



**Melton
Borough
Council**

Solid Fuel Management Plan: Housing Assets

December 2023

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1. Introduction, Objectives and Purpose

- 1.1. This Management Plan sets out the arrangements and procedure for the safe management of properties with Solid Fuel that are owned, managed, and maintained by the housing department of Melton Borough Council.
- 1.2. The Management Plan has been prepared to comply with legislative requirements detailed in a subsequent section of this document. The plan has been prepared to comply with the Statutory requirements set out in the Health and Safety at Work Act 1974 to protect the health, safety and welfare of all residents, employees of Melton Borough Council (MBC), contractors and consultants who may enter the building and/or complete work to any solid fuel system.
- 1.3. In order to ensure best practice, the Housing Department of MBC will manage all systems in the properties to which we are responsible for and ensure that the chimney shall be swept once a year) by a HETAS approved chimney sweep.
- 1.4. The Housing Asset Management Team recognises, in particular that un-serviced or unrepaired systems lead to an increased risk of fires, and carbon monoxide poisoning. A main objective of this Plan is therefore to ensure that controls of the highest standards are in place for all responsive and planned building related works and projects to ensure the safety, health, and wellbeing of all those who undertake the works, all those who may be affected by the work activities, principally the residents, and all others who may visit the properties on completion of the works.
- 1.5. The document details the Organisational Arrangements to ensure the objectives of this Management Plan are achieved and the Responsibilities and Duties of all those who are, directly or indirectly, involved in the Housing Departments procedures to ensure they are safely managed at all times.
- 1.6. In order to ensure the safety of our residents, and comply with the Smoke and Carbon Monoxide Regulations, we will ensure that a Smoke and Carbon Monoxide Alarm is fitted in all rooms in all properties where a fixed combustion appliance is situated.

2. Scope of this Management Plan

- 2.1. This Management Plan applies to the safe management, inspections and repairs to properties that have solid fuel as the primary heating source that are owned by MBC and managed by MBC Housing Department.
- 2.2. As of May 2023, the housing portfolio includes 1784 properties however 63 Properties contain the systems relevant to this Management Plan. This stock includes the following types of properties;
 - Houses
 - Bungalows
 - Maisonettes

3. Legislative Requirements

- 3.1. In preparing this Solid Fuel Management Plan, the Housing Department of MBC recognise that consideration must be given to the requirements of and compliance with the following items of Legislation, Regulations, Approved Codes of Practice and Guidance documents published by the Health and Safety Executive.
 - HETAS (Heating Equipment Testing and Approval Scheme). All inspections and new installs to be completed by a contractor that is HETAS registered.
 - The Health and Safety at Work, etc. Act 1974 (HSW Act) requires employers to conduct their work in such a manner to minimise health and safety risks to employees and to provide information to anyone else about their workplace which might affect their health and safety. Section 3 of the Act contains general duties to persons other than employees. Section 4 contains general duties for anyone who has control over a workplace.
 - The Management of Health and Safety at Work Regulations 1999 require employers to assess risks to themselves, their employees and anyone else affected by their business activities. These Regulations require employers to make appropriate arrangements to protect the health and safety of those directly involved in work activities and those as may be affected.
 - The Workplace (Health, Safety and Welfare) Regulations 1992 requires employers to maintain workplace buildings to ensure the safety of all building occupants.
 - The Construction (Design and Management) Regulations 2015 requires Clients in construction, refurbishment, and demolition projects to provide pre-construction information relating to the risks associated with the works to be undertaken, which would include the presence of hazardous materials. In addition, these regulations require that at the conclusion of projects, a Health and Safety file is prepared which must include, together with all other relevant information.

- The Defective Premises Act 1972 - requires Landlords to take reasonable care to ensure that tenants and other people are safe from personal injury or disease caused by a defect in the state of the premises.
- The Building Safety Act 2022 ensuring that any work meets current standards.
- The Housing Act 2004 which requires Housing Authorities to assess housing conditions and to take relevant enforcement action should any conditions which might be deleterious or harmful to tenants be identified.
- The Housing Health and Safety Rating System – Operating Guidance as made under the provisions of the Housing Act 2014 – the landlord is responsible for the provision, state and proper working heating. Information relating to the hazards of Carbon Monoxide from solid fuel heating e.g., heating and cooking.
- The Environmental Protection Act 1990 - provides local authorities with the power to serve Notice for the abatement of nuisances where any premises are in a state where a nuisance is caused to the tenants and others, which may also be prejudicial to health. Failure to comply with the requirements of the Notice constitutes an offence under the provisions of the Act.
- The Air Quality (Domestic Solid Fuels Standards) (England) Regulations 2020 ensuring that selected items are not sold so they are unable to be used.
- The Approved Building Regulation Documents F, J, L, G, P in connection to solid fuel installations.

