



Ongo's Inspection, Testing & Servicing Policy June 2017

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1. Our policy is...

- 1.1 To undertake a programme of planned inspections, servicing and testing to ensure the safety of tenants, staff and visitors.
- 1.2 To take all reasonable measures to meet our Health and Safety obligations, including gaining access to complete periodic inspections.

2. It applies to...

- 2.1 Property, plant and equipment related planned inspection, testing and servicing across the Ongo Group.

3. Because we want to...

- Ensure that any equipment or installations are safe;
- Comply with all Regulations and Approved Codes of Practice and Guidance Notes issued by the Health & Safety Executive (HSE);
- Take steps, as far as is reasonably practical, to prevent the breakdown, malfunction or total failure of installations or equipment;
- Be clear on our inspection, servicing and testing requirements.

4. We will...

- 4.1 Undertake periodic inspections, servicing and testing as per the table in Appendix One.
- 4.2 Undertake competitive tenders from suitably qualified persons who can demonstrate that they have the relevant registration or competence to undertake the work.
- 4.3 Only use competent and trained staff where inspections are carried out in-house.
- 4.4 Ensure tenants are provided with:
 - At least 7 days notice that access is needed to undertake a check in their property;
 - An appointment date and time that is mutually convenient.
- 4.5 Tell tenants what we'll do if there's a problem:
 - If our contractors are unable to gain access to a domestic property, we will take action in line with our Tenancy Management Policy;
 - We will provide support with issues such as hoarding, which might compromise electrical safety, to reduce the risk of harm.

5. Making sure we do what we say...

- 5.1 The Head of Regeneration has overall responsibility for this policy and for ensuring that it is applied on a day-to-day basis.
- 5.2 An annual compliance audit will be completed and reported to the Group Audit & Risk Committee at the second meeting of each financial year.
- 5.3 Each contract will be monitored on an ongoing basis by a dedicated contract manager.
- 5.4 We will have a suite of indicators which will be regularly monitored and reported on.

6. Other things to bear in mind...

- 6.1 Are our policies and procedures relating to:
 - Tenancy management
 - Hoarding
 - Health and Safety
 - Gas Safety Policy
 - Management requirements for inspection and checking within the H&S manager's toolkit
- 6.2 We've also borne in mind in general:
 - Health and Safety Regulations and Legislation
 - The Defective Premises Act 1972
 - Homes and Communities Agency (HCA) Home Standard
 - That the Building Regulations apply to all new builds and refurbishments where there is significant material alterations to the fabric of the building.

7. We'll look at this again...

- 7.1 In a year's time to see if anything needs changing.

8. What we mean...

Reference	Definition
Electrical installation	All the fixed electrical equipment that is supplied through the electricity meter. It includes the cables that are usually hidden in the fabric of the building (walls and ceilings), accessories (sockets, switches and light fittings), and the consumer unit (fuse box) that contains all the fuses or circuit-breakers.
Domestic properties	Includes communal areas
ECA	Electrical Contractors Association
NICEIC	National Inspection Council of Electrical Installation Contractors
EICR	Electrical Installation Condition Reports
EPC	Energy Performance Certificate
FRA	Fire Risk Assessment
Clos-o-mat	Provides flushing, washing and warm air all in one. It is user friendly for people who have restricted use of their hands.
Radon	Radon is a radioactive gas and you need special equipment to detect it. It comes from the rocks and soil found everywhere in the UK. Landlords have a responsibility to their tenants under Duty of Care and the Housing Act 2004 to provide a safe home.
Inspection	A planned careful examination or scrutiny of the condition of an item, or place. Some risk assessments include an element of inspection, where this is the case and these are considered pre-planned inspections within the scope of this policy then these are recorded within this policy document.

Appendix One: what we'll test and when

What we'll do	Applies to	How often	Rationale for frequency	Relevant contractor registrations	Relevant legislation/standard
Electrical installations (I&T)					
Thorough Inspection / Test of electrical systems within the scope below. Scope <ul style="list-style-type: none"> Includes; Any 'hard wired' equipment circuits that are approved by, and known to ongo, such as stair lifts. Excludes: It does not apply to the tenant's own electrical appliances (whether portable or fixed) or any other installations. 	<ul style="list-style-type: none"> Domestic properties Communal areas Sheltered housing Business Premises 	When a property becomes void and it will be re-let; If a property is new or it has had major repairs;	A & BP	ECA/NICEIC Registration	BS 7671 (as amended) Electricity at Work Regulations
		To all domestic properties based on the frequencies below: <ul style="list-style-type: none"> ○ First EICR after construction or rewire. This will remain current for 10 years. ○ Subsequent EICR – 5 years 			
Fire Risk Assessments (FRA)					
Fire Risk Assessments / inspection	<ul style="list-style-type: none"> Communal areas 	Every four years	St & BP		Regulatory Reform (Fire Safety) Order (RRO)
	<ul style="list-style-type: none"> Sheltered housing Business Premises High rises 	Annually			

