

Access Procedure for Gas Appliance Servicing

For the attention of: Clúid Housing Employees & External Contractors

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Approved by: Property Services Leadership Team

Document owner: Servicing and Compliance Manager

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Policy Reference

- 1.1 *Clúid Housing Safety Statement* commits Clúid Housing to ensuring staff enjoy safe and healthy work environments as well as ensuring the safety of its tenants and other third parties alike. Clúid Housing commit to providing the necessary training, guidelines and procedures that support these principles. *Risk Assessment 12 - Gas*, evaluates the risks associated with Gas supplies to tenanted areas and the associated appliances and outlines the measures required to reduce those risks.
- 1.2 *Clúid Housing Asset Management Strategy* states Clúid Housing's commitment to Safety/Service Programmes recognising there will always be a need to regularly maintain /service Mechanical and Electrical installations, including gas appliance servicing in homes, to reduce risk of injury, protect buildings and people and maximise operational efficiency and longevity of the installation. Clúid Housing maintain separate safety / servicing budgets and ensure that these programmes are carried out in line with legal and/or recommended practice.
- 1.3 *Clúid Housing Tenancy Agreement* sets out the conditions of the tenancy between Clúid Housing and the tenant. By signing the agreement, the tenant agrees to allow Clúid Housing employees and contractors into their home, when given reasonable notice, to service appliances such as boilers. Clúid Housing agree to repair and maintain the systems supplying water, gas and electricity in the premises and repair and maintain the systems supplying hot water and general heating in the premises.

2.0 Procedure

- 2.1 The purpose of this document is to provide guidance for all Clúid Housing employees and external contractors involved in the process to follow, to demonstrate that all reasonably practicable steps to gain access to tenanted properties has been undertaken. This is with the aim of ensuring tenants are safe and provided with a reliable and efficient source of heat and hot water. Clúid are a conscientious social landlord and take tenant safety seriously and commit to maintain all appliances they own, as well as undertaking a safety check and producing a safety record. This is to be undertaken at intervals of no more than 12 months.

2.2 Scope

This procedure is to be followed by Clúid Housing employees and contractors involved in the process.

2.3 References

I.S. 813:2014 (as amended 2017) Domestic Gas Installations

Registered Gas Installers Technical Guidance Document 2017

Housing (standards for rented houses) Regulations 2019 (S.I. 137/2019)

Guidelines for Housing Authorities in Implementation of Minimum Standards in Rented Accommodation, November 2021



2.4 General

All properties, to which this duty extends, shall have a gas boiler service and Annex E Safety Check at intervals of no more than 12 months from the anniversary date. The anniversary date is set from the first year the gas appliance is serviced. To facilitate scheduling between Clúid Housing and the appointed gas servicing contractor, the first service will be set to align with other scheduled services in the vicinity to enable batching of properties in manageable sized batches.

2.5 Definition

Gas Appliance Service:

The contractor will, in accordance with manufacturer's instructions and the contract specification, carry out a full service of the landlords appliances within the property and record all details of work undertaken.

A domestic gas appliance service as detailed in I.S. 813:2014 Domestic Gas Installations, Annex C addresses the following safety indicators:

- Effectiveness of the Flue;
- Safety devices on or controlling the appliance have not been rendered inoperable;
- Supply of combustion air
- Appliance burner pressure;
- Appropriateness of the location of the appliance;
- Gas soundness of the appliance.

When carrying out a service or repair on a gas installation which includes an extended concealed flue, in addition to the requirements listed above, the requirements of I.S.813, Annex C, clause C.2 shall also apply.

An Annex E Safety Check will be carried out. A Declaration of Conformance Certificate noting completion of Annex C Servicing and Annex E Safety Check will be issued by the contractor to the Property Services Administrator.

The Property Services Administrator will be the nominated employee appointed by Clúid Housing, who will act as the central contact for contract administration.

2.6 Functional Procedures

A series of SMS texts, letters, telephone calls, personal site visits and vulnerability checks will be made and / or sent to the tenant, detailing the need to gain access in order to carry out a gas appliance service or gas safety check of the installation where the gas appliance is not in use and what action may be taken by Clúid should access not be granted. This is to confirm and provide the necessary evidence that all reasonable steps have been taken. The RTB may be used for any breach of a tenant obligations. The process for deciding on taking a case to the RTB is covered in the Legal Action procedures.



2.7 Contractor Responsibilities

2.7.1 Scheduling the Visit

Contractor's Responsibility (to be included in Tender and contract specifications).

The contractor will attempt to gain access involving a minimum of two (2) visits to the property.

The Service/Safety check programme will be given to the contractor at contract award stage and subsequently monthly. The initial appointment will be prearranged and made by the contractors giving advance notice and providing the tenant an opportunity to re-arrange a suitable appointment.

The contractor shall send an SMS text, letter or postcard advising the tenant of the planned date of the service / safety check, the purpose of the service / safety check and a telephone number for the tenant to contact them should the appointment date not be suitable. The appointment date will indicate either an AM or PM appointment. The contractor will always give advance notification of the appointment time.

