



Ongo's Inspection, Testing & Servicing Policy June 2018

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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 mental health 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	Basis for Need (Freq)	Relevant contractor registration requirements	Relevant Legislation / standard	Responsible function.
ELECTRICITY						
Electrical installations (I&T)						
<p>Thorough Inspection / Test of electrical systems within the scope below.</p> <p>Scope</p> <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 • High Rise • Business Premises 	<p>First EICR when;</p> <ul style="list-style-type: none"> • A property is first constructed. This will last for 10 years. • A property is fully rewired. This will last for 10 years. • If a property is purchased. This will last 5 years. <p>Additional EICR when;</p> <ul style="list-style-type: none"> • a property becomes void and it will be re-let; This will last 5 years. • if a property has major repairs; This will last 5 years. • When there is a need. <p>Repeat EICR as follows;</p> <ul style="list-style-type: none"> ○ On expiry of above times, otherwise ○ Subsequently EICR – 5 years 	Im & (Bp)	ECA/NICEIC Registration	BS 7671 (as amended) EAWR	Assets
Portable Appliance Testing						
<ul style="list-style-type: none"> • Thorough combined inspection / test 	<ul style="list-style-type: none"> • Electrical Portable work equipment • All electrical 	<ul style="list-style-type: none"> ○ Annual ○ As defined by competent inspector 	<p>Bp (Bp)</p> <p>St (St)</p>		BS 7671 (as amended) EAWR, PUWER	Organisation Assets.

• Pre use Check	equipment in common areas of HMO's	○ By staff each time before using the equipment				Presenting equipment each Dept.
FIRE						
Fire Risk Assessments (FRA)						
Fire Risk Assessments / inspection	• Domestic Premises	None			RRFSO BS 5839-1 2002 BS EN 50172:20 04 BS EN3: Part 5 1996 BS 5306 Part 1 1988	Assets
	• Communal areas	Every four years	St			
	• Sheltered housing • Business Premises	Annually	St (Im)			
	• High rises (including a sample of flats)	Annually	St (Im)			
Sterile Communal Area (Fire) Inspection policy						
Walk down inspection	• Communal areas	• Fortnightly	St (Im)		RRFSO	Housing
	• High rises	• Weekly	St (Im)			Housing
Inspection	• Sheltered housing	• Monthly	St (Im)			Cus Service
	• Business Premises	• Monthly	St (Im)			Assets
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	Annually by external contractors, Mid year additional thorough inspection.	St (St) Bp (Bp)	ECA/NICEIC Registration	RRFSO	Assets

Visual inspection / Test	<ul style="list-style-type: none"> • Our offices • Sheltered housing • High rises • Communals 	Weekly alarm testing by internal staff	Im (Bp)			Assets Cus Service Housing Housing
Thorough Inspection / Test	<p>Hard wired smoke and heat detection, and alarm systems where fitted within a domestic premise within;</p> <ul style="list-style-type: none"> • Sheltered housing • Multi-storey high rise flat. 	Annually by external contractors	St (St)	ECA/NICEIC Registration	RRFSO	Assets
Thorough Inspection / Test	<ul style="list-style-type: none"> • Albion Grove • Enderby Road Offices 	Quarterly by external contractors	St (St annual)			
Visual inspection / Test		Weekly alarm testing by internal staff	Ad & Bp			
Emergency lighting (I&T)						
Thorough Inspection / Test and Service of Emergency lighting fitted to	<ul style="list-style-type: none"> • Our offices • Sheltered housing • High rises • Communals 	Once a year by external contractors	St (St annual)	ECA/NICEIC Registration	RRFSO BS 7671 (as amended) EAWR	Assets
Visual inspection of emergency lighting fitted to	<ul style="list-style-type: none"> • Our offices • Sheltered housing • High rise flats 	Weekly visual inspection by internal staff	Im (Bp)			Assets Cus Service Assets

	<ul style="list-style-type: none"> • Communals 	Fortnightly visual inspection by internal staff	Im (Bp)			Housing
Functional check of inspection of emergency lighting fitted to	<ul style="list-style-type: none"> • Our offices • Sheltered housing • High rises • Communals 	Monthly functional check that the light fitting works inspection by internal staff	Im (Bp)			Assets Cus Service Assets Housing
Fire Extinguishers						
Thorough Inspection / Service	Fire Extinguishers at; <ul style="list-style-type: none"> • Our Offices • Sheltered housing • High Rises 	<ul style="list-style-type: none"> • Once a year 	St (St)	Institution of Fire Engineers (IFE) accredited	RRFSO	Assets
Hose reels						
Thorough Inspection / Service	Fire Hose reels at; <ul style="list-style-type: none"> • Our Offices • Sheltered housing • High Rises 	<ul style="list-style-type: none"> • Once a year 	St (St)	Institution of Fire Engineers (IFE) accredited	RRFSO	Assets
Fire Damper						
Thorough Inspection / Service	<ul style="list-style-type: none"> • Within flats within high rises. 	Once a year	St (Im)		RRFSO	Assets
Fire Doors						
Annual Fire doors inspection.	<ul style="list-style-type: none"> • Our offices • Sheltered housing • High rises including all flats • Communals including all flats 	Once a year	St (Im)		RRFSO	Assets

