the correct procedure.
- c) Isolate at fuse spur and check fuse rating, carry out electrical safe isolation of the appliance including earth continuity, short circuit, resistance to earth, polarity test and check wiring bung replace as required from van stock. Before restoring the electrical supply all of the above checks must be carried out.
- d) Ensure the electrical installation to the boiler complies with the IEE Regulations.
- e) Check condense trap is assessable remove and clean if required, if unable to remove trap record on LGSR and ring into allocated person.
- f) Check condense pipework is installed and terminated correctly, if not record on LGSR.
- g) Check the PRV pipework is installed and terminated correctly, if not record on LGSR.
- h) Inspect case seals including sight glass, internal components and evidence of water leaks, and repair at time of service.



- i) Carry out combustion test in accordance with manufactures instructions and with an appropriate FGA that is calibrated, confirm readings are correct if they are not, carry out full strip down, clean heat exchanger and burner.
- j) Condensing appliances which fall outside of the manufacturer's combustion test tolerances will require a full strip down service as per manufacturer's instructions, thorough cleaning of the heat exchanger and burner, fit a new combustion chamber seal and recheck.
- k) A full strip down service as per manufacturer's instructions, thorough cleaning of the heat exchanger and burner, fit a new combustion chamber seal and recheck will be required every 5<sup>th</sup> year regardless of appliance combustion readings.
- l) Replace G10 seal ensure that it is correctly fitted and locking nuts from van stock when required in accordance with manufactures instructions.
- m) Recheck combustion readings adjust gas valve in accordance with manufactures instructions if required.
- n) Check flame picture (where applicable).
- o) Carry out a gas rate test in accordance with manufactures instructions.
- p) Check gas valve is not passing after fault lock out and check ignition system.
- q) If required check for tightness of all joints.
- r) Reset customer controls and leave appliance working safely.
- s) Record all information and test results and complete LGSR correctly.

## **5. Non-condensing boilers**

- a) Discuss appliance operation and any issues with customer.
- b) Carry out visual inspections of appliance, ventilation, flue route and termination. Determine any unsafe situations and follow the correct procedure.
- c) Isolate at fuse spur and check fuse rating, carry out electrical safe isolation of the appliance.
- d) Inspect all seals including sight glass (where applicable).
- e) Removed burner and clean all parts including heat exchanger, burner and combustion chamber.
- f) Inspect heat pads and exchange if required from van stock.
- g) Before restoring electrical supply carry out preliminary checks earth continuity, short circuit, and polarity checks.
- h) Restores electrical supply to appliance.
- i) Carry out operating pressure/gas rate (operating pressure preferred) in accordance with manufactures instructions.
- j) Check PRV pipework route and termination.
- k) If required check for tightness of all joints.
- l) Reset customer controls and leave appliance working safely.
- m) Record all information and test results and complete LGSR correctly.

## **6. Gas fires (includes Radiant gas fire, decorative fuel gas fires (DFE) live fuel effect gas fires (LFE) convector heaters, gas fire combined with BBU or circulator) to determine whether customer is responsible for appliance.**

- a) Carry out visual inspections of appliance, ventilation, flue route and termination. Determine any unsafe situations and follow the correct procedure.
- b) Light appliance to check operation and flame picture.
- c) Remove appliance, strip and clean all parts as necessary burner and injectors. Examine heat exchanger for cracks or damage
- d) Remove closure plate.
- e) Carry out flue flow check using an appropriate smoke pellet and inspect all aspects of chimney for condition and signs of smoke leakage including flue opening and flue spigot, catchment space size and condition, free from debris, roof space bedrooms etc.
- f) Inspect that hearth is adequate and of the correct material.
- g) Refit closure plate with PRS10 tape which is in date.
- h) Refit appliance to gas supply and check for gas tightness and purge.
- i) Turn appliance to full operation and check for spillage using an appropriate smoke match and holder. In accordance with manufactures instructions. Pay attention to ceiling fans and extractor fans and test accordingly.
- j) Carry out operating pressure/gas rate (operating pressure preferred) in accordance with manufactures instructions and LDF check test point. Where gas fire burner pressures are outside the manufacturer's tolerances the working pressure at the gas meter will be checked and recorded and manufacturer's additional instructions will be referred to for further guidance.
- k) Check FSD, gas control taps and ignition system.
- l) Check for tightness of all disturbed joints.
- m) Reset customer controls and leave appliance working safely and ensure the appliance service and maintenance instructions are complied with.
- n) Record all information and test results and complete LGSR correctly.

