

Paragon Asra Housing Limited

Commercial Boilers Policy

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Department	Maintenance
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Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

AUDIT LOG

Date of Change	Who updated	Details of the change

1 Introduction

- 1.1 Paragon Asra Housing Limited (PA Housing) has commercial gas fired boilers which provide either heating and/or hot water services inside residents' homes and in communal areas, in general needs, older persons' and key worker accommodation and supported housing.
- 1.2 PA Housing's role in ensuring that properties are safe and in good repair includes the servicing, maintenance and repair of these commercial boilers and associated equipment. PA Housing has entered into contracts with external contractors to provide this service

2 Objectives

- 2.1 The objective of the policy is to explain how PA Housing will ensure that the necessary measures have been taken to protect the health and safety of residents, employees, visitors and contractors in any of its properties with commercial boilers.

3 Definitions

LGSR – Landlord Gas Safety Record

Gas Safe – Responsible for gas safety nationally since 2009

4 Key points of policy

- 4.1 PA Housing ensures the safety of its commercial boilers by:
 - ensuring that suitable and sufficient risk assessments are completed and that necessary measures are implemented to mitigate risks
 - having suitable management systems in place, including record keeping
 - having competent persons appointed to manage and administer the systems and measures in place.
 - providing suitable training to employees responsible for procuring and monitoring the service
- 4.2 PA Housing aims to deliver a customer-focused service to residents by minimising the inconvenience of equipment failure.
- 4.3 PA Housing will instruct a contractor to complete an annual Landlord Gas Safety Record (LGSR) suitable for commercial boilers and to undertake 6 monthly visits to complete planned and preventative maintenance. The Maintenance service will maintain heating and hot water services throughout the property including in individual flats and all gas appliances and apparatus and appliances in communal areas such as gas cookers, gas fires.

4.4 The contractor will be Gas Safe Registered and the operatives working on the commercial boiler plant will have the Core Commercial Gas Safety (COCN1) qualification. For all other gas appliances, operatives will be suitably qualified for working on the equipment concerned. The contract documents include

- Completed Joint Contracts Tribunal Measured Term Contract 2011
- Gas Servicing & Breakdown KPIs
- Commercial Gas Servicing and Breakdown Specification

4.5 PA Housing has an Asset Management programme for major works such as the replacement or upgrading of commercial boilers and associated equipment. The timing of the replacement or upgrading will depend upon the boiler's condition. This will be assessed annually so that any works required can be planned accordingly. All new boilers will meet current efficiency standards and will enable residents to have more control over their heating.

4.6 PA Housing will explore alternative radiator and thermostat controls for residents with mobility and flexibility difficulties or numeracy issues

5 Management of the contract

5.1 A specialist mechanical and electrical consultant will complete a 20% sample audit of completed services each year and also check 100% of the completed LGSRs. The findings will be reported at bi-monthly meetings held by the contract administrator with the contractor and the consultant to discuss and monitor all aspects of the contract

6 Bio-mass boilers

6.1 At sites where PA Housing uses bio-mass boilers they will be maintained in accordance with EN 303-5:2012 which sets out requirement, including for performance, efficiency and emissions, and testing and marking of equipment

7 Training

7.1 PA Housing will carry out induction and refresher training for all relevant staff to ensure that they are aware of this policy.

8 Monitoring and reporting

8.1 Performance reporting will be carried out to ensure that:

- the certification and completion of all maintenance repair and upgrade works are in accordance with the policy requirements
- suitable quality control checking is completed both in terms of desktop reviews of certification and through site inspections

9 Legislation

9.1 The key statutory requirements are contained within:

- Gas Safety (Installation and Use) Regulations 1998
- Construction (Design & Management) Regulations
- Health & Safety Regulations

9.2 Additionally, good practice is given in 'Heating, Ventilation and Air-Conditioning (HVAC) Guidance on Planned and Preventative Maintenance of Commercial Boiler Plant' which is utilised as the basis of PA Housing's servicing regime.

10 Linked policies

Gas Safety

Health and Safety

Maintenance