3.2. In preparing this Solid Fuel Management Plan, the MBC Housing Department is particularly aware of the need to specifically address when installing new systems, or making changes to have arrangements in place to comply with the requirements of Regulation 4 of the Control of Asbestos Regulations 2012 and check the existing survey for the site and seek advice from the Senior Surveyor or Compliance Officer if support is required. The broad legal requirements of this regulation are to:

- Undertake a suitable and sufficient assessment to determine whether asbestos-containing materials are present in the buildings for which they are responsible.
- Take reasonable steps to locate materials liable to contain asbestos.
- Presume that materials contain asbestos, unless there is strong evidence to support that they do not
- Assess the risks posed by the presence of the identified ACMs
- Assess the likelihood of anyone being exposed to asbestos from such materials
- Make a written record of the location and condition of the ACMs and presumed ACMs and keep it up to date.
- Ensure that any asbestos materials, or materials suspected of containing asbestos, are maintained in good condition or, where necessary, safely removed

- Prepare a plan to manage the risk associated with the presence of the asbestos and put this into effect to ensure that information on the condition of ACMs is given to all persons likely to disturb them.
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4. The Principles of Solid Fuel Management

- 4.1. The main principles of Solid Fuel Management are to inspect, record, maintain and monitor.

Inspection: to inspect all solid fuel heating annually, ensure all are inspected annually and are safe to continue the use.

Maintain: any issues with any solid fuel heating or associated items to the solid fuel heating will be repaired and maintained by MBC.

Record: all install, inspection and repair documents are recorded and kept on MBC computer system in a central file location. These are available when required and evidence the solid fuel heating history. The information and records are updated on our internal system by our Systems Officer and this information is able to produce record reports and status of each property.

Monitor: maintaining and monitoring the status of all solid fuel heating with monthly reports that are produced from the records that are kept up to date, to show status and what is due to be inspected.

5. Organisational Arrangements for Solid Fuel Management and Associated Employee Responsibilities

- 5.1. Responsibilities of Melton Borough Council

- 5.1.1. The Melton Borough Council have the ultimate responsibility for ensuring that the property is safe and appropriate arrangements are in place for the safe management of all solid fuel systems in all the properties owned, managed, and maintained by the Council including those properties included within the Housing Portfolio.
- 5.1.2. The Council must ensure that there are adequate arrangements and procedures in place to ensure the safe management solid fuel systems that are present within the residential housing stock and sheltered schemes owned, managed, and maintained by the Council.
- 5.1.3. 5.1.3 The Council must ensure that those with an alternative heating system in addition to a solid fuel system are made aware that the maintenance and annual check of a solid fuel system as a secondary heating source is the resident's responsibility and The Councils responsibility is to ensure the resident does comply and the fabric of the building stays compliant which could result in removal of the solid fuel system.

5.1.4. The Council have delegated the Duty Holder responsibilities for Solid Fuel management to the Chief Executive Officer who must ensure that adequate arrangements and procedures are in place to ensure all properties that are MBC owned.

5.2. Responsibilities of the Chief Executive Officer

5.2.1. As the post holder to whom the Duty Holder responsibilities for Solid Fuel management are assigned, the Chief Executive Officer must ensure that any work taking place on solid fuel systems is by someone that is HETAS registered and that there are sufficient financial and employee resources available at all times to facilitate consistent compliance with the requirements of the Regulations and the associated Approved Code of Practice and Guidance Notes published by the Health and Safety Executive.

5.2.2. In the context of this Solid Fuel Management Plan, the Chief Executive must ensure that the Solid Fuel systems in the Council's Housing stock are safely managed.

5.2.3. In addition, the Chief Executive Officer must ensure, in compliance with the requirements of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Defective Premises Act 1972, and the relevant provisions of the Housing Act 2014, that solid fuel systems are managed and maintained in a safe condition at all times to ensure that residents, employees of the Council, consultants, contractors engaged for maintenance and other building related works and others who may gain authorised access to the properties are in a safe environment.