## **7. BBU additional to fires**

- a) Carry out safe electrical test and check electrical connection(s) (where applicable).
- b) Remove burner inspect and clean.
- c) Clean heat exchanger and baffles.
- d) Inspect debris plate and clean.
- e) Inspect flue hood, seals and as far as reasonably practicable the flue liner.
- f) Inspect and check pipework is sleeved and sealed at entry to catchment space and gas pipework is protected.
- g) Check and clean air vents and ensure they supply free air.
- h) Carry out operating pressure/gas rate (operating pressure preferred) in accordance with manufacturer's instructions.
- i) Check FSD and ensure it is not passing.
- j) Check for tightness of all disturbed joints.
- k) Reset customer controls and leave appliance working safely.
- l) Record all information and test results and complete LGSR correctly.

## **8. Warm Air Units**

- a) Determine whether customer is responsible for appliance.
- b) Carry out visual inspections of appliance, ventilation including compartment ventilation, flue route and termination. Determine any unsafe situations and follow the correct procedure.
- c) Isolate at fuse spur and check fuse rating, carry out electrical safe isolation of the appliance.
- d) Inspect all seals including sight glass (where applicable).
- e) Removed burner and clean all parts including heat exchanger, burner and combustion chamber.
- f) Check and clean warm air circulating fans as necessary.
- g) Before restoring electrical supply carry out preliminary checks, earth continuity, short circuit, and polarity checks.
- h) Restore electrical supply to appliance
- i) Carry out operating pressure/gas rate (operating pressure preferred) in accordance with manufacturer's instructions.
- j) Check for a full and complete return air path. Pay particular attention to secure fixing of any ducts, check for splits or gaps, especially if a flexible duct is used.
- k) Ensure the correct sealing of the warm air units to the delivery plenum and its duct connection/blanking plates. It is not acceptable to use duct tape alone and the Contractor must ensure that other methods of securing the plenum/duct such as self-tapping screws or pop rivets are used.
- l) Check for tightness of all disturbed joints.
- m) Reset customer controls and leave appliance working safely.
- n) Record all information and test results and complete LGSR correctly.

## **9. Water heaters**

- a) Determine whether customer is responsible for appliance.
- b) Carry out visual inspections of appliance, ventilation including compartment ventilation, flue route and termination. Determine any unsafe situations and follow the correct procedure.
- c) Check that the appropriate warning labels are affixed to the appliance.
- d) If required isolate at fuse spur and check fuse rating.
- e) If required remove case and carry out electrical safe isolation of the appliance.
- f) Isolate gas/water supply/electrical supply.
- g) Remove case and inspect all seals including sight glass (where applicable).
- h) Removed burner and clean all parts including heat exchanger, burner and combustion chamber.
- i) Where applicable check the operation of the gas valve push rod, if required lubricate as necessary with the appropriate lubricant.
- j) Replace any diaphragms, gaskets and seals as required.
- k) Before restoring the electrical supply, check for earth continuity, short circuit, resistance to earth, polarity test.
- l) Restore gas/water/electrical supply to appliance.

- m) Carry out operating pressure/gas rate (operating pressure preferred) in accordance with manufacturer's instructions.
- n) Reset customer controls and leave appliance working safely.
- o) Record all information and test results and complete LGSR correctly.