2.7.2 The Visit

The Contractor will attempt to gain access to the property on the appointed date at the time stipulated on the Contractor Appointment text/letter/Card. In all instances when access to the property is not achieved the contractor will complete and issue a Contractor Missed Appointment card (appendix 1) at the property, detailing the time and date of the visit, the purpose of the service / safety check and a telephone number.

The Contractor shall record the details of times and dates of the visits made on the Clúid Progress Report. They shall also detail any possible reason for no access at this stage, which will give an early indicator to possible property abandonment or tenant conflict or vulnerability issues.

Information to be recorded by the contractor should include, but not limited to the following:

- Contractor
- Address of property
- Date & Time of no access visit
- Details of reason for no access if available.
- Note of any early problematic access referrals to the Property Services Administrator.

The Contractor will be required to repeat the process for Service visit 2. Clúid Progress Report and completed Certificates will be returned to the Property Services Administrator weekly.



2.8 Property Services

2.8.1 Issue of programme

Before each batch is issued to the contractor a task will be issued to the Housing Officer to carry out a profile of each tenant and provide an opinion on the tenants' vulnerability to the Property Services Administrator.

The Property Services Administrator will issue to the contractor, a schedule of all gas servicing falling due within a given month, no later than 70 days before the anniversary date.

2.8.2 Housing Services intervention

Details of all visits made by the contractors' operatives to specific properties will be recorded on Clúid issued Progress Report.

When the contractors' operatives have made 2 unsuccessful attempts to gain access to the property and the Property Services Administrator has been notified, the Property Services Administrator will complete and issue Clúid Access Warning Letter (appendix 2).

If the tenant has not called to schedule an appointment and the service remains incomplete 1 week after the Clúid Access Warning Letter has been issued, the Property Services Administrator will generate Clúid 14 Day Notice Letter (appendix 3) and will issue to the tenant should access not be granted.

Depending upon the reason for no access, it may be necessary for the Housing Officer or Property Surveyor to visit the property to address early signs of problematic access or abandonment.

Details of the date letters sent and who raised each letter are to be logged on Clúid issued Progress Report against each property. This is to enable Clúid to have a positive internal audit trail.

2.8.3 Residential Tenancies Board

As a last resort, if Clúid are unable to gain access to ensure the safety of the installation, having followed all of the steps in this procedure and subject to evaluation of the tenants' vulnerability by their Housing Officer, Clúid may pursue the tenant through the Residential Tenancies Board (RTB) as a breach of tenancy for failure to provide access or failure to maintain the property in accordance with the tenancy agreement.

An SMS text message is sent to the tenant when a case is raised with the RTB (appendix 4.)



3.0 Data Protection

All businesses that process consumer or personal data need to be compliant with the General Data Protection Regulation (GDPR) from 25 May 2018. To demonstrate our compliance we must ensure that all businesses that we are going to work with will comply with the Data Protection obligations under GDPR.

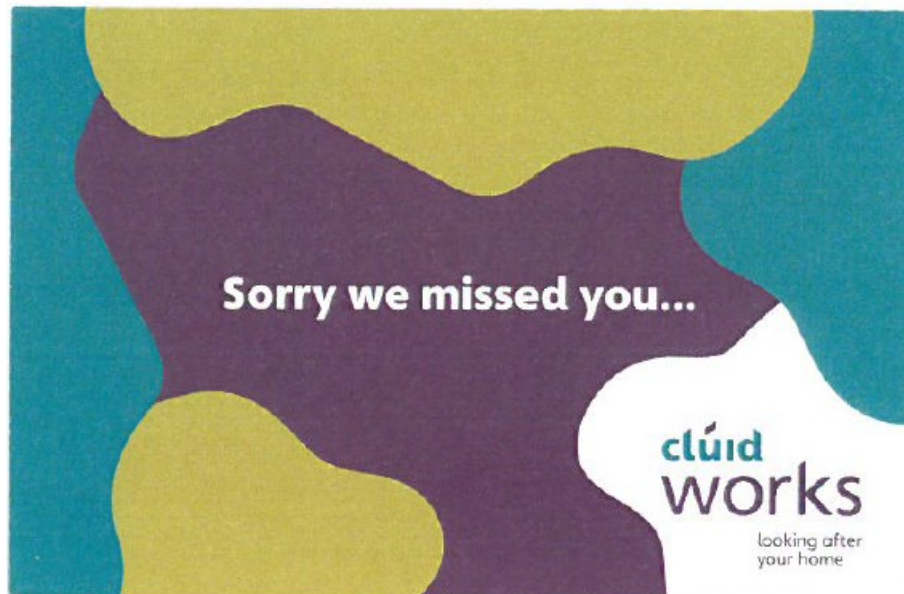
All personal data given to the contractor for the safe execution of these works are to be treated as Confidential Information and kept securely. Any personal data must not be shared with any other person or organisation without the expressed written authorisation of Clúid Housing and all such information shall be destroyed before payment of the final invoice and signed confirmation of this shall accompany the final invoice. Under GDPR, a written agreement setting out the obligations as a data processor on behalf of Clúid Housing must be entered into between the parties. This agreement will form part of the terms and conditions of any Letter of Engagement or Contract for Services and a copy of the Data Processing Agreement.