5.2.4. Specifically the Chief Executive Officer will ensure that:

- there is an appropriate management structure to facilitate the compliant and safe management of the Solid Fuel systems in all the properties managed and maintained by the Council's Housing Assets Team
- detailed responsibilities and functions for solid fuel management are appropriately defined and delegated.
- those to whom solid fuel management responsibilities and functions are delegated, have the necessary skills, knowledge, experience, and time to effectively carry out their duties
- where necessary, additional training is provided to those to whom solid fuel management functions and responsibilities are delegated in order to provide them with the necessary knowledge and skills to effectively carry out their duties
- there is a detailed Plan in place i.e., Solid Fuel Management Plan, which sets out how the Housing Department will manage the solid fuel systems across the housing portfolio and that the plan is reviewed and updated periodically at intervals not exceeding 12 months, and more regularly where circumstances may dictate, to ensure that the solid fuel system arrangements are current and effective at all times.

- ensure that adequate financial provisions are made for the required and effective management solid fuel systems across the Housing property portfolio.

5.2.5. Through this Solid Fuel Management Plan, the Chief Executive has delegated the Duty Holder responsibilities for solid fuel system management across the housing property portfolio to the Director for Housing and Communities who together with the Assistant Director of Housing must ensure that the Duty Holder requirements for solid fuel system management for the housing property portfolio are complied with. Notwithstanding, the Chief Executive Officer will continue to retain the ultimate responsibility on behalf of the Council for ensuring the safe management of solid fuel systems in all buildings owned, managed, and maintained by the Council.

5.3. Responsibilities of the Director for Housing and Communities

5.3.1. As a consequence of the delegation of the Duty Holder responsibilities for solid fuel systems management made by the Chief Executive Officer, the Director for Housing and Communities must ensure that the Duty Holder responsibilities for solid fuel systems management across the Council's Housing property portfolio, all as detailed in section 5.2.3 of this solid fuel Management Plan, are fulfilled on an ongoing basis.

5.3.2. To ensure that the Duty Holder responsibilities for solid fuel system management are being fulfilled, the Director for Housing and Communities will, together with the Assistant Director for Housing will monitor the compliance of the Housing Asset Management Team in achieving the solid fuel systems management by ensuring all works are completed by those who are HETAS registered and other relevant items of legislation and Guidance referred to earlier in this sold fuel Management Plan.

5.3.3. Where the Director for Housing and Communities receives any reports or indications that solid fuel systems management provisions are not being complied with, consideration will be given to the necessity for preparing a report to be submitted to the Chief Executive for informing the Cabinet and Members of the Council as the ultimate Duty Holders.

5.4. The Responsibilities of the Assistant Director of Housing

5.4.1. The Assistant Director of Housing will be accountable to the Director of Housing and Communities to ensure that all solid fuel systems management requirements within the Housing Asset Management Team are undertaken and complied with on a day-to-day basis, all as set out in in this Solid Fuel Management Plan.

5.4.2. In addition, the Assistant Director of Housing will be responsible for ensuring that the housing asset team have the necessary skills, knowledge and experience required to effectively undertake their solid fuel system management roles and

that they are provided with the necessary levels of authority, time, and financial provision to undertake their duties effectively

5.5. The Responsibilities of the Housing Asset Manager

5.5.1. The Housing Asset Manager will ensure the following is complete by the housing asset team;

- Records are available to include Chimney Sweep certificates and reports to provide evidence of suitable servicing and repairs.
- Systems are in place for the periodic servicing of identified solid fuel systems at periods not in excess of 12 months, the chimney shall be swept (once a year) by a HETAS approved chimney sweep.
- Where replacement or repair works need to be undertaken, appropriate Refurbishment and Demolition Asbestos Surveys are commissioned and carried out to identify any ACMs which may be concealed. Where there is a requirement to remove ACM to complete work safely which may include enclosure, encapsulation or detailed cleans to remove asbestos debris, ensure that the works are undertaken by competent HSE Licensed Contractors independently managed by a UKAS accredited Asbestos Management Consultancy and the MBC appointed persons detailed in the Asbestos Management Plan.
- Following the undertaking of asbestos removal or other abatement works, complete records of work are obtained and stored securely for future reference with appropriate updates made to the Asbestos Register and provided to the Systems Officer to update Northgate.
- For management work generally, the Housing Asset Manager will ensure, through discussions with the Deputy Director of Housing, and the Senior Technical Accountant for the Housing Revenue account, that adequate financial provisions are included in annual budgets to facilitate the undertaking of necessary additional solid fuel system work.
- Ensure that all members of Housing Asset Management Team involved in work where they may have a role in solid fuel systems management, receive the appropriate level of training.

5.6. 5.6 Responsibilities of the Senior Surveyor

5.6.1. The primary responsibility of the Senior Surveyor is to manage the undertaking of the responsive repairs across the whole of the Housing property portfolio including those required in occupied properties and in void properties prior to them being re-occupied.