## **10. Gas cookers**

- a) Determine whether customer is responsible for appliance.
- b) Carry out visual inspections of appliance. Determine any unsafe situations and follow the correct procedure.
- c) Complete visual relight in accordance with Unsafe situations/and any additional manufacturer's instructions.
- d) Flame picture.
- e) Location.
- f) Ventilation.
- g) Flueing.
- h) Signs of distress.
- i) Stable and secure.
- j) Inspect that all door seals are intact and in order.
- k) Leave appliance in a safe way.
- l) Record all information and complete an LGSR.

## **11. Meter Installation Check**

- a) Check meter/regulator location, condition, that the meter is secure and labelled.
- b) If meter box is present check what type of box i.e. Permali meter box, inspect door catch, door is secure, condition and that the box is sealed using an appropriate non-setting compound (not jointing compound).
- c) All Permali meter boxes need to be recorded in the comments box along with the National Gas Emergency Service report reference number, temporary repairs as specified in the small works SOR list will be made to improve the box integrity if required, and information rang into nominated persons.
- d) Photographs of remedial work required at service may be required at employer's request.
- e) Check ECV/AECV is in the correct position and is operable, labelled and in working order.
- f) Check that the regulator is sealed if not report to transporter and obtain a reference number.
- g) Record all information and complete an LGSR correctly.

## **12. Installation pipework**

- a) Inspect pipework as far as reasonably practicable for sleeves, clips, location, condition and correct size.
- b) Carry out full tightness test in accordance with IGEM test procedures for the relevant installation.
- c) Check the presence of main earthing
- d) Record all information and complete an LGSR correctly.

**13. Tenants own Appliances - Gas fires**

- a) Carry out safe electrical isolation where required.
- b) Carry out visual inspections of appliance, ventilation, flue route and termination. Determine any unsafe situations and follow the correct procedure.
- c) Light appliance to check operation and flame picture.
- d) Remove appliance.
- e) Carry out flue flow check and inspect all aspects of chimney for condition and signs of smoke leakage including catchment space size and condition, roof space, bedrooms etc.
- f) If manufacturer's instruction available, reconnect fire, install coals correctly (if inset fire), check for tightness and;
- g) Gas operating pressure/gas rate (operating pressure preferred) in accordance with manufacturer's instructions.
- h) Turn appliance to full operation and check for spillage using an appropriate smoke match and holder, in accordance with manufacturer's instructions, pay attention to ceiling fans and extractor fans and test accordingly.
- i) If specific manufacturer's instructions regarding coal bed layout etc. are not available then fire must be isolated and a warning notice issued. This information must be recorded on the LGSR.
- j) Reset customer controls and leave appliance working safely.
- k) Record all information and test results and complete LGSR correctly.

**14. Smoke Detectors annual maintenance:**

- a) Upon entering the dwelling check that Employer specified smoke detector(s) are fitted.
- b) If there are no smoke detectors present, install supplied smoke detectors.
- c) The quantity and category of work carried out to each detector or designated detector area must be recorded on the Gas Service and Inspection sheet.

**15. Smoke Detectors/CO Alarms Maintenance procedure:**

- a) Use a Portable Vacuum cleaner to carefully remove any dust for the outside of the case without opening the unit paying special attention to the openings around the sensing chamber.
- b) Service in line with manufacturer's instructions for battery and hard wired systems.
- c) Where faulty detectors are have been replaced this should be recorded on the LGSR/Smoke alarm service sheet for non-gas properties.
- d) Any smoke alarms and additional equipment designed for customers who are hard of hearing need to be recorded on the LGSR.
- e) A check for existing gas supply must be completed.

**16. Smoke Detectors designed area and fixing:**

- a) The Contractor is expected to carry an adequate number of replacement battery alarms.
- b) Smoke alarms should be secure to ceilings with supplied fixings as per manufacturer's instructions.
- c) An alarm should be fitted to locations specified by employer.
- d) Test the alarms in line with the manufacturer's instructions.

**17. Servicing Generally**

Whilst carrying out Annual Services the Contractor shall allow for the gathering of related property and appliance information as directed by the employer.