Sterile Communal (Fire) Inspection policy					
Walk downs	<ul style="list-style-type: none"> Communal areas 	<ul style="list-style-type: none"> Fortnightly 	St & BP		Regulatory Reform (Fire Safety) Order (RRO)
	<ul style="list-style-type: none"> High rises 	<ul style="list-style-type: none"> Weekly 			
Inspection	<ul style="list-style-type: none"> Sheltered housing 	<ul style="list-style-type: none"> Monthly 			
	<ul style="list-style-type: none"> Business Premises 	<ul style="list-style-type: none"> Monthly 			
Fire alarms including hard wired smoke and heat detection (I&T)					
Thorough Inspection / Test	Hard wired smoke and heat detection, and alarm systems where fitted in communal areas; <ul style="list-style-type: none"> Our offices Sheltered housing Multi-storey high rise flats Communals 	Twice a year by external contractors	St (annual)	ECA/NICEIC Registration	Regulatory (Fire Safety) (RRO) BS 5839-1 2002 BS EN 50172:2004 BS EN3: Part 5 1996 BS 5306 Part 1 1988 BS5266
Visual inspection / Test		Weekly alarm testing by internal staff	A & BP		
Thorough Inspection / Test	Hard wired smoke and heat detection, and alarm systems where fitted within a domestic premise within; <ul style="list-style-type: none"> Sheltered housing Multi-storey high rise flat. 	Annual by external contractors	St (annual)	ECA/NICEIC Registration	
Thorough Inspection / Test	<ul style="list-style-type: none"> Albion Grove Enderby Road Offices 	Quarterly by external contractors	St (annual)	ECA/NICEIC Registration	
Visual inspection / Test		Weekly alarm testing by internal staff	A & BP		

Emergency lighting (I&T)					
Thorough Inspection / Test	Emergency lighting fitted to <ul style="list-style-type: none"> • Our offices • Sheltered housing • Multi-storey high rise flats • Communals 	Once a year by external contractors	St (annual)	ECA/NICEIC Registration	
Visual inspection		Weekly visual inspection by internal staff	A & BP		
Fire Extinguishers Hose reels Sprinklers (I,T, S)					
Thorough Inspection / Service	Fire Extinguishers located at; <ul style="list-style-type: none"> • Our offices • Sheltered housing • Multi-storey high rise flats 	<ul style="list-style-type: none"> • Once a year 	St	Institution of Fire Engineers (IFE) accredited	
Passenger lifts (I&T)					
Service visit	Passenger Lifts installed at – <ul style="list-style-type: none"> • Multi-storey high rise flats • Our offices • Sheltered and retirement 	Monthly Service / Inspection visits as per schedule	St	Member of Lift and Escalator Industry Association	Lifting Operations and Lifting Equipment Regulations (LOLER)
Thorough Inspection / test		Twice a year /			
Stair lifts / Through floor lifts Hoists					
Service visit	Stair lifts and Hoists in domestic properties, only where ongo has approved installations.	Twice a year service visit.	(I&S)	(LEIA) accreditation OHAS18001 Construction line ISO14001 / 14006 / 9001	Provision and use of Work Equipment Regulations (PUWER)
Thorough Inspection / test		One thorough examination per year.	St		

Intruder alarms (I&T)					
Thorough Inspection / test	Intruder alarms fitted at Office buildings	Once a year	R		HSWA 74 No specific legislation - required by insurers
Drains (S)					
Check and clean	Surface water drains only under the ownership of Ongo	Once a year	BP		No legislation but best practice
Bin chutes (I&S)					
Thorough Inspection / test	Bin Chutes fitted in multi-storey high rise flats	Twice a year	A		RRFSO
Functional check		Weekly testing by us			
Street lights (I&T)					
Electrical Safety check	Any street lights within ongo's Jurisdiction and relevant to our stock	6 yearly	St		BS 7671 (as amended) Electricity at Work Regulations
Structural integrity check		On a rolling basis	BP		
Radon pumps (I&T)					
Thorough Inspection / test	Domestic properties with radon pumps	Once a year			COSHH
Lightening protection (I&T)					

Thorough Inspection / test	Lightening Protection attached to multi-storey high rise flats.	Once a year	St		HSWA 74 BS EN 62305:2006
Washing machines (S)					
Thorough Inspection / test	Communal laundry rooms	Once a year	BP		PUWER EAWR
Clos-o-mat (S)					
Thorough Inspection / test	Clos-o-mat installations where these are present in domestic properties	Once a year	BP		No legislation
Asbestos					
Asbestos condition inspections	• Our offices	Every three months by staff.	BP		HSWA 1974 CAW
	• Sheltered housing • Multi-storey high rise flats	Annual Inspections	BP		HSWA 1974 CAW
	• Communals areas	Fortnightly inspection by ongo staff	BP		HSWA 1974 CAW
	• Let Properties	Void Properties prior to re-letting.	St		
Legionella					
Legionella bacteria testing	• Our offices • Sheltered housing • Multi-storey high rise flats	Annually unless RA or testing identifies other appropriate actions.	BP BP St		HSWA 1974 COSHH Legionella ACOP L8 HSG 274
Temperature testing hot water outlets in communals	• Our offices • Sheltered housing • Multi-storey high rise flats	Monthly			

