

# Managing Compliance and the ~~Contractor~~ Partnering Relationship for Gas Servicing



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Presented By



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- **COVID-19 Pandemic**
- **10 Year PRIP Contract De-Mob & Mobilisation**
- **Self-Referral to the Social Housing Regulator**
- **External Compliance Review**
- **100% Gas Compliance**

# OUR 2020 OVERVIEW



Regulator of  
Social Housing



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# Who are Berneslai Homes?

- ALMO For Barnsley Metropolitan Borough Council with a Housing Stock of over 18,500 Domestic Properties
- We Operate a PRIP Contract comprising a 2/3 1/3 split between our In-House DLO Construction Services, and our private sector partner Wates.



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# Domestic Gas Servicing



- Domestic Gas Servicing:  
16,500 Properties
- Remaining 2,000 Properties:  
ASHP  
GSHP  
Communal  
Solid Fuel  
Biomass

**CARBON MONOXIDE POISONING**

YOU CAN'T SEE IT      HEAR IT      OR SMELL IT      BUT YOU CAN STOP IT!

PLEASE KEEP YOUR GAS SERVICING APPOINTMENTS

**HELP US KEEP YOU SAFE**

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# March 2020



Start of COVID-19



Compliance review received



Self reported to the housing regulator for non compliance of Consumer Standards



1/3 private sector partner contract de-mobilisation / mobilisation



National lockdown

*Food For Thought.....?*

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### REPAIRS

**EMERGENCY REPAIRS ONLY:**  
Please inform us if you or a member of your family has symptoms.



### LIBRARY & INFORMATION CENTRES

**CLOSED:** until further notice.



### TENANCY & ESTATE MANAGEMENT

**ALTERED:** phone or online service.  
Let us know of any concerns.



### ENVIRONMENTAL SERVICES

ie: Grass Cutting. **SUSPENDED.**



### TENANCY SUPPORT

**ALTERED:** phone or online service.  
Let us know of any support needs



## CORONAVIRUS SERVICE STATUS

UPDATED: 21 MARCH 2020



### FACE TO FACE MEETINGS

**CANCELLED:** telephone or video meetings only.



### GAS & SOLID FUEL SERVICING

**NORMAL:** we continue to carry out servicing and other essential health and safety checks.

### INVESTMENT

**SUSPENDED:** includes Barnsley Homes Standard, central heating schemes, CRS scheme.



### LETTINGS

**SUSPENDED:** we will only be providing accommodation for homeless and people being released from hospital.



### RENT PAYMENT

**NORMAL:** we're encouraging people having difficulties to phone us.



### CUSTOMER SERVICES

(including complaints). **ALTERED:** phone or online service. Phone lines open as usual.

**EMERGENCY REPAIRS ONLY: 01226 787878** (24 hours a day, 7 days a week)

[www.berneslaihomes.co.uk](http://www.berneslaihomes.co.uk)

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# April - June 2020



Agile Working  
(Offices Close)



Gas Servicing  
performance  
worsening



Gas Servicing  
Compliance  
Tracker developed



Kier contract  
extension 1st April  
to 30th June



External Auditors  
compliance review  
- Penningtons



Task and Finish  
group

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# July - October 2020



New private sector partner – Wates 1st July



Mobilisation of contract



Board approved Compliance Improvement Plan – Roadmap to 100% compliance



Data Validation, New Policies, Procedures & Process Maps developed for all Key 6 Compliance areas



Streamlining of Gas process to target First Time Access



Social Media Campaign

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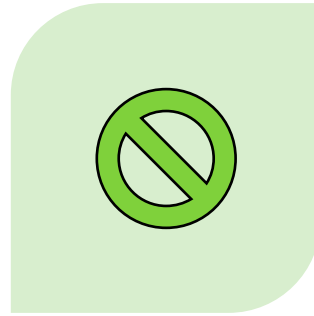




# Current Situation



ALL PROPERTIES WHERE  
TENANTS WERE SHIELDING  
HAVE BEEN SERVICED



DUE TO NEW RESTRICTIONS  
REFUSALS ARE INCREASING



GAS SERVICING ACHIEVED  
100% COMPLIANCE

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# Challenges Ahead



INTERNAL  
AUDIT –  
NOVEMBER 2020



EXTERNAL  
AUDIT JANUARY  
2021



RETAIN 100%  
COMPLIANCE



COVID 2ND  
WAVE

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# Key to our Success

- Health & Safety
- New Staff & Innovation
- Communication
- Cross Collaboration
- Partnership Working
- Working SMART
- Quick Wins
- Marginal Gains
- Reward & Recognition



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# QUESTIONS

**We are happy to take any questions?**

And TRY to answer them.....



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