**18. Administration procedures**

The Contractor shall ensure that he has, prior to commencement of the work, sufficient sets of the following documents (or, with the approval of the service manager, suitable alternatives) and materials.

- a) Landlord Gas Safety Record sheets/Gas Work Record Sheets.
- b) Warning notices - DANGER, SAFETY WARNING DO NOT USE
- c) Stocks to carry out minor repairs and servicing in accordance with minor repairs schedules.
- d) Customer Satisfaction Survey as agreed by the Employer.
- e) Smoke alarms/CO Alarms
- f) Flue inspection labels.
- g) Compartment ventilation labels.
- h) Smoke alarm maintenance appointment card as agreed by employer.
- i) Annual Gas Safety Appointment Card as agreed by employer.
- j) All appropriate gas documentation and labels as agreed by employer.

**19. Contractor Procedures**

**19.1** The Contractor shall visit the properties as per the programme and appointments scheduled and carry out the following procedures:

- a) Establish their identity with the customer and make all necessary arrangements with the customer.
- b) The Contractors shall identify the type of service dependant on the appliances in property, and complete the work in accordance with the specification and the regulations.
- c) The Landlord Gas Safety Record Sheet/Gas Work Record Sheet shall be completed and signed in all the appropriate places.
- d) If during the service and inspection work the Contractor has to condemn an item/appliance belonging to the customer (e.g cooker) then the customer is to be informed and warning notices issued. Details must also be recorded on the LGSR/GWRS sheet

- e) Minor repairs identified whilst carrying out the inspection shall be completed and recorded on the LGSR/GWRS.
  - f) The LGSR/GWRS has been signed by the customer in all appropriate places.
- 19.2 Where follow up work such as a major repair is required which is not completed during the service and inspection, then full details of this shall be noted on the LGSR/GWRS. Where the follow up work is urgent, the Contractor will immediately inform his supervisor to report this urgent repair and record the details, including who the information was passed to, on the LGSR/GWRS.
- 19.3 The Contractor shall return the following documents duly signed within 5 days of the issue date:
- a) Completed Landlord Gas Safety Record/Gas Work Record Sheet for each property completed.
  - b) Abortive Visit Landlord Gas Safety Record/Gas Work Record Sheet detailing time and date of the two abortive visits as required by the Employer.
  - c) Counterfoil, appointment card Ref DTPC681 as appropriate.
- 19.4 The Contractor must ensure that all documents are accurately and clearly completed, failure to do so may result in the Contractor being required to:
- a) Return to the property to confirm details at no additional cost
  - b) Resubmit the documents at no additional cost
- 19.5 Additional work as a result of service and inspection:
- a) Where the Contractor identifies a defect requiring a repair additional to the basic safety check/service and where the item of work is listed in the minor repairs schedule, then the repair shall be completed by the Contractor whilst carrying out the safety check/service at the prices quoted in the price list. Only the agreed minor repair rate shall be paid for return visits to complete works listed under the minor repair schedule.
  - b) The Contractor shall record the elements and code number of the additional work completed on the LGSR/GWRS and sign in the appropriate place.
  - c) If the work is outside the criteria above or further work/follow-up work is required this should be recorded on the LGSR/GWRS.
- 19.6 Abortive Visits- gas properties:
- a) The Contractor will be responsible for making as many visits as required to gain access to complete the landlord gas safety check, after two documented no access visits by Contractor, the Employer will assist with access. The first attempt per the scheduled appointment. If the customer does not keep this appointment, the Contractor using appointment card Ref DTPC681 will make a second appointment for three working days later. If the second appointment is not kept by the customer, details of both visit times and dates must be recorded on the LGSR and called through to the appointed person, the counterfoil from appointment card Ref DTPC681 must also be attached to the inspection sheet.