Dry Riser						
Annual inspection / test of Dry riser	High rises	Once a year	St (im)		RRFSO	Assets
Sprinklers						
Thorough Inspection / Service	High Rises	Once a year	St (St)	Institution of Fire Engineers (IFE) accredited	RRFSO	Assets
LIFTS						
Passenger lifts (I&T)						
Service visit	Passenger Lifts installed at – <ul style="list-style-type: none"> • Multi-storey high rise flats • Our offices • Sheltered housing 	Monthly Service / Inspection visits as per schedule	St (Bp)	Member of Lift and Escalator Industry Association	LOLER	Assets
Thorough Inspection / test		Twice a year /	St (St)			
Stair lifts / Through floor lifts Hoists						
Thorough Inspection / Test and Service visit	Stair lifts and Hoists in domestic properties, Only where ongo has approved installations.	Twice a year service visit.	St	(LEIA) accreditation	PUWER	Assets
Thorough Inspection / test		One thorough examination per year.	St (St)			

Intruder alarms (I&T)						
Thorough Inspection / test	Intruder alarms fitted at Office buildings	Once a year	R		PUWER	Assets
Drains (S)						
Check and clean	Surface water drains only under the ownership of Ongo	Once a year	Im (Im)		EA	Assets
Bin chutes (I&S)						
Thorough Inspection / test	Bin Chutes fitted in multi-storey;	Twice a year	St (Im)		PUWER, WHSWR, RRFSSO	Assets
Functional /inspection check	Bin Chutes fitted in multi-storey; high rise flats	Weekly testing by ongo				Assets
	Bin Chutes fitted in multi-storey low rise flats /maisonettes	Fortnightly checking by ongo				Housing
Street lights (I&T)						
Electrical Safety check	Any street lights within ongo's Jurisdiction and relevant to our stock	6 yearly	St	ECA/NICEIC Registration	BS 7671 (as amended)	Assets
Structural integrity check		On a rolling basis	BP		EAWR HSWA	
Radon pumps (I&T)						

Thorough Inspection / test	Domestic properties with radon pumps	Once a year	St (Im)		HSWA	Assets
Test for presence	New Properties	In first year of occupation of new premise	St (St)		Building regs guidance document BR211	Assets
Lightening protection (I&T)						
Thorough Inspection / test	Lightening Protection attached to multi-storey high rise flats.	Once a year	St (Im)		HSWA BS EN 62305:2006	Assets
Washing machines (S)						
Thorough Inspection / test	Communal laundry rooms	Once a year	St (Im)		PUWER EAWR	Assets
Clos-o-mat (S)						
Thorough Inspection / test	Clos-o-mat installations where these are present in domestic properties	Once a year	St (Im)			Assets
Asbestos						
Asbestos condition inspections	• Our offices	Every three months by staff.	St (Im)		HSWA 1974 CAW	Assets
	• Sheltered housing • Multi-storey high rise flats	Annual Inspections	St (Im)			Assets
	• Communals areas	Fortnightly inspection by ongo staff	St (Im)			Housing

	<ul style="list-style-type: none"> Let Properties 	Void Properties prior to re-letting.	St (Im)			Repairs
Legionella						
Legionella bacteria testing	<ul style="list-style-type: none"> Our offices Sheltered housing Multi-storey high rise flats 	Annually unless RA or testing identifies other appropriate actions.	St (Im)		HSWA 1974 COSHH Legionella ACOP L8 HSG 274	Assets
Temperature testing hot water outlets in communals	<ul style="list-style-type: none"> Our offices Sheltered housing Multi-storey high rise flats 	Monthly	St (Im)			
Flushing of infrequent used outlets	<ul style="list-style-type: none"> Our offices Sheltered housing Multi-storey high rise flats 	Weekly	St (Im)			
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 (St)			Repairs
Gas						
Thorough Inspection / Service	All properties with gas installations	On installation Annually.	St (St)	Engineers - Gas Safe registered to work on domestic installations	Gas Safety (Installation and Use) Regulations	Assets
		Void Properties prior to re-letting.				