Flushing of infrequent used outlets	<ul style="list-style-type: none"> • Our offices • Sheltered housing • Multi-storey high rise flats 	Weekly	BP		
Flushing of taps and showers and toilets. Inspection of cold water storage tank Inspection to check for visible dead legs.	<ul style="list-style-type: none"> • Let Properties 	Void Properties prior to re-letting.	St		
Gas					
Thorough Inspection / Service	All properties with gas installations	On installation Annually. Void Properties prior to re-letting.	St	Engineers that are Gas Safe registered to work on domestic installations.	Gas Safety (Installation and Use) Regulations
Thorough inspection / Service	On communal boiler systems that supply any ongo properties at; <ul style="list-style-type: none"> • Multi-storey high rise flats • Our offices • Sheltered and retirement 	On installation Annually.		Engineers that are Gas Safe registered to work on non-domestic installations.	
Energy Performance Certificate (EPC)					
Survey	Rented or selling properties	When built When offered for sale or rent Every 10 years	St		Housing Act 2004

Portable Appliance Testing					
Thorough Inspection / test	Electrical Portable work equipment	Annual or as defined by inspector	BP		BS 7671 (as amended) Electricity at Work Regulations, Provision and use of Work
		User pre-use checks	St		
Oil					
Thorough Inspection / test	Oil fueled appliances	On installation Annually	St	OFTEC Registration	HSWA 74 Building Regulations apply to new installations
Solid Fuel					
Thorough Inspection / test	Solid fuel appliances owned by ongo.	On installation,	St	HETAS Registration	HSWA 74 Building Regulations apply to new installations.
		Annually	St		
		Interim	BP		
Co detectors					
Functional test	Properties with solid fuel appliances owned by ongo. New build properties where fitted.	New installations	St		HSWA 74 Building Regulations apply to new installations.
		Annual	Bp		
		Interim test	Bp		

Unvented cylinders					
Thorough Inspection / test	Water systems with unvented cylinders	On installation	St	G3 Certification	HSWA 74 – Building Regulations Approved Document G3
		Annually	St		
Air Source heating					
Thorough Inspection / test	Air source heating installations	On installation / Annually	St St	MCS Accredited	BS 7671 (as amended) Electricity at Work Regulations Various Environmental legislation.
Thorough Inspection / test including Leak test	F – Gas (Applicable)	On installation / Annually	St	F-Gas Registered	
Air conditioning					
Thorough Inspection / test	Air conditioning units	On installation / Annually	St		Various Environmental legislation.
Leak test	Air conditioning units that are F – Gas (Applicable)	Annually – if the charge is above 5tCO ₂ e (10tCO ₂ e if hermetically sealed)	St	F-Gas Registered	Various Environmental legislation. (see Env RA.)
Communal heating					
Functional check and filter clean	Heat Interface Units	Once every two years	BP		
Scaffolding					

Thorough inspection	Scaffolding	On installation Weekly Following any substantial alteration, or incident or weather events that could cause instability.	St		Provision and use of Work Equipment Regulations (PUWER) Work At Height Regulations (WAHR)
Pre use user Check		Before each shift each day.			

Excavations

Thorough inspection	Excavations	On installation Weekly Following any substantial alteration, or incident or weather events that could cause instability.	St		Provision and use of Work Equipment Regulations (PUWER) Workplace Health Safety and Welfare Regulations Work At Height Regulations (WAHR)
Pre use user Check		Before use each morning			

Ladders

Thorough inspection	Ladders	3 months	St		Work At Height Regulations (WAHR) INDG455
Pre use user Check		Before use			

Harnesses

Pre use user Check	Harnesses	Pre use user check before each use.	BP		Work At Height Regulations (WAHR)
Thorough Inspection		Every 6 months (or more frequently subject to use and abuse).	St		
Van and work equipment inspections					
Van and work equipment	Vans and the work equipment carried within them.	Two monthly by managers	BP		
Workplace inspections					
Inspections of the condition of workplaces	Business premises	Monthly by managers	BP		Workplace Health Safety and welfare regulations.
Work vehicles					
Thorough inspection (MOT)	All company vehicles	Annually after the first three years.	St		
Calibrating Equipment					
Calibrate equipment	Gas Analyser	Annually, or if inaccuracy is suspected, and inline with manufacturers recommendations.	St		Provision and use of Work Equipment Regulations 1998 (PUWER)
	Electrical Multimeters -				
	Refrigerant Leak Detectors				

Key:

I = inspect

T = test

S = service

R = required for other reason

St = Statutory requirement

A = advisory

BP = best practice