- b) Under no circumstances must any correspondence be pushed through the customer's letter box requesting another appointment access other than the appointment card as agreed by Employer.
- c) The Contractor should include the cost of the abortive/no access visit within the tendered price, as no additional payment will be made for abortive/no access visits.
- d) When a property is not accessed, a photograph should be taken of the door and the operative should apply a warning sticker to the door on the second no access visit.

**20. Materials generally:**

- a) The Contractor shall maintain adequate stocks of materials to enable minor repairs to appliances as identified in the Minor Repairs Schedule to be completed during the gas safety check/service.
- b) The Contractor's price for inspections, servicing and minor repairs shall include for all plant and tools necessary to complete works including 'consumable materials' required to re-assemble components disturbed whilst carrying out the works and all labels and documentation.
- c) The Contractor is to include for all caps and plugs for isolating redundant supplies/appliances, and suitable insulation tape for wrapping gas and water supplies within a builders opening.
- d) The Contractor shall maintain adequate stocks of smoke detectors/CO alarms in accordance with the specification for smoke detector/CO alarm maintenance.

**21. The Contractor shall submit the following documents for each property completed within 5 days of issue date:**

- a) Completed LGSR/GWRS.
- b) Pink and yellow warning notices attached to LGSR/GWRS.
- c) Details of Minor Repairs accurately recorded on LGSR/GWRS.
- d) Stock condition survey if appropriate.
- e) Home fire risk assessment if appropriate.
- f) Counterfoil from not in appointments cards if appropriate.
- g) Electric cookers, fires, storage heaters and solid fuel appliances should be noted within the comments section of the LGSR.
- h) Any additional information requested to be recorded by employer.

**22. Temporary Heaters**

The Contractor will ensure that sufficient stocks of temporary heaters will be available for use and will provide a heater where necessary, i.e. where an appliance has been designated 'do not use' and there is no other form of heating.

**23. Copies of various documents the Contractor will be expected to complete:**

- a) LGSR/GWRS
- b) Do Not Use labels
- c) Warning Notice
- d) Customer Care Code



- e) Repair Completion and Customer Satisfaction Survey
- f) Weekly allocations sheet
- g) Errors Sheet
- h) Flue Inspection labels
- i) Stock condition survey sheet if appropriate
- j) Home fire risk assessment if appropriate
- k) Gas safety appointment card
- l) Compartment Ventilation Warning notice

24. Employer-owned private gas meters are to be included with the LGSR checks.
25. The Contractor agrees that they have allowed for testing and servicing all domestic battery powered smoke and CO alarms within the property (up to six) in accordance with the manufacturer's instructions at the time of the gas safety check/service. Any battery powered alarms when missing, faulty or nearing their expiry date will be replaced and charged using the appropriate sor and all relevant information recorded on the LGSR. The Contractor will carry adequate numbers of free issue battery smoke and CO alarms.
26. The Contractor is to check/service up to six domestic mains-powered smoke/CO alarms within the property in accordance with the manufacturer's instructions, at the time of boiler service, and will record all relevant information on the appropriate record for the work being completed showing the location and date of test. If any units are faulty the nominated person will be informed immediately.
- 27. Service reports and records:**
- 27.1 The Contractor shall complete after every service visit and call back visit a gas work record sheet as appropriate for each property and detail on the record all remedial actions taken and parts used to repair any defect up to the value of £250. Before and after photographs may be required to support claims for repairs etc.
- 27.2 Any other gas appliances encountered in the property when completing remedial/breakdown work on a specific appliance, will be visually inspected and the findings recorded on the gas work record sheet.
- 27.3 Any identified defects resulting in the non-operation of an appliance and where a quotation needs to be supplied to the Employer for approval, the quote shall be submitted no later than 12.00 hrs the next working day.
- 27.4 Landlord's Gas Safety Record (LGSR):
- LGSR's will be in a format as agreed by the employer. A non-domestic gas installation shall be documented using the appropriate tightness test and documentation.
- As a minimum the Contractor shall produce a LGSR for each of the following circumstances and will be supplied to the Employer within five days of the completion date or prior to the previous records expiry date, whichever is the sooner (this list is not exhaustive):
- a) On completion of an annual service and safety inspection
  - b) On isolation of a void property (Turn off)

- c) On turn on, test and commission following a void or Mutual Exchange (Turn on and test)
- d) On installation of a new boiler
- e) On completion of any works to the gas supply, carcass, or works as defined in the Gas Safety Installation and Use Regulations 1998.