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 	On installation Annually.		Engineers - 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 (St)	DEA	EPC Regs	Assets
	Before renting out.	Check before renting our that an E rating or above				
Oil						
Thorough Inspection / test	Oil fueled appliances	On installation Annually	St (St)	OFTEC Registration	HSWA 74 Building Regs apply to new installations	Assets
Solid Fuel						
Thorough Inspection / test	Solid fuel appliances owned by ongo.	On installation,	St (St)	HETAS Registration	HSWA 74 Building Regulations apply to new installations.	Assets
		Annually	St (St)			
		Interim	Bp (Bp)			
Co detectors						

Functional test	Properties with solid fuel appliances owned by ongo. New build properties where fitted.	New installations	St (St)		HSWA 74 Building Regs apply to new installations.	Assets
		Annual	Im(Im)			
		Interim test	Bp (Bp)			
Unvented cylinders						
Thorough Inspection / test	Water systems with unvented cylinders	On installation	St (St)	G3 Certification	HSWA 74 – Building Regs Approved Document G3	Assets
		Annually	St (St)			
Air Source heating						
Thorough Inspection / test	Air source heating installations	On installation /	St (St)	MCS Accredited	BS 7671 (as amended) EAWR Various Environmental legislation.	Assets
		Annually	St (St)			
Leak test	Air Source units that are F – Gas (Applicable)	Annually - if the charge is above 5tCO2e (10tCO2e if hermetically sealed)	St (St)	F-Gas Registered	F-Gas	
Air conditioning						
Thorough Inspection / test	Air conditioning units	On installation / Annually	St (St)		Various Environmental legislation.	Assets

Leak test	Air conditioning units that are F - Gas (Applicable)	Annually - if the charge is above 5tCO2e (10tCO2e if hermetically sealed)	St (St)	F-Gas Registered	Various Environmental legislation. (see Env RA.)	Assets
Communal heating						
Functional check and filter clean	Heat Interface Units	Once every two years	Im (BP)		HSWA	Assets
Scaffolding						
Thorough inspection	Scaffolding	On installation	St (St)	Competent person	PUWER WAHR	Contract manager.
		Weekly	St (St)			
		Following any substantial alteration, or incident or weather events that could cause instability.	St (St)			
Pre use user Check		Before each shift each day.	Im (Bp)			
Excavations						
Thorough inspection	Excavations	On installation	St (St)	Competent person	PUWER WHSWR WAHR	Contract manager.
		Weekly	St (St)			
		Following any substantial alteration, or incident or weather events that could cause instability.	St (St)			
Pre use user Check		Before use each morning	St (St)			
Ladders						
Thorough inspection	Ladders	3 months	St (Im)	Competent	WAHR	Dept

Pre use user Check		Before use	Im (BP)	person	INDG455	Manager
Harnesses						
Pre use user Check	Harnesses	Pre use user check before each use.	St (Im)	Competent person	WAHR	Assets
Thorough Inspection		Every 6 months (or more frequently subject to use and abuse).	St (St)			
Van and work equipment inspections						
Van and work equipment	Vans and the work equipment carried within them.	Two monthly by managers	Im (BP)		HSWA PUWER	Dept Manager
Workplace inspections						
Inspections of the condition of workplaces	Business premises	Monthly by managers	Im (Im)		WHSW	Dept Manager
Work vehicles						
Thorough inspection (MOT)	All company vehicles	Annually after the first three years.	St (St)			Dept Manager
Calibrating Equipment						
Calibrate equipment	Gas Analyser	Annually, or if inaccuracy is suspected, and inline with manufacturers recommendations.	St (St)		PUWER	Dept Manager
	Electrical Multimeters -					
	Refrigerant Leak Detectors					
Magnetic Locks						

Annual test and service of electromagnetic door locks	All high rises. Sheltered schemes. Communals	Twice yearly	Bp (Bp)	Test to SSAIB standard	PUWER, RRFSO SSAIB standard	Assets
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Key:

I = inspect T = test S = service R = required for other reason	St = Statutory requirement Im = Implied legal Requirement Ad = Advisory Bp = Best Practice
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BS 7671 – Requirements for Electrical Installations. IET Wiring Regulations

HSWA – Health and Safety at Work Act

EAWR - Electricity at Work Regulations

RRFSO - Regulatory Reform (Fire Safety) Order (RRO)

LOLER – Lifting Operations and Lifting Equipment Regulations.

PUWER - Provision and use of Work Equipment Regulations

WHSWR – Workplace Health Safety and Welfare Regulations

EA – Environment Act

WAHR – Work at Height Regulations.

F – Gas – Fluorinated Greenhouse Gases Regulations.

EPC – Energy Performance of Buildings Regulations

CAW – Control of Asbestos Regulations