

Inspection, Testing & Servicing Policy

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5.0	Compliance check	October 2023	ELT	July 2026
4.0	Health Check	10/6/20	Executive Leadership Team	June 2023
3.0	Health Check	June 2018	HOST	June 2019

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1. Our policy is...

- 1.1 To undertake a program 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 relating to 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 Legislation, 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 Inspection and Testing Plan.
- 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

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

- 5.1 The Head of Property 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 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 policy
- Health and Safety Policy
- Gas Safety Policy

6.2 We've also borne in mind in general:

- Health and Safety Regulations and Legislation
- The Defective Premises Act 1972
- Regulator for Social Housing's (RSH) Regulatory Standards. Specifically the 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.
- The Building Safety Act 2022
- Fire Safety (England) Regulations 2022

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

7.1 In 3 years' time or earlier if any queries are required due to any change in legislation or regulation which may affect this policy.

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	Including 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.
Written scheme of Examination	Legal Requirements and Duties A Written Scheme of Examination (WSE) is a legal document required under the UK regulations. It is intended to assess the whole of the pressure system and identify the critical components together with the scope, procedure and frequency of examination to be carried out by the competent person. A WSE must be provided by the user to a competent person prior to placing the pressure system into service and at the commencement of any subsequent examination.