



# Gas and Oil Management Plan: Housing Assets

September 2026

## Article I. Contents

|                                                                                                                                                                         |    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| 1. Introduction, Objectives and Purpose .....                                                                                                                           | 3  |
| 2. Scope of this Management Plan .....                                                                                                                                  | 4  |
| 3. Legislative Requirements .....                                                                                                                                       | 5  |
| 4. The Principles of Gas & Oil Management.....                                                                                                                          | 6  |
| 5. Organisational Arrangements for Gas & Oil Management and Associated Employee Responsibilities ....                                                                   | 7  |
| 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..... | 16 |
| 7. Reports and Electronic Databases .....                                                                                                                               | 17 |
| 8. Assessing the Risks Associated in the Properties Owned and Managed Melton Borough Council Housing Asset Management Team .....                                        | 17 |
| 9. Carbon Reduction.....                                                                                                                                                | 18 |
| 10. The Selection and Control of Contractors .....                                                                                                                      | 18 |
| 11. Actions to Be Taken in the Event of the emergency .....                                                                                                             | 19 |
| 12. The Disposal of redundant equipment and materials .....                                                                                                             | 20 |
| 13. The Action Plan .....                                                                                                                                               | 20 |
| 14. Controlling Entries to the plan.....                                                                                                                                | 21 |
| 15. Monitoring Progress in Comparison with the Objectives of the Plan .....                                                                                             | 22 |
| 16. Review of the Plan Timescales .....                                                                                                                                 | 22 |
| 17. Independent Auditing and Review .....                                                                                                                               | 23 |

## 1. Introduction, Objectives and Purpose

- 1.1. This Management Plan (MP) sets out the arrangements and procedure for the safe management of properties with gas or oil heating installations that are owned, managed, and maintained by the Housing Assets department of Melton Borough Council (MBC).
- 1.2. This MP provides detailed advice for the safe management of these systems including those in individual properties and sheltered schemes that have communal systems.
- 1.3. The MP 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 MBC, contractors, consultants and members of the public who may enter the building and/or complete work to any of these systems.
- 1.4. In order to ensure best practice, the Housing Assets Department of MBC will manage all systems in the properties for which they are responsible in accordance with the legislative requirements, Gas Safety (Installation and Use) Regulations 1998 as amended and The Control of Pollution (Oil Storage) (England) Regulations 2001. MBC as the landlord is required to ensure that gas and oil safety checks are carried out every 12 months. This must be by a Gas Safe registered engineer for all gas appliances and flues the landlord provided and by a competent oil servicing engineer registered with OFTEC for oil boilers.
- 1.5. The Housing Asset Management Team recognises, in particular that un-serviced or unrepaired systems lead to an increased risk of fires, explosions, gas leaks, 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.
- 1.6. The document details the Organisational Arrangements to ensure the objectives of this MP are achieved and the Responsibilities and Duties of all those who are, directly or indirectly, involved in the Housing Assets Departments procedures to ensure that the MP are safely managed at all times.

## 2. Scope of this Management Plan

- 2.1. This MP applies to the safe management, servicing and repairs to properties that have gas and oil systems for heating installed that are owned by MBC and managed by MBC Housing Assets Department.
- 2.2. As of September 2026, the housing portfolio includes 1783 properties however 1467 Properties contain the systems relevant to this MP, 1432 Properties have gas in the property, 35 Properties have oil in the property. This includes properties with individual boilers and communal boilers in sheltered and extra care schemes. This stock includes the following types of properties;
- 1 Bed Bungalow
  - 1 Bed Flat (Extra Care)
  - 1 Bed Flat
  - 1 Bed Flat (Sheltered)
  - 2 Bed Bungalow
  - 2 Bed Flat
  - 2 Bed House
  - 2 Bed Maisonette
  - 2 Bed Flat (Sheltered)
  - 3 Bed Bungalow
  - 3 Bed Flat (Extra Care)
  - 3 Bed House
  - 3 Bed Maisonette
  - 4 Bed House
  - Bedsit Flat (Extra Care)
  - Bedsit Flat
  - Bedsit (Sheltered)
- 2.3. There are 3 sheltered accommodations schemes:
- Granby House in Melton Mowbray where heating is provided by two communal gas boilers.
  - Bradgate Flats in Asfordby heating is provided by three communal gas boilers.
  - Wilton Court in Melton Mowbray heating is provided by two communal gas boilers.
- 2.4. In addition, there is an extra scheme at Gretton Court in Melton Mowbray where there are three communal gas boilers.