5.6.2. In undertaking this role, the Senior Surveyor oversees the work being undertaken by the Repair and Maintenance Contractors and the appointed solid Fuel systems Contractor is contract managed by the Senior Surveyor.

- 5.6.3. Where Solid Fuel Systems are present at any property, the Senior Surveyor will, in conjunction with the Voids and Responsive Repairs Officers and the Repair and Maintenance Contractors determine whether any work may be required to the solid fuel systems previously referenced in this section.
- 5.6.4. In the event of it being necessary to undertake works the Senior Surveyor will, in conjunction with the Voids and Responsive Repairs Officers will consider if there is an ACM risk by checking existing in date surveys or ordering a new survey, the Senior Surveyor will liaise with the Compliance Officer to arrange and undertake the necessary asbestos works.
- 5.6.5. In relation to void properties the Senior Surveyor will liaise with the Voids and Repairs Coordinator and the Voids and Responsive Repairs Officers to determine what repairs works may be necessary to prepare the void properties for re-occupation. During this process consideration will be given to the possible replacement of solid fuel systems in the properties.
- 5.6.6. The Senior Surveyor will in addition be a point of contact for the Housing Officers for them to raise any concerns relating to the condition of properties or repairs including solid fuel systems which they may identify following any visits they undertake to occupied properties. The necessity for repairs will be assessed by the Repairs Officer.

5.7. The Responsibilities of the Compliance Officer

- 5.7.1. 5.7.1 The primary responsibility of the Compliance Officer is to oversee and provide advice on Health and Safety Compliance for the Housing Asset Management Team.
- 5.7.2. 5.7.2 In relation to solid fuel system Management the Compliance Officer will
 - Ensure that appropriate and adequate solid fuel system Certificates are in place for all properties across the whole of the Housing Property Portfolio
 - Where necessary order new services to replace those that are thought to be incomplete or inadequate
 - Receive the certificates and data when this becomes available
 - Review the new certificates to ensure they meet requirements
 - Provide all reports to the System Officer for input of data to the Northgate system
 - To receive records of completed solid fuel system installs and provide these to the Systems Officer for updating Northgate system.
 - To administer the Contractor Approvals Procedures for the Housing Asset Management Team
- 5.7.3. The Compliance Assistant will assist the Compliance Officer in undertaking the work allocated to that role.

5.8. The Responsibilities of the Voids and Responsive Repairs Officers

- 5.8.1. When completing a general inspection or solid fuel system specific inspection to a property the Voids and Responsive Repairs Officer must check all solid fuel system equipment on site for condition and report any concerns including any chimney leaks they are aware of or the tenant reports to them.
- 5.8.2. Prior to organising any responsive repairs works, the Voids and Responsive Repairs Officers must ensure that the Asbestos Material Register has been interrogated to determine whether there are any known ACMs at the proposed work locations. If there is any doubt as to the completeness of the available asbestos survey information, the Voids and Responsive Repairs Officer must liaise with the Senior Surveyor and / or the Compliance Officer so that consideration can be given to the necessity for undertaking further survey works prior to the undertaking of the required responsive repairs work. The Voids and Responsive Repairs Officers must not commission asbestos surveys directly.
- 5.8.3. The Voids and Responsive Repairs Officer must ensure when works are completed, they inspect the works before sign off and made sure paperwork is completed and provided to the compliance officer.

5.9. The Responsibilities of the Repairs Officer

- 5.9.1. When completing a general inspection or solid fuel system specific inspection to a property the Repairs Officer must check all solid fuel system equipment on site for condition and report any concerns including any chimney leaks they are aware of or the tenant reports to them.
- 5.9.2. Prior to organising any responsive repairs works, the Repairs Officers must ensure that the Asbestos Material Register has been interrogated to determine whether there are any known ACMs at the proposed work locations. If there is any doubt as to the completeness of the available asbestos survey information, the Voids and Responsive Repairs Officer must liaise with the Senior Surveyor and / or the Compliance Officer so that consideration can be given to the necessity for undertaking further survey works prior to the undertaking of the required responsive repairs work. The Voids and Responsive Repairs Officers must not commission asbestos surveys directly.
- 5.9.3. The Repairs Officer must ensure when works are completed, they inspection the works before sign off and made sure paperwork is completed and provided to the compliance officer.

5.10. The Responsibilities of the Planned Maintenance Officer

- 5.10.1. Together with all Officers of the Housing Asset Management Team, the Planned Maintenance Officer must ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on solid fuel systems in the property.

