

## Non-Gas Heating Policy

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### Policy Statement & Purpose

Bromford are fully committed to ensure we comply with our duty under the Landlord and Tenant Act 1985, in the management and maintenance of all non-gas heating systems. These include oil, solid fuel, air and ground source heat pump (ASHP, GSHP), electric heating, electric boilers, unvented Cylinder appliances, pipework and storage, flues and ventilation, to best practice standards.

The purpose of this policy is to demonstrate Bromford Housing Group's commitment to ensuring that the risk to people, buildings and the wider business are reduced as far as reasonably practicable, whilst ensuring that all legislative requirements are met. This policy will be supported by a detailed operating procedure to ensure the Policy is fully embedded into routine working practice.

This policy aligns with the risk appetite as set by our board.

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### Scope

This Policy covers Bromford and its subsidiaries.

Bromford have a duty to ensure that all heating appliances which include oil, solid fuel, air and ground source heat pumps (ASHP, GSHP), electric boilers, electric heating appliances and unvented Cylinder cylinders, pipework and storage, flues and ventilation provided are safely maintained annually. These will be checked by appropriately qualified contractors and engineers to ensure that we fully comply with our legislative and statutory duties.

Our policy and processes ensure that our contractors and our own qualified engineers provide a high-quality service in terms of competence, customer advocacy and maximisation of the life of our assets and their components. The policy provides assurance to Bromford that measures are in place to ensure compliance with the regulations and to identify, manage and/or mitigate risks associated with the risk to life from uncontrolled fires, substances hazardous to health, the build-up of noxious gases and physical injuries.

The policy is relevant to all Bromford employees, customers, contractors and other persons or other stakeholders who may work on, occupy, visit, or use its premises, or who may be affected by its activities or services. It should be used by all to ensure they understand the obligations placed upon Bromford to maintain a safe environment for customers and employees within the home of each customer and within all communal areas of buildings.

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This policy applies to all domestic and communal areas where Bromford as Landlord retains a responsibility to repair and maintain.

Bromford will follow a systematic approach to comply with our duties under the Health and Safety at Work Act (1974) to ensure the safety of customers, leaseholders, employees, and members of the public.

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## Reference Documents

List of Referenced Documents
Appointment letters 1-3
Legal (7 day) letter
Working around flues process maps
Mutual Exchange policy
Empty homes policy

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## Policy Principles

### Inspection & Servicing

We will ensure that we fulfil our duties and responsibilities as a landlord as specified in relevant legislation by:

- Completing an annual safety check on all oil, secondary solid fuel, air and ground source heat pump (ASHP, GSHP) appliances, electric heating, electric boilers, unvented Cylinder appliances pipework and storage, flues, and ventilation in Bromford maintained properties. All properties will have the Smoke and Co Alarms inspected annually.
- Oil Boilers are serviced annually.
- Primary solid fuel appliances will have two safety checks annually.
- Secondary solid fuel appliances will have one safety check annually.
- ASHP and GSHP are serviced annually.
- Electric heating i.e. storage heaters etc will have a visual inspection completed annually.
- Electric boilers are serviced annually.
- Unvented cylinders are serviced annually.
- Completing a safety check on all relevant appliances in Bromford maintained properties, within 12 months of installation/handover or at intervals of not more than 12 months since the last safety check.
- Carrying out a safety check on all relevant appliances at every change of occupancy e.g. voids, mutual exchanges, transfers, decants
- Carrying out a safety check on all relevant appliances at intervals of not more than 12 months in standing stock properties and longer-term empty homes.
- Completing a Safety Record for each safety check and storing this document securely.
- Providing a copy of the Safety Record to customers following completion of the safety check.
- Providing a copy of the Safety Record to any new customer as part of the empty homes process.

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- Only using competent and appropriately qualified contractors and engineers to ensure that we fully comply with our legislative and statutory duties.
  - Undertaking related repairs in line with performance targets.
  - Promptly dealing with unsafe situations by making them safe and carrying out repairs within agreed timescales.
  - Completing an annual safety check of smoke and carbon monoxide (CO) detectors.
  - Inspecting relevant properties every 12 months, which are known not to contain gas or have had installations decommissioned, to ensure that appliances or supplies have not been connected without our knowledge.
  - Installing and maintaining CO detectors in all our properties in any room containing any fixed combustion appliance, except gas cookers.
  - Having a robust process for gaining access, by appointment, to conduct fuel safety checks, servicing and other works.
  - Taking appropriate legal action where customers refuse or fail to facilitate access to their home to undertake the safety check.
  - Monitoring customer requests to undertake work affecting any combustible appliance, fitting or flue maintained by Bromford.
  - Refusing requests by customers to install solid fuel appliances or opening up fireplaces. This also includes shared ownership properties and leaseholders.
  - Removing open flued appliances at void stage or at every other opportunity (e.g. solid fuel appliances and gas fires). In exceptional circumstances i.e. Cost of living etc. careful consideration would be given as to whether an economical repair is feasible. However, if the appliance/chimney is beyond economical repair the appliance will be removed and the chimney blocked up.
  - Ensuring all new build properties in Bromford's management are included in the appropriate servicing programme for future inspection and maintenance in accordance with this policy.
  - Encouraging leaseholders to maintain their own appliances.