### 3. Legislative Requirements

- 3.1. In preparing this Gas and Oil Management Plan, the Housing Assets 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.
- Gas Safety (Installation and Use) Regulations 1998 as amended requires the landlord to ensure that gas safety checks are carried out every 12 months by a Gas Safe registered engineer on all gas appliances and flues the landlord provided.
  - The Control of Pollution (Oil Storage) (England) Regulations 2001 All elements of the installation (including the tank) should be maintained and properly serviced once per annum by an OFTEC registered engineer.
  - 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 Housing Act 2014 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 order of Gas. Information relating to

the hazards of Carbon Monoxide from gas and oil products 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.

**3.2.** In preparing this Gas and Oil Management Plan, the MBC Housing Asset 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 Repairs and Voids Manager or Building safety and Asset Compliance Lead 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

## **4. The Principles of Gas & Oil Management**

4.1. The main principles of Gas & Oil Management are to service, record, maintain and monitor.

**Service:** to ensure all boilers are serviced annually and are safe to continue in use.

**Maintain:** any defects with any boiler or items associated to the boiler will be repaired and maintained by MBC.

**Record:** all install, service and repair activities are recorded and these records kept on an MBC computer system in a central file location. These are available when required and evidence the boiler history. The information and records are updated on the MBC internal system by a systems officer and this information is able to produce record reports and status of each property.

**Monitor:** maintaining and monitoring the status of all gas and oil boilers with weekly and monthly reports that are produced from the records that are kept up to date.

## **5. Organisational Arrangements for Gas & Oil 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 appropriate arrangements are in place for the safe management of all gas/oil boilers and gas fires included 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 of gas/oil boiler and gas fires that are present within the residential housing stock and sheltered schemes owned, managed, and maintained by the Council.
- 5.1.3. The Council have delegated the Duty Holder responsibilities for Gas and Oil management to the Chief Executive Officer who must ensure that adequate arrangements and procedures are in place to ensure safe management of all gas/oil boilers and gas fires in 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 gas and oil management are assigned, the Chief Executive Officer must ensure that the requirements of Gas Safety (Installation and Use) Regulations 1998 as amended and The Control of Pollution (Oil Storage) (England) Regulations 2001 are followed to manage and maintain gas and oil appliances in properties owned by MBC 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 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 gas/ oil boilers and gas fires 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.

5.2.3. Specifically the Chief Executive Officer will ensure that:

- there is an appropriate management structure to facilitate the compliant and safe management of the gas/oil boilers and gas fires present in all the properties managed and maintained by the Council's Housing Assets Team
- detailed responsibilities and functions for gas and oil management are appropriately defined and delegated.
- those to whom gas and oil 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 gas and oil management functions and responsibilities are delegated in order to provide those with relevant responsibilities with the necessary knowledge and skills to effectively carry out their duties
- there is a detailed Plan in place i.e., Gas and Oil Management Plan, which sets out how the Housing Assets Department will manage the gas/oil boilers and gas fires 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 gas management arrangements are current and effective at all times.
- ensure that adequate financial provisions are made for the required and effective management of gas/oil boilers and gas fires across the Housing Assets property portfolio.

5.2.4. Through this Gas and Oil Management Plan, the Chief Executive has delegated the Duty Holder responsibilities for gas and oil management across the housing property portfolio to the Director for Housing and Communities who together with the Assistant Director for Housing Quality, Development and Landlord Services must ensure that the Duty Holder requirements for gas and oil 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 gas/oil boilers and gas fires 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 gas and oil management made by the Chief Executive Officer, the Director for Housing and Communities must ensure that the Duty Holder responsibilities for gas and oil

management across the Council's Housing property portfolio, all as detailed in section 5.2.3 of this gas and oil management plan, are fulfilled on an ongoing basis.