27.5 The LGSR shall contain as a minimum the details described within Clause 36 Duties of Landlords of GSIUR 1998, as:

- a) A description of the work carried out, the reason for the record.
- b) The date of the inspection and safety check
- c) The full address including postcode of the property
- d) The name and address of the landlord, including postcode (or where appropriate his agent)
- e) A description, including manufacturer, and full model description of each appliance located within the property
- f) A description and location of any appliances where the landlord is not responsible, and where only visual checks are recorded, this description shall also include the flue arrangements, the ventilation, and any apparent defects from the visual inspection
- g) Locations of each appliance or flue checked
- h) Any defects identified
- i) Any remedial actions taken
- j) Confirmation that the checks comply with paragraph 9 of regulation 36 GSIUR 1998
- k) Name and signature of the individual carrying out the checks, including gas safe registration ID of the engineer
- l) The name, address including postcode, and Gas Safe Registration of the Contractor carrying out the checks
- m) The document should bear the name and signature of the tenant, or appropriate person, on completion of the checks.

27.5.1 The LGSR shall also contain:-

- a) details, and readings of checks carried out to the installation, and any observations pertaining to current standards, items of disrepair or concerns of vulnerability. Not to Current Standards issues will be recorded on the records as None Safety Defect (NSD) in the comments box.
- b) Tenant preferred telephone contact number
- c) Smoke alarm, heat detector, CO alarm fitted, type, in date, testing, electrical supply and any works required.
- d) Any smoke/CO alarm associated hard of hearing equipment will be recorded in the comments box and details passed via telephone to nominated person at time of service.
- e) Permal meter boxes will be recorded in the LGSR comments box along with the National Gas Emergency Service report number, temporary repairs as specified in the small works SOR list will be made to improve the box integrity if required and the information telephoned to nominated person.

- f) Televisions mounted above gas fires on chimney breasts should be classified as At Risk unless previous checks have been completed to confirm the chimney flue way has not been pierced when fixing the bracket. This may involve the engineer contacting the nominated person.
- g) Recording of decimal points for appliance test readings needs to be clear, any uncertainty will be returned for recheck.
- h) Details of all non-gas heating and cooking appliances will be recorded on the LGSR and any other information the Employer may require.

**(For the purposes of this contract Gas Safe Register is used to describe the body approved by the executive for the purposes of the GSIUR 1998).**

- 27.6 All records shall be handed to the Employer, prior to the expiry of the previous LGSR and, within five days of the actual service/repair, where they will form a comprehensive service record for the said gas appliances.
- 27.7 The Contractor will provide an electronic PDF version of all LGSR, repairs sheets, engineer reports and non-gas reports, uploaded to the Employer and their auditor within 5 days of completion, which will be checked for compliance to Gas Regulations and Employer requirements by the Contractor.
- 27.8 The Contractor shall provide, on a monthly basis, a report of all call backs undertaken during the last month; the report shall include the following:
- 27.9 Date of visit; Address of Property; Nature of Defect/fault found; cost breakdown of the repair, details of any remedial action taken and the LGSR check reference number.

## **28 Service visits**

Visits to carry out the Works shall be carried out during normal working hours which for the purpose of this Contract shall be deemed to be 08:00 hrs - 20.00 hrs Monday to Friday and Saturday 08.30 hrs -13.00 hrs. All costs associated are to be deemed included with tendered rates.

