



Steve Cooper

Nottingham City Homes

A New Approach to Gas
Compliance

“STAY SERVICED STAY SAFE!”





About Nottingham City Homes

- Manage 28,500 properties on behalf of Nottingham City Council
- Use our own In-house Team of Gas Engineers
- 10.5 month programme (new process)



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What were our access challenges?



- Meeting our obligations under the gas regulations
- Costs attached to non-compliant properties
- Court process – audit trail – takes too long
- Can't serve an injunction if the tenant is not there
- Risks to the organisation and tenant whilst waiting for the housing process



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Why did we change our access procedure?



- We always had residual amount of illegals
- 3 