5.3.2. To ensure that the Duty Holder responsibilities for gas and oil management are being fulfilled, the Director for Housing and Communities will, together with the Assistant Director for Housing Quality, Development and Landlord Services will monitor the compliance of the Housing Asset Management Team in achieving the gas and oil management requirements of Gas Safety (Installation and Use) Regulations 1998 as amended, The Control of Pollution (Oil Storage) (England) Regulations 2001 and other relevant items of legislation and Guidance referred to earlier in this gas and oil management plan.

5.3.3. Where the Director for Housing and Communities receives any reports or indications that gas and oil 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 for Housing Quality, Development and Landlord Services**

5.4.1. The Assistant Director for Housing Quality, Development and Landlord Services will be accountable to the Director of Housing and Communities to ensure that all gas and oil 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 Gas and Oil Management Plan.

5.4.2. In addition, the Assistant Director for Housing Quality, Development and Landlord Services will be responsible for ensuring that the Housing Asset team have the necessary skills, knowledge and experience required to effectively undertake their gas and oil 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 Gas and Oil certificates and reports to provide evidence of suitable servicing and repairs of all gas and oil boilers.
- Systems are in place for the periodic servicing of identified gas/oil boilers and gas fire at periods not in excess of 12 months for the common and communal systems.
- 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 gas and oil 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 gas and oil works.
- Ensure that all members of Housing Asset Management Team involved in work where they may have a role in gas and oil management, receive the appropriate level of training.

#### **5.6. Responsibilities of the Repairs & Voids manager**

- 5.6.1. The primary responsibility of the Repairs & Voids Manager 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 Repairs & Voids Manager oversees the work being undertaken by the Repair and Maintenance Contractors including the appointed Gas and Oil Contractor who is contract managed by the Repairs & Voids Manager.
- 5.6.3. Where gas/oil boilers and gas fires are present at any property, the Repairs & Voids Manager 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 gas/oil items previously referenced in this section.
- 5.6.4. In the event of it being necessary to undertake works the Repairs & Voids Manager 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 Repairs & Voids Manager will liaise with the Building safety and Asset Compliance Lead to arrange and undertake the necessary asbestos works.
- 5.6.5. In relation to void properties the Repairs & Voids Manager 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 gas/oil boilers and gas fires in the properties.
- 5.6.6. The Repairs & Voids Manager 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 gas/oil boilers and gas fires 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 Building Safety & Assets Compliance Lead**

- 5.7.1. The primary responsibility of the Building Safety & Assets Compliance Lead is to oversee and provide advice on Health and Safety Compliance for the Housing Asset Management Team.
- 5.7.2. In relation to Gas and Oil Management the Building Safety & Assets Compliance Lead will
  - Ensure that appropriate and adequate Gas and Oil 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 NEC system
  - To receive records of completed gas/oil boiler installations and provide these to the Systems Officer for updating the NEC system.
  - To administer the Contractor Approvals Procedures for the Housing Asset Management Team
- 5.7.3. The Compliance Assistant will assist the Building Safety & Assets Compliance Lead 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 a gas/oil specific inspection to a property, the Voids and Responsive Repairs Officer must check all gas and oil equipment on site for condition and report any concerns, this includes if they smell gas at any point or if the tenant informs them, they have smelt gas.
- 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 Repairs and Voids Manager and / or the Building Safety & Assets Compliance Lead 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 ensure paperwork is completed and provided to the Building Safety & Assets Compliance Lead.

- 5.8.4. When a property does become void, an order will be raised to cap any gas or appliances on site to the designated contractor.

#### **5.9. The Responsibilities of the Voids and Responsive Repairs Officer**

- 5.9.1. When completing a general inspection or gas/oil specific inspection to a property the Voids and Responsive Repairs Officer must check all gas and oil equipment on site for condition and report any concerns, this includes if they smell gas at any point or if the tenant informs them, they have smelt gas.
- 5.9.2. 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 Repairs and Voids Manager and / or the Building Safety & Assets Compliance Lead 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 and Voids Manager must ensure when works are completed they inspection the works before sign off and made sure paperwork is completed and provided to the Building Safety and Asset Compliance Lead.