## **29 Boiler Isolations and remedial repairs following a service**

- 29.1 The Contractor shall provide a full 24 hour breakdown service, 365 days per year (366 in leap year) including all Public Holidays, to attend to breakdowns/faults in relation to their work.
- 29.2 Failure to respond within the prescribed response times (P1 & P2) may result in the Employer (or the Employer's emergency out-of-hours service) calling other suitably qualified Contractors to carry out the repairs. A £20 administration fee and our costs will be levied upon the Contractor for each failure that has to be rectified by another Contractor.
- 29.3 It shall be the Contractor's responsibility to ensure that all repairs are carried out to the highest standards and that all gas-fired appliances are left in a safe and operational condition. Temporary repairs must be approved by the Contract Administrator prior to their completion. In order to meet the desired 80%+ first time fix rates the Contractor must ensure that sufficient, relevant spare parts and sundry materials are carried as van stocks by all engineers.

- 29.4 No callout charges will be allowed. No charges will be made for 'no fault found' or similar occurrences except in the specific case of the 'abortive emergency call-outs' satisfying the conditions precedent.
- 29.5 Where the value of any chargeable works exceeds £250.00 in value, the Contractor must obtain the Employer's authorisation before proceeding. Under and equal to the £250.00 threshold value, the Contractor may carry out repairs.
- 29.6 For any works which are outside the scope of this Contract, the Employer will require a written quotation for attendance on and rectification of faults exceeding the £250.00 threshold value, as discovered by the Contractor in the process of undertaking the Works, or as identified by the Gas-Auditor, or the Employer, on inspection visits. Before and after photographs may be required to support claims for work completed and the Employer retains the right to have all faulty items returned for testing by the manufacturer.
- 29.7 The Employer reserves the right to obtain additional competitive quotations for any chargeable repair or replacement works required to the heating installations and reserves the right to have such work undertaken by persons other than the Contractor.
- 29.8 The Contractor shall provide a job sheet for all works and shall include the following as a minimum:
- a) Date of visit;
  - b) Address of property;
  - c) Nature of defect/fault identified;
  - d) Whether the defect/fault was a chargeable or 'free of charge' repair;
  - e) Details of any remedial action taken; and,
  - f) The LGSR check reference number.

### **30. New Boilers and heating appliances**

In all cases where a replacement boiler or heating appliance has been installed, the Contractor will be responsible for attending site to breakdowns, investigating the fault and managing the response to rectify the fault under the manufacturers guarantee.

### **31.0 Access and appointment system**

- 31.1 The Contractor shall allow for making as many separate access attempts as are necessary to complete the service/safety check at no additional cost to the Employer, using the range of communication available, including making all arrangements with the Employer's tenants and local staff. Unless agreed otherwise, the Contractor will adopt the Employer's access procedure noted below.
- a) The Employer will arrange the first appointment by letter and the sub-contractor will ring the tenant one hour prior to the agreed appointment to confirm.
  - b) No access visits will be rang into the nominated person before the engineer leaves site to see if contact can be made with the tenant.
  - c) A photograph of the door will be taken and a card with another appointment for three working days hence will be posted.
  - d) The same procedure for the second no access will be followed but the photograph of the door will include the warning sticker affixed to the tenant's door and the card will advise the tenant to contact the Employer to rearrange the appointment as a matter of urgency.

- e) After two no access appointments which the sub-contractor has carded in accordance with the Employers requirements, the Employer will assist with access.
- f) If access is gained but it's not possible to complete the service/safety check due to no gas or electric credit the gas meter outlet should be capped and an air test completed and recorded, smoke/CO alarms checked, all appliances recorded on the LGSR as not tested and meter outlet capped and the tenant advised to contact the nominated person when credit is available to complete to re-arrange appointment.

31.2 The Contractor will be expected to proactively liaise with the Employer's staff as well as engaging with support workers and relatives to overcome hard to access properties. There may be some service/safety check appointments which will need to be completed at very short notice to accommodate hard to access properties and maintain the Employer's compliance figures; these will not incur any additional charges.

31.3 The Employer will at no time be liable for any costs incurred by the Contractor through abortive or no access visits to site regardless of the number of visits made.