- 5.10.2. The Planned Maintenance Officer must make his team aware of the below which includes the project officer, planned maintenance surveyor and Planned Maintenance administrator.
- 5.10.3. Report any concern to solid fuel system equipment on site straight away including any chimney leaks they are aware of or the tenant reports to them.
- 5.10.4. Speak to the senior surveyor if there are any work needed to solid fuel systems as part of any planned project.
- 5.10.5. Check the asbestos survey for any ACM that be located around the solid fuel systems and take appropriate action for removal or encapsulate liaising with the Senior Surveyor and Compliance Officer to arrange and undertake the necessary asbestos works.

5.11. The Responsibilities of the Project Officer

- 5.11.1. Ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on solid fuel systems in the property.
- 5.11.2. Report any concern to solid fuel system equipment on site straight away including any chimney leaks they are aware of or the tenant reports to them.
- 5.11.3. Speak to the senior surveyor if there are any upgrades needed to solid fuel systems as part of any planned project.
- 5.11.4. Check the asbestos survey for any ACM that be located around the solid fuel systems and take appropriate action for removal or encapsulate with guidance from the Planned Maintenance Officer and if necessary, from the Compliance Officer and Senior Surveyor.

5.12. 5.13 The Responsibilities the Planned Maintenance Surveyor

- 5.12.1. Ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on solid fuel systems in the property.
- 5.12.2. Report any concern to solid fuel system equipment on site straight away including any chimney leaks they are aware of or the tenant reports to them.
- 5.12.3. Speak to the senior surveyor if there are any upgrades needed to solid fuel systems as part of any planned project.
- 5.12.4. Check the asbestos survey for any ACM that be located around the solid fuel systems and take appropriate action for removal or encapsulate with guidance from Planned Maintenance Officer and if necessary, from the Compliance Officer and Senior Surveyor.

5.13. The Responsibilities of the Voids and Responsive Repairs Coordinator and Housing Repairs Administrators

The Voids and Responsive Repairs Coordinator, assisted by the Housing Repairs Administrators, is the most senior administrator within the Housing Asset Management Team.

- 5.13.1. Requests for repairs associated with chimney leaks must be treated an emergency.

- 5.13.2. Request for system fuel systems must be approved by the Senior Surveyor and approval must be sent before the admin team raise any orders.
- 5.13.3. For minor responsive repairs, the Customer Services Team will pass the request for repairs through to the Housing Administration Inbox. The Housing Repairs Administrators enter the repair request on to the Northgate System. The request for the repair is conveyed to the relevant Repairs and Maintenance Contractor via Northgate and where there is a warning that ACMs may be present in the property the information is passed onto the contractor.
- 5.13.4. For major responsive repairs, this must be passed to the Senior Surveyor and Compliance Officer who will review the work and arrange the repair if it is decided the work will be completed.
- 5.13.5. On the completion of all repairs, work the Repairs Administrators will process the invoices received for the work undertaken and the issue of payments. It will be checked with the Senior Surveyor and Compliance Officer that works have been completed and paperwork has been received.

5.14. The Responsibilities of the Tenancy Services Manager

- 5.14.1. The Tenancy Services Manager has overall responsibility for managing all tenancy related matters including
 - The sign up of new tenants at the beginning of new tenancies
 - The termination of tenancies
 - The payments of rents and arrears
 - Possible nuisance situations
 - Passing information to the Voids and Repairs Team on termination of tenancies
- 5.14.2. The Senior Housing Officer and Housing Officers included in the Tenancy Services Manager's Team will visit the properties included in the Housing portfolio in all probability on a more regular basis than other Officers of the Housing Asset Management Team and during these visits it is imperative that they generally check on the condition on the properties. Ideally when time allows the Housing Officers should check the solid fuel systems while on site, these issues then must be reported to the repairs team.
- 5.14.3. The Senior Housing Officer and Housing Officers will communicate to new tenants that a solid fuel system check needs to be completed and provide information to new tenants on how to do this.
- 5.14.4. The Tenancy Services Manager must ensure that the Senior Housing Officer and Housing Officers are aware the above requirement for solid fuel system management and carry out their duties accordingly.