#### **5.10. The Responsibilities of the Senior Planned Maintenance Surveyor**

- 5.10.1. To oversee projects where communal boiler systems are to be replaced in sheltered schemes.
- 5.10.2. When considering the requirements for mechanical works and repairs, the Senior Planned Maintenance Surveyor must interrogate the Asbestos Materials Register to determine whether there are any known ACMs present at the proposed work locations before anything commences and the proposed contractor has a minimum of asbestos awareness training.
- 5.10.3. Ensure any contractor working on projects has been given the full information and provides a health and safety file on site.
- 5.10.4. To provide guidance to other colleagues regarding boilers and has fires when required.

#### **5.11. Additional Responsibilities of the Senior Planned Maintenance Surveyor**

- 5.11.1. Together with all Officers of the Housing Asset Management Team, the Senior Planned Maintenance Surveyor must ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on gas and oil systems in the property.
- 5.11.2. The Senior Planned Maintenance Surveyor must make his team aware of the below which includes the project officer, planned maintenance surveyor and Planned Maintenance administrator.

- 5.11.3. Report any concern to gas or oil equipment on site straight away.
- 5.11.4. Speak to the Repairs and Voids Manager if there are any upgrades needed to gas or oil systems as part of any planned project.
- 5.11.5. Check the asbestos survey for any ACM that may be located around the gas or oil systems and take appropriate action for removal or encapsulate with guidance from the Building Safety & Assets Compliance Lead and Repairs and Voids Manager.

**5.12. The Responsibilities of the Project Officer**

- 5.12.1. Ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on gas and oil systems in the property.
- 5.12.2. Report any concern to gas or oil equipment on site straight away.
- 5.12.3. Speak to the Repairs and Voids Manager if there are any upgrades needed to gas or oil systems as part of any planned project.
- 5.12.4. Check the asbestos survey for any ACM that may be located around the gas or oil systems and take appropriate action for removal or encapsulate with guidance from the Building Safety & Assets Compliance Lead and Repairs and Voids Manager.

**5.13. The Responsibilities the Planned Maintenance Surveyor**

- 5.13.1. Ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on gas and oil systems in the property.
- 5.13.2. Report any concern to gas or oil equipment on site straight away.
- 5.13.3. Speak to the Repairs and Voids Manager if there are any upgrades needed to gas or oil systems as part of any planned project
- 5.13.4. Check the asbestos survey for any ACM that may be located around the gas or oil systems and take appropriate action for removal or encapsulate with guidance from the Building Safety and Asset Compliance Lead and Repairs and Voids Manager.

**5.14. 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.

- 5.14.1. Requests for repairs associated with gas leaks or reports of smelling gas must be treated an emergency and cadent must also be made aware.
- 5.14.2. Request for new boiler installs must be approved by the Repairs and Voids Manager, and approval must be sent before the admin team raise any orders.
- 5.14.3. For 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.

- 5.14.4. 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 confirmed with the Building Safety & Assets Compliance Lead and Repairs and Voids Manager that works have been completed and paperwork has been received.

**5.15. The Responsibilities of the Housing Services Manager**

- 5.15.1. The Housing 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
- 5.15.2. The Senior Housing Officer and Housing Officers included in the Housing 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 of the properties. Ideally when time allows the Housing Officers should check the gas and oil appliances while on site, these issues must then be reported to the repairs team and gas leaks must also be reported to Cadent.
- 5.15.3. The Senior Housing Officer and Housing Officers communicate to the housing asset team that a new gas/oil service is required on properties that are having a mutual exchange.
- 5.15.4. The Senior Housing Officer and Housing Officers will communicate to new tenants that a gas service needs to be completed and provide information to new tenants on how to do this.
- 5.15.5. The Housing Services Manager must ensure that the Senior Housing Officer and Housing Officers are aware the above requirement for gas and oil management and carry out their duties accordingly.

**5.16. The Responsibilities of the Senior Housing Officer and Housing Officers**

- 5.16.1. The Senior Officer is accountable to the Housing Services Manager to ensure that during the execution of their duties the Housing Officers will report any potential or confirmed gas or oil leaks in the property.
- 5.16.2. The Senior Officer is accountable to the Housing Services Manager to ensure that during the execution of their duties the Housing Officers will report any damage to gas or oil equipment in the property.

**5.17. The Responsibilities of the Independent Living Coordinators**

- 5.17.1. The Independent Living Coordinators 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 gas or oil leaks in the property.