31.4 For all apartment blocks no access cards must be pushed through the letterbox and warning stickers attached to the door of the relevant apartment. Stickers and cards must not be attached or pushed through the outer doors to the block.

## **32. Statutory regulations and standards**

32.1 The Contractor shall ensure that any works are carried out in accordance with the relevant BS EN British Standards and Codes of Practice in particular official guidance published by Gas Safe Register. The Gas Safety (Installation and Use) Regulations 1998, Water Supply (Water Fittings) Regulations 1999, Control of Substances Hazardous to Health Regulations 1999 (COSHH), other statutory instruments and statutes including the Health and Safety at Work Act 1974, plus Health and Safety Executive or Local Authority/Environmental Health Guidance notes, the IEE Regulations (17th Edition) and current version of the HSE's L8 Legionnaires' disease Approved Code of Practice and guidance. The Contractor shall also ensure that any work is carried out in accordance with the recommendations of the equipment manufacturer and any guidance provided by them.

## **33. Contractor's Own Quality Control**

33.1 The Contractor shall carry out a minimum of 5% post inspections and 5% of works in progress. Quality control reports shall be brought to each monthly meeting. The costs of these inspections are deemed to have been included in the Price. Customer complaints or engineer omissions or failings will be investigated and responded to by the Contractor when requested by the Employer and may involve joint visits with the Employer's staff, these visits will not be chargeable to the Employer. The Contractor will include for and complete 100% desk top quality checks of all documentation prior to handover to the Employer.

## **34. Employer's Quality Checks**

34.1 The Employer will endeavour to complete work in progress and post completion quality control checks on 5% of gas work, together with other gas works at the Employer's discretion through the appointment of suitably qualified independent and internal Gas Auditors. The Contractor will permit full access and co-operate fully with the Gas Auditor during these checks. The Gas Auditor will reject LGSR's that are in any way incomplete or ambiguous. No additional payment will be made to the Contractor for any costs incurred during these checks. All LGSR's/Gas Work Record Sheets which do not comply with Gas

Regulations and Employer requirements will need to be corrected or recompleted in line with Gas Safe Guidance at no cost to the Employer and returned within 5 days or prior to the expiry date of the previous LGSR, whichever is sooner.

Any major safety issues relating to Immediately Dangerous or At Risk situations left by the engineer will be investigated and the findings reported back within 48 hours, 14 days for routine issues. Fully intrusive Quality Checks of all the engineers work completed on the same day and work completed previously will be Quality Checked by the Contractor and if required an Employer representative on a joint visit.

If further issues are identified then additional quality checks, re-servicing and corrective work will be completed to the satisfaction of the Employer and at no cost to Employer. All quality checks will be documented and records supplied to the Employer within 28 days. The Employer reserves the right to recharge the Contractor for additional costs incurred through engineer omissions or failings which requires investigation.

The Employer may also complete further checks and reserves the right to remove any engineer from site who is not performing in an acceptable manner.

### **35. Temporary Heating**

- 35.1 In cases where a permanent, or temporary repair, cannot be completed to appliances and systems within the required timescales, the Contractor is to carry and offer to the resident temporary electrical fan heaters or oil filled heaters supplied by the Employer for the duration that the heating is inoperable. The Contractor shall immediately update the Employer's Customer Service Team, Employer and, as relevant, emergency out-of-hours call-handlers.

### **36. Waste Disposal**

- 36.1 The Contractor shall comply with the Site Waste Management Plans Regulations 2008 (2008 SI 314) and be responsible for all waste disposal costs (including landfill tax) in connection with the provision of the Works. The Contractor will publish its waste management statistics to the quarterly meetings, including a pro-rata estimate of waste arising from service-delivery to the Employer's properties. The Contractor will ensure all the Contractor's engineers, on this Contract, will minimise waste and maximise recycling; and, not dispose of waste using the Employer's scheme or dwelling refuse bins. The Employer reserves the right to have faulty parts/appliances returned to them for possible testing by the manufacturer.