5.15. The Responsibilities of the Senior Housing Officer and Housing Officers

- 5.15.1. The Senior Officer is accountable to the Tenancy Services Manager to ensure that during the execution of their duties the Housing Officers will report any potential or confirmed chimney leaks in the property.
 - 5.15.2. The Senior Officer is accountable to the Tenancy Services Manager to ensure that during the execution of their duties the Housing Officers will report any damaged to solids fuel systems in the property.
- 5.16.** The Responsibilities of the Intensive Housing Management Team Leader and Officers (IHMOs)
- 5.16.1. The Intensive Housing Management Team Leader and Officers provide on-site management services for the Sheltered Schemes to which they are allocated. It is important for these Officers to report any potential or confirmed chimney leaks they are aware of or the tenant reports to them.
 - 5.16.2. The Intensive Housing Management Team Leader and Officers provide on-site management services for the Sheltered Schemes and individual properties to which they are allocated. It is important for these Officers will report any damaged to solid equipment in the property.
- 5.17.** Responsibilities of the Corporate Health and Safety Officer
- 5.17.1. The Corporate Health and Safety Officer will generally oversee the solids fuel system management arrangements and procedures of the Housing Asset Management Team and will provide guidance and advice as and when required.
 - 5.17.2. In addition the Corporate Health and Safety Officer will arrange for audits on site internally that include the solid fuel system management procedures of the Housing Asset Management Team on a periodic basis.
 - 5.17.3. In the event of an exposure leading to potential CO Poisoning, the Corporate Health and Safety Officer will be informed so that the incident can be investigated, and decisions taken as to whether the occurrence is reportable to the Health and Safety Executive under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- 5.18.** The Responsibilities of the Corporate Human Resources Team
- 5.18.1. In the event of potential CO poisoning to employees the Corporate Human Resources Team will provide all necessary support to the employees to address their concerns.
 - 5.18.2. Where it is confirmed CO poisoning has occurred, the HR Team will ensure that the exposure is recorded on the employees HR and Occupational Health records.
 - 5.18.3. In the unlikely event of it being considered necessary for an individual to be subject to medical examination following CO Poisoning, this will be arranged by the HR Team.
- 5.19.** The Responsibilities of the Data Systems Officer
- 5.19.1. The Data Systems Officer is responsible for loading all solid fuel system data progressively on to the Northgate System.

5.20. The Responsibilities of the Appointed Solid Fuel System Contractor

- 5.20.1. The Housing Management Asset Team will work with the appointed solid fuel system contractor to ensure the services are completed to the agreed standard and timeframe.
- 5.20.2. The requirement for the appointment of Solid Fuel System Contractor will be that
 - Have employees completing checks on solid fuel systems are HETAS registered, and evidence is provided to MBC.
 - They have relevant experience in delivering solid fuel checks.
 - They hold the required Employee Liability Insurance, Public and Products insurance and Professional Indemnity Insurance and provide evidence to MBC.
 - On completion of any check or install documentation is provided.
- 5.20.3. In summary the services provided by the Solid Fuel Systems Contractor will be
 - Annually checking all solid fuel systems.
 - Installing new and replacement solid fuel systems.
 - Providing documentation and evidence or any checks or installs.
 - Providing a Call out service, including out of hours.
 - Providing evidence of all relevant training.

5.21. The Responsibilities of all Contractors

- 5.21.1. All Contractors who undertake work on the properties managed by the Housing Asset Management Team must
 - Report any damages chimney leaks in any property they are working for MBC to the person running the project work.
 - Develop emergency procedures, which should be agreed with the Senior Surveyor and Compliance Officer, which can be followed in the event of any inadvertent or accidental disturbance and damages.

6. The Arrangements for establishing the Location and Condition in the Properties Owned and Managed by the Housing Asset Management Team of Melton Borough Council

- 6.1. Previously there was no records held for solid fuel systems in properties, between known records and the stock condition data MBC have established a list and orders have been raised to have all systems checked and these inspections are still ongoing.
- 6.2. Fuel System documentation is stored on electronically, the documents are received after each check and are check by the Compliance Assistant and any issues are reported to the Compliance Officer.
- 6.3. The nominated solid fuel system contractor has checks and repairs raised to them to attend, and they inform us when they have had to condemn a system which is addressed by the Senior Surveyor and Compliance Officer.

- 6.4.** Repairs and replacements are established from the annual check that takes place and monitors the overall condition of the system.

7. Reports and Electronic Databases

Previously there was very minimal data on solid fuel, however after reviewing stock condition data and other property inspections there is now comprehensive data on where these are located and the condition and what work is still needed.

- 7.1.** All the data for solid fuel is now in the Northgate system and the System Officer is producing monthly report for the Compliance Officer to see the status of each solid fuel system.
- 7.2.** This report is used by the Compliance Officer and Compliance Assistant to see what addresses are due to be inspected and ensure they are all raised on the Northgate system, so they are logged.
- 7.3.** When inspections are completed, and the documentation is sent to The Compliance Officer from the nominated contractor the Compliance Officer and Compliance Assistant will update the element on Northgate to show it has been completed and attach a copy of the inspection.
- 7.4.** Updating this element will mean that on the next report created by the System Officer the property will show as in date and not due for another year.