- 5.17.2. The Independent Living Coordinators provide on-site management services for the Sheltered Schemes to which they are allocated. It is important for these Officers to report any damage to gas or oil equipment in the property.
- 5.17.3. The Intensive Housing Management Team Leader and Officers provide on-site management services for the Sheltered Schemes to which they are allocated. They will complete weekly checks to the communal boiler room and record the inspection and findings.

**5.18. Responsibilities of the Corporate Health and Safety Officer**

- 5.18.1. The Corporate Health and Safety Officer will generally oversee the gas and oil management arrangements and procedures of the Housing Asset Management Team and will provide guidance and advice as and when required.
- 5.18.2. In addition, the Corporate Health and Safety Officer will arrange for audits on site internally that include the gas and oil management procedures of the Housing Asset Management Team on a periodic basis.
- 5.18.3. 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).

**5.19. The Responsibilities of the Corporate Human Resources Team**

- 5.19.1. 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.
- 5.19.2. 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.
- 5.19.3. 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.

**5.20. The Responsibilities of the Housing Systems Officer**

- 5.20.1. The Housing Systems Officer is responsible for loading all gas and oil data progressively on to the NEC System.

**5.21. The Responsibilities of the Appointed Gas and Oil Contractor**

- 5.21.1. The Housing Management Asset Team will work with the appointed gas and oil contractor to ensure the services are completed to the agreed standard and timeframe.
- 5.21.2. The requirement for the appointment of Gas and Oil Contractor will be that
  - Have employees completing servicing on gas appliances are Gas Safe and OFTEC registered and evidence is provided to MBC.
  - They have relevant experience in delivering gas and oil servicing.

- They hold the required Employee Liability Insurance, Public and Products insurance and Professional Indemnity Insurance and provide evidence to MBC.
  - On completion of any service or install certification is provided.
- 5.21.3. In summary the services provided by the Gas and Oil Contractor will be
- Annual Servicing to all boilers and gas fires.
  - Visual inspection of tenant's own gas appliances for example, gas cooking appliances
  - Install of new and replacement boilers and fire.
  - Provide certification and evidence or any servicing or installs.
  - Call out service, including out of hours.
  - Provide evidence of all relevant training and gas safe certification.

## **5.22. The Responsibilities of all Contractors**

- 5.22.1. All Contractors who undertake work on the properties managed by the Housing Asset Management Team must
- Report any damages or smell of gas in any property they are working for MBC to the person running the project work.
  - Develop emergency procedures, which should be agreed with the Repairs and Voids Manager and Building Safety and Asset Compliance Lead, which can be followed in the event of any inadvertent or accidental disturbance and damages that could lead gas or oil leaks.

## **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. An appointed contractor services gas/oil boilers and gas fires in all properties, and servicing records are stored electronically. The certificates are available on the contractors SharePoint site and are made available on the day following the service. All records are checked by the compliance team.
- 6.2. The nominated gas contractor notifies MBC when there has been a complete failure and a replacement is required. This is then managed by the Repairs and Voids Manager.
- 6.3. Stock conditions surveys have provided reassurance on the locations of gas/oil boilers and gas fires but have also checked condition of boilers in the property and estimated the age.
- 6.4. Stock condition data has alerted and oil contractor has repairs raised to them to attend and they inform the repairs team MBC to gas/oil boilers and gas fires that

need replacing and estimated year a replacement is required, enabling the housing asset team to plan in works required and at what locations and when rather than just when there is a complete failure.

- 6.5. The Repairs and Voids Manager makes the decision on new boilers or fires where the information returned is analysed and either a repair or new boiler or fire is installed depending on what is the suitable solution and the Building Safety & Assets Compliance Lead is informed.

## **7. Reports and Electronic Databases**

- 7.1. The contractor issues a daily report which lists the gas/oil services, the repairs completed and all no accesses from the previous day. The report is saved electronically in the daily report folder in a shared folder. This report is used by the Compliance Team to monitor progress and ensure services are completed by the required date. Any issues are raised with the contractor. No accesses are recorded and letters sent to tenants.
- 7.2. On a monthly basis the Compliance Assistant emails the Systems Officer the data in a format that can be inputted into the NEC system to update the last service date element for the relevant properties.
- 7.3. The System Officer on a weekly basis produces a report that shows all properties and due date of the next service that is sent to the Compliance Team. This report is used to monitor compliance.
- 7.4. All service documents (LGSR), and appointment history is held on the contractor's SharePoint site which is accessible by all relevant MBC staff.

