



The Benefits of Persistence & Perseverance

Access for Domestic Gas Servicing

Agenda

1. Introduction...
2. A background to Leeds...
3. Factors for consideration...
4. A case study...
5. Procedures for Leeds...
6. Success factors...
7. Open session...



Introduction...

- Adam Crampton, M&E Service Manager
- A bona fide 'gas man'!
- Experience as both client & contractor in social housing sector
- Been at Leeds City Council for 3½ years
- Access for gas servicing an ever present issue

Housing Leeds...a brief history

- 56,000 properties; 43,000 with gas
- 3 Contract areas; East, South & West
- “Traditional” 3* type contracts
- 10 month & 11 month service programmes
- Access for completion of LGSR is a significant strain on time and resources
- The ‘70/50/50’ rule...i.e. c.3,200 properties annually enter “enforcement” process.

What does the law say....?

- Regulation 36 (*Duties of Landlords*) of the Gas (Installation & Use) Regulations (1998):
 - Repair & Maintain gas pipework, flues & appliances in a safe condition.
 - Ensure a gas safety check is completed at intervals not exceeding 12 months.
 - Keep records of each safety check for a minimum of 2 years.

.....sounds easy!

Factors for consideration...

- Duties, cost, resources...
- Service Programme
 - Flat or due date driven?
 - 10 month or 11 month programme?
....Sounds like a easy choice?
For Leeds, the cost difference is almost £500,000!
- Enforcement process
 - When to start – at or before expiry?
 - The legal team's view
- Legal route
 - Section 54 – Landlord & Tenant Act
 - Section 80 – Environmental Protection Act

A case study

- ❑ Overdue gas service
- ❑ A very obstructive tenant
- ❑ Section 54 process
- ❑ Time to gain access....18 months.
- ❑ The Result?

...A Process Review

What about Leeds?

□ What does 'enforcement' mean?

Additional visits

Threatening letters

Time

Court

Forced Entry

Cost

□ Section 80 process

- Statutory nuisance

- A finite process

□ Compliance

- 11 month 'flat' service programme

- c.99.75% at 365 days

- 100% complaint at due date + 6 weeks

Success Factors

- Persistence!
- Maximise your information
 - Profiling
 - Historical data
- Gas qualified TLO
- Publicise the tough stories
- Partnership working
 - Contractors
 - Tenants
- Process, process, process!



....any questions?