8. Assessing the Risks Associated in the Properties Owned and Managed Melton Borough Council Housing Asset Management Team

- 8.1.** In order to ensure that the risks associated with the solid fuel system equipment in properties are managed in MBC properties, the continued commitment to monitor and ensure annual checks is completed is essential.
- 8.2.** Ensure that all repairs and completed and reports of faults are dealt with in a timely manner and recorded on the system.
- 8.3.** Managing and solid fuel system equipment in MBC properties requires the combined efforts of the housing asset team and tenancy services who both would enter the property on a regular basis.
- 8.4.** The key areas to monitor and look out for are:
- Condition of the equipment, alongside the general property condition.
 - The extent of damage or deterioration
 - Suspicious smells or smoke
 - What the resident is storing near any equipment

9. Carbon Reduction

- 9.1. Melton Borough Council has a committed approach to carbon reduction and the heating in each property is a strong approach in how we are reducing our carbon footprint, when a new or replacement heating system is required, MBC will investigate and establish what the best form of heating should be installed and consider how it can reduce carbon.
- 9.2. MBC will only maintain solid fuel heating in properties where it is the primary heat source and avoid any new installs, this would only be considered in very limited circumstances where there is no better alternative.
- 9.3. If the property also has another form of heating e.g., electric storage heaters, gas heating, or oil heating then the solid fuel is not considered the primary heat source and is considered a secondary heat source and repairs will only be considered in very limited circumstances where there is no better alternative.
- 9.4. If a tenant chooses to seek permission to install solid fuel heating in addition to the existing form of heating that is already in the property, the solid fuel will become the secondary heating source. All requests will be answered by the Senior Surveyor who will consider all requests and give the appropriate answer also takes in account carbon reduction and current government legislation.
- 9.5. Consideration of the properties current EPC rating will be taken into account when the decision to repair a current solid fuel system or permission request for a new install are being reviewed. If MBC are unable to gain a EPC rating of C or above with the solid fuel system other arrangement will have to be made to obtain this rating.
- 9.6. MBC only allow smokeless fuels to be used in any solid fuel system that is in the housing stock.
- 9.7. The locations smoke control rules will influence the decision on solid fuel systems when looking into repairs or new installs.

10. The Selection and Control of Contractors

- 10.1. All contractors who undertake work for Melton Borough Council are required to satisfactorily complete an Assessment of Competence and Resources of Contractors Questionnaire to confirm that they can meet the requirements of the Authority before being added to the Approved Contractors List.
- 10.2. A minimum requirement for a contractor that completes inspections, repairs and installs is to be HETAS registered and hold competences relevant to the equipment installed at each site.
- 10.3. Contractors are continuously reviewed for their compliance and are required to provide copies of the required documentation that is stored on the system and is tracked on a spreadsheet to highlight expiry dates.

- 10.4.** The current contractor has been used by MBC for a period of time and are a registered contractor who do meet the requirements however they have not been procured following the procurement regulations and no formal contract is in place.
- 10.5.** The Housing Compliance Officer obtains additional information from contractors to cover such matters as:
- Accreditations through for health and safety management systems through CHAS, Safe contractor and Constructionline
 - Accreditation to meet the requirements of BS EN ISO 9001 for the contractor's Quality Management System
 - Accreditation to ISO 14001 for the contractor's Environmental Management System
 - Accreditation to OHSAS 45001 for the contractor's Occupational Health and Safety Management Systems
 - Accreditation to ISO 27001 for Data Security Management
- 10.6.** This additional information is recorded and tracked by the Housing Asset Management Administration Team and the Compliance Officer to ensure all requirements are complied with on an ongoing basis.
- 10.7.** Site Specific risk assessments and method statements are obtained from the contractor before any new installs take place and are checked by the Senior Surveyor before any works are given the approval to be completed.

11. Actions to Be Taken in the Event of the emergency

It is a landlord's responsibility to ensure all solid fuel systems are in a safe condition, MBC has a duty under The Defective Premises Act 1972 and The Housing Act 2014 to provide a safe premises and access conditions to maintain a safe condition.

This is achieved by arranging inspections that are undertaken to prevent avoidable emergencies and a tenant has a duty to allow access as stated in their tenancy agreement however there will be unavoidable events that need to be dealt with appropriately.

- 11.1.** In the event of a leaking chimney reported from the tenant, an emergency call out will be sent to the designated contractor.
- 11.2.** If the contractor suspects a leak on site, they will notify MBC straight away who will send the designated contractor.
- 11.3.** If the contractor has an incident on site that leads to a potential leak, then they will report to MBC straight away. MBC will then send the designated contractor and complete their own investigation to what has happened on site and may ask the external auditors to attend site.
- 11.4.** For all emergency incidents that happen on site a form will be completed and sent to the corporate health and safety who will inform on the action they are taking which may be a RIDDOR.