## **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 gas/oil equipment in properties are managed, the continued commitment to monitor and ensure servicing is completed is essential.

- 8.2. It is vital to ensure that all repairs are completed and reports of faults are dealt with in a timely manner and recorded on the NEC system.
- 8.3. Managing and monitoring gas/oil equipment in MBC properties requires the combined efforts of the housing asset team and tenancy services officers who enter properties 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
  - 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 most appropriate form of heating to be installed and consider how it can reduce carbon.
- 9.2. MBC will only maintain oil heating in properties and avoid any new oil installations, this would only be considered in very limited circumstances where there is no better alternative.
- 9.3. Where a property does not have gas/oil boilers or fires but does have solid fuel heating that has failed, and other heating sources are available MBC will consider if gas or oil would be a more suitable option to solid fuel in line with its goal to reduce its carbon footprint.
- 9.4. If a tenant wishes to install an alternative form of heating to the existing gas or oil or to remove gas or oil, they would need to request permission from the Repairs and Void Manager who will consider all requests and give the appropriate answer that supports carbon reduction.

## **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. The chosen gas and oil contractor has been procured following the procurement regulations. The procurement process determined that they meet the requirements to complete the works required for the contract.

- 10.3. Contractors are continuously reviewed for their compliance. This includes Gas Safe Certification for all engineers.
- 10.4. The Building Safety & Assets Compliance Lead obtains additional information from contractors to cover such matters as:
- Accreditations 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
- 10.5. This additional information is recorded and tracked by the Housing Asset Management Administration Team and the Building Safety & Assets Compliance Lead to ensure all requirements are complied with on an ongoing basis.
- 10.6. Site Specific risk assessments and method statements are obtained from the contractor before any new installs take place and are checked by the Repair and Voids Manager before any works are given the approval to be completed.
- 10.7. Project works will be managed and over seen by the Planned & Major Works Surveyor who reports to the Senior Planned Maintenance Surveyor or for larger projects by an externally appointed Mechanical Officer together with a Principal Contractor. Project pre-start meetings are held during which it will be confirmed that the Principal Contractor and all contractors continue to hold all the Accreditations and Approvals required to confirm their competencies to undertake the required works. That their employees have received all the necessary training and refresher training, and that all necessary employee, public and products and contractors all risks insurances are in place.

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

It is a landlord's responsibility to ensure gas/oil boilers and gas fires are in a safe condition, MBC has a duty under the Gas Safety (Installation and Use) Regulations 1998 as amended and The Control of Pollution (Oil Storage) (England) Regulations 2001 to arrange 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 smell of gas reported from the tenant, an emergency call out will be sent to the designated contractor and a report to Cadent to attend the property.
- 11.2. If the contractor suspects a gas leak on site, they will notify cadent and stay on site to ensure that all appliances on site are safe before leaving, certification will be provided confirming the appliances are safe to use.
- 11.3. If the contractor has an incident on site that leads to a potential escape of gas, then they will report this to cadent and MBC immediately. MBC will then complete their own investigation as to what has happened on site and may ask the external auditors to attend site to carry out a detailed investigation.
- 11.4. For all emergency incidents that occur on site, MBC Incident 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 of redundant equipment and materials

- 12.1. The contractor who replaces any heating 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 Gas and Oil Management Plan are progressed and complied with, The Housing Asset Management Team have developed a Gas and Oil Management Action Plan, progress against which will be assessed on an ongoing basis by the Housing Asset Manager, together with the Repairs and Voids Manager, and the Building Safety and Asset Compliance Lead. The Action Plan is provided below.
- 13.2. The findings of the review will be reported on an annual report to the Assistant Director of Housing. Where there are indications that the objectives of the Gas and Oil 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 Gas and Oil Management Plan. | Housing Asset Manager, Repairs & Voids Manager and Building Safety & Assets Compliance Lead. |                          |                        |                                      |        |