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## **Responsibilities**

The Board is responsible for:

- Sets risk appetite and monitors performance.

The Audit and Risk Committee (ARC) are responsible for:

- Reviewing Compliance reports and control frameworks and make recommendations to Board.
- Providing assurance to Board on compliance with the relevant legislation and our policy.

The Executive Team are responsible for:

- Ensuring the appropriate resources and performance management frameworks are in place to ensure compliance with applicable laws and regulations.

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- Inspiring a culture which ensures compliance is prioritised and colleagues are trusted and encouraged to report concerns of non-compliance.
  - Continuing performance review and scrutiny.

Risk and Compliance Forum (RCF): are responsible for:

- Approving this document and notifying board of key changes to this document
- Reviewing and challenging non-gas heating safety compliance.

Landlord Compliance Forum (LCF): are responsible for:

- Are responsible for reviewing landlord compliance.
- Ensuring that effective controls are in place to maintain compliance.

Compliance performance group are responsible for:

- Twice weekly compliance performance review meetings to monitor and oversight of delivery of the compliance programmes.

All leaders and colleagues are responsible for:

- Carrying out their work in line with this policy and associated procedures and processes.
- Applying Bromford's DNA in everything they do.
- Reporting non-compliance to line management as soon as practically possible.
- Considering non-gas heating safety in all activities and notifying compliance leads of any activity which puts compliance at risk.

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## **Legislative Requirements**

Our policy is to comply with all applicable legislation and regulatory requirements, including the following:

Regulatory Standards The application of this policy will ensure compliance with the Social Housing Regulation Act 2024.

### Legislation

The principal legislation applicable to this policy is the Landlord and Tenant Act 1985. The regulations place a duty upon Bromford as a Landlord, to ensure that all non-gas heating systems including oil, solid fuel, air and ground source heat pump (ASHP, GSHP) appliances, pipework and storage, flues and ventilation, are maintained in a safe condition and that safety checks are carried out and appropriate records kept and issued or displayed to customers.

### Additional Legislation

The policy also operates in the context of the following additional legislation:

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- Building Regulations 2010 – including all approved documents.
  - British Standard 7671:2018 (18th Edition) amendment 2 IEE Wiring Regulations.
  - Health & Safety at Work Act (1974).
  - Management of Health & Safety at Work Regulations 1999.
  - The Construction (Design and Management) Regulations 2015.
  - The Housing Act 2004.
  - BS5410 Part 1 (2014) Oil Firing Technical association (OFTEC).
  - BS8511 2010 – Code of practice for the installation of solid fuel heating.
  - Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022.
  - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
  - Building Safety Act 2022.
  - Any other legislation that may come into force that is applicable to this policy.
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### **Assurance Framework**

The Legal and Regulatory risk appetite of Bromford's Board is generally minimal, and it is risk averse with respect to landlord asset compliance. As such we always do everything reasonably practicable to ensure Legal and Regulatory compliance. Our compliance management comprises high-level oversight and assurance at Board and Executive level, mid-level oversight at Senior Leadership level and detailed scrutiny at management level.

This policy assists with mitigating the risk identified in our risk register, namely 'We fail to ensure safety and asset compliance across our homes resulting in death or injury to customers, colleagues or a third party'.

A system of audits in line with our 3 lines of assurance will ensure that all aspects of this policy and any controls implemented, will be monitored to ensure its effectiveness.

### **Performance Monitoring**

The following KPI's are reported monthly via the H&S and Regulation dashboard to the Executive and Board.

- Number of current expired Safety Records.
- Number of expired Safety Records as at the end of the calendar month.

Additional operational PI's are monitored by the Compliance and Service Delivery teams to ensure ongoing compliance and inform improvements.

### **Training**

Training will be provided to Bromford employees as follows:

- Training will be bespoke to the individuals responsible for managing and delivering the service and refresher training will be provided as appropriate.
- Operatives will be trained and certified to the appropriate industry standards, e.g. HETAS

### **Communication and Review**

This policy will be published on the Hub intranet site – Corporate Document Library (CDL).

This policy will be reviewed annually and in line with changes to government guidelines.

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## Document Details

**Owner:** Head of Compliance

**Approved By:** Risk and Compliance Forum

**Date of Approval:** 1 May 2024

**Next Review Due:** 1 May 2025

**Policy Version:** 2

**Share to website:** Upload to CDL

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## Version Control

Renewal Date	Version	Approved By	Comments
April 2021	1.0	RCF	New policy template applied
May 2024	2.0	RCF	Minor amendments for consistency