12. The Disposal

- 12.1.** The contractor who replaces or repairs any solid fuel equipment on site is responsible for safe and suitable disposal, they will remove and dispose of items correctly at a waste and recycling facility.

13. The Action Plan

- 13.1.** In order to ensure that the objectives and actions detailed in this Solid Fuel Management Plan are progressed and complied with, The Housing Asset Management Team have developed a Solid Fuel Action Plan, progress against which will be assessed on an ongoing basis by the Housing Asset Manager, together with the Senior Surveyor, and the Compliance Officer. The Action Plan is provided below.
- 13.2.** The findings of the review will be reported on an annual to the Assistant Director of Housing. Where there are indications that the objectives of the Solid Fuel Action Plan are not being achieved, the Assistant Director of Housing will ensure that appropriate actions are taken to address any shortcomings identified.

Objective	Responsibility	Target Commencement Date	Target Completion Date	Confirmation of Completion of Action	Budget
Complete the preparation for the new MBC Solid Fuel Management Plan.	Housing Asset Manager, Senior Surveyor and Compliance Officer.				
All employees of MBC Housing to be provided with access to the completed Solid Fuel Management Plan to confirm the duties which are assigned to them within the document.	Housing Asset Manager				
Ensure that adequate financial provisions are in place for the inspections, repairs, and replacements	Deputy Director for Housing, the Housing Asset Manager, and the Senior Technical Accountant				
Continue to update the Northgate system with new inspections and installs.	The Systems Officer	Immediate	On going		
Procure a contractor for Solid Fuel that complies with procurement regulations.	The Compliance Officer	TBC			

Objective	Responsibility	Target Commencement Date	Target Completion Date	Confirmation of Completion of Action	Budget
Undertake review of Solid Fuel Management Plan annually.	Assistant Director of Housing, Housing Asset Manager, Senior Surveyor, and Compliance Officer				

14. Controlling Entries to the plan

- 14.1.** The entries to this Solid Fuel Management Plan will be controlled by the Housing Asset Manager, with assistance from the Senior Surveyor and Compliance Officer however overall control sits with the Housing Asset Manager.

15. Monitoring Progress in Comparison with the Objectives of the Plan

- 15.1.** Progress in comparison with objectives of the Solid Fuel Management Plan will be undertaken collectively by the Housing Asset Manager, the Senior Surveyor, and the Compliance Officer, on an annual basis. If considered necessary, the Housing Asset Manager will invite the appointed contractor to relevant parts of these meetings to provide advice as required on specific solid fuel management issues.
- 15.2.** The main method for monitoring progress will be by way of identifying progress against the objectives detailed within the Solid Fuel Action Plan.

16. Review of the Plan Timescales

- 16.1.** Following the completion and adoption of this Solid Fuel Management Plan, the whole document will be formally reviewed on an annual basis at meetings between the Housing Asset Management, Senior Surveyor and Compliance Officer. If thought appropriate the appointed contractor will be invited to attend relevant parts of these meetings to provide advice on specific solid fuel management issues. The review will encompass the whole of the Solid Fuel Management Plan document with consideration given to any amendments of the Solid Fuel Management Plan that are considered necessary.
- 16.2.** The Solid Fuel Management Plan will also be reviewed following any incidents to determine whether the occurrence was due to a failure of the procedures detailed within the Plan or a failure of individuals to comply with the requirements set out in the document.
- 16.3.** In addition to complying with the statutory requirements, the reasons for undertaking a review of the Solid Fuel Management Plan include:

- To ensure that the arrangements for the inspections and repairs are being undertaken at the required intervals and timescales.
- To ensure that solid fuel records are being updated following inspections, replacements or new installs.
- To ensure that the communication methods are effective and successful.
- Have the requirements of the Solid Fuel Management Plan been effectively communicated to employees and contractors?
- Have there been any solid fuel incidents?
- Were the emergency procedures effective and what lessons have been learned
- Does the Solid Fuel Management need to be amended and strengthened in the light of any incidents?
- Have the requirements of the Solid Fuel Management Plan been effective in preventing incidents?
- Have there been any changes in key appointments, arrangements and responsibilities for Solid Fuel Management and what amendments will be necessary to the Solid Fuel Management Plan as a consequence.
- Is there continued commitment from Senior Management for effective control and management of solid fuel in the premises concerned?