4.0 Review

4.1 This procedure will be reviewed no later than two years from the date of its approval by the PSLT unless operational experience, feedback from our tenants, good management practice or changes in legislation dictate that earlier amendment is necessary.



Appendix 1 – No Access Card – example of text



Clúid Works called but you were out.

Dear Resident,

You had an appointment booked for today DATE
at TIME but there was no answer.

Please call us back as soon as possible to reschedule your appointment on **01 707 2088** and select '**Repair**'.

Thank you

SIGNATURE

www.cluid.ie



Appendix 2 – Clúid Access Warning Letter

159-161 Sheriff Street Upper T 01 707 2088
Dublin D01 R8N0 E cluid@cluid.ie
Ireland W www.cluid.ie



Tenant Name
Address Line 1
Address Line 2
Address Line 3
Address Line 4

*Insert Date 2024

VERY IMPORTANT – IMMEDIATE ACTION REQUIRED

Dear Sir/Madam,

Insert Servicing Contractor Name are our appointed Registered Gas Service contractor (RGI) and have recently made attempts to contact you to arrange the annual gas appliance service. This service is essential to ensure your appliance is working correctly, is efficient and does not pose a hazard to occupants or visitors to your home. This service is Free of Charge. *Please ignore if appointment has already been made.*

As part of your Clúid Housing Tenancy Agreement, you must allow our contractors into your home to service appliances such as gas boilers.

Please ensure someone over the age of 18 is home to provide access on the day & please ensure your gas meter is topped up so that the service can be completed.

ACTION REQUIRED:
TELEPHONE CLÚID WORKS (Line 1) ON 01 707 2088 IMMEDIATELY TO ARRANGE ACCESS

Yours sincerely,
Trevor Hammond
Servicing & Compliance Manager
Clúid Housing

Chair: Mark Shakespeare. Directors: Alun Dawson (British), Eamonn Doyle, Caroline Godsil, David Horgan, Anne McLoughlin, Paul Mooney, David Mullins (British), Deborah Power, Niall Sheridan, Kathleen Stack, and Claire Solon. Company Secretary: Thérèse Allen.
Clúid Housing is a registered business name of Clúid Housing Association (registered business number 526122).
Clúid Housing Association is a private company limited by guarantee with a registered office at 159-161 Sheriff Street Upper, Dublin D01 R8N0.
Company number: 212249. Registered charity number: 20029975. CHY No. 11171. AHB-02839. PSRA Licence: 001415.

Appendix 3 – Clúid 14 Day Notice Letter

159-161 Sheriff Street Upper T 01 707 2088
Dublin D01 R8N0 E cluid@cluid.ie
Ireland W www.cluid.ie



Address

*Insert Date 2024

****Please ignore if appointment has already been made****

**VERY IMPORTANT – IMMEDIATE ACTION REQUIRED
BREACH OF TENANCY AGREEMENT**

Dear Sir/Madam,

As tenants of Clúid Housing you are in breach of your tenancy obligations by failing to allow our appointed Registered Gas Service contractor (RGI) access to the dwelling for the purposes of an annual gas appliance service. This service is essential to ensure your appliance is working correctly, is efficient and does not pose a hazard to occupants or visitors to your home. This service is Free of Charge.

As of today, *Insert Date 2024, you have failed to respond to two requests for access, at a time convenient to you, for the purpose of gas appliance inspection dated the *Contractor Visit 1*, *Contractor Visit 2* and *Warning Letter 1*.

By this notice, Clúid Housing give you a period of **14 days** to remedy the breach of your tenancy obligations.

ACTION REQUIRED:

**TELEPHONE CLÚID WORKS (Line 1) ON 01 707 2088 IMMEDIATELY TO ARRANGE
ACCESS**

Please ensure someone over the age of 18 is home to provide access on the day & please ensure your gas meter is topped up so that the service can be completed.

Should you fail to remedy the breach within this period, I am entitled to terminate your tenancy pursuant to Part 5 of the Residential Tenancies Act 2004-2015.

This notice is served on **19/09/2023** *insert date*

Yours sincerely,
Trevor Hammond
Servicing & Compliance Manager
Clúid Housing Association

Chair: Mark Shakespeare. Directors: Alun Dawson (British), Eamonn Doyle, Caroline Godsil, David Horgan, Anne McLoughlin, Paul Mooney, David Mullins (British), Deborah Power, Niall Sheridan, Kathleen Stack, and Claire Solon. Company Secretary: Thérèse Allen.
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Appendix 4 – SMS Text when RTB case raised

- Send SMS to tenant

*Dear Thomas, your boiler is overdue for its annual service. You have failed to arrange your boiler service with our appointed contractor. This breach of tenant obligations has been raised with the Residential Tenancies Board. Please Cluid Works on 017072088 to arrange your annual gas boiler servicing appointment as soon as possible. *IMPORTANT* - Please ensure your gas meter is topped up so that the service can be completed & please ensure someone over the age of 18 is home to provide access on the day. - Kind regards, Property Services - Cluid Housing. *Please do not reply to this message**