| Objective                                                                                                                                                                  | Responsibility                                                                                                                                                          | Target Commencement Date | Target Completion Date | Confirmation of Completion of Action | Budget |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------|--------------------------------------|--------|
| All employees of MBC Housing to be provided with access to the completed Gas and Oil 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 servicing, repairs and replacements.                                                                        | The Assistant Director for Housing Quality, Development and Landlord Services, , and the Senior Technical Accountant                                                    |                          |                        |                                      |        |
| Continue to update the Northgate system with new services and installs.                                                                                                    | The Systems Officer                                                                                                                                                     |                          |                        |                                      |        |
| Continue to Upload certificates to Northgate System for servicing and installs.                                                                                            | The Repairs & Voids Manager and Building Safety & Assets Compliance Lead                                                                                                |                          |                        |                                      |        |
| Create a programme of works for replacement boilers that are needed.                                                                                                       | Repairs and Voids Manger                                                                                                                                                |                          |                        |                                      |        |
| Undertake review of Gas and Oil Management Plan annually.                                                                                                                  | Assistant Director for Housing Quality, Development and Landlord Services, Housing Asset Manager, Repairs & Voids Manager, and Building Safety & Assets Compliance Lead |                          |                        |                                      |        |

## 14. Controlling Entries to the plan

- 14.1.** The entries to this Gas and Oil Management Plan will be controlled by the Housing Asset Manager, with assistance from the Repairs and Void Manager and Building Safety & Assets Compliance Lead 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 Gas and Oil Management Plan will be undertaken collectively by the Housing Asset Manager, the Repairs and Voids Manager, and the Building Safety & Assets Compliance Lead, 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 gas and oil management issues.
- 15.2. The main method for monitoring progress will be by way of identifying progress against the objectives detailed within the Gas and Oil Action Plan.

## **16. Review of the Plan Timescales**

- 16.1. Following the completion and adoption of this Gas and Oil Management Plan, the whole document will be formally reviewed on an annual basis at meetings between the Housing Asset Management, Repairs and Voids Manager and Building Safety & Assets Compliance Lead. If considered appropriate the appointed contractor will be invited to attend relevant parts of these meetings to provide advice on specific gas and oil management issues. The review will encompass the whole of the Gas and Oil Management Plan document with consideration given to any amendments of the Gas and Oil Management Plan that are considered necessary.
- 16.2. The Gas and Oil Management Plan will also be reviewed following any incidents or accidental exposures 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 Gas and Oil Management Plan include:
  - To ensure that the arrangements for the servicing and repairs are being undertaken at the required intervals and timescales.
  - To ensure that gas and oil records are being updated following servicing or new installs.
  - To ensure that the communication methods are effective and successful.
  - Have the requirements of the gas and oil management plan been effectively communicated to employees and contractors?
  - Have there been any gas or oil incidents?
  - Were the emergency procedures effective and what lessons have been learned
  - Does the Gas and Oil Management Plan need to be amended and strengthened in the light of any incidents?

- Have the requirements of the Gas and Oil Management Plan been effective in preventing incidents?
- Have there been any changes in key appointments, arrangements and responsibilities for Gas and Oil Management and what amendments will be necessary to the Gas and Oil Management Plan as a consequence.
- Is there continued commitment from Senior Management for effective control and management of gas and oil in the premises concerned?

## 17. Independent Auditing and Review

- 17.1. Following an internal review of our services MBC have appointed an external auditor who has been procured through our procurement team and meets the essential criteria to complete all audits.
- 17.2. The auditor is sent all the daily reports we receive so they can see where our contractor has been and can make suitable appointments to audit where a recent service has taken place.
- 17.3. The auditor has been provided access to the contractors SharePoint site where all LGSR's are held and where they can confirm attendance and check the paperwork has been completed correctly.
- 17.4. Where the auditor does find any issues, they notify the Building Safety & Assets Compliance Lead and Repairs and Void Manager the same day with an automated email. It is also logged on their own portal. The portal details the full report and the concerns they have found on site or on the paperwork.
- 17.5. Where there are issues and concerns with the contractor completing the servicing the Repairs and Voids Manager who is the contract manager will address these with the contract manager and take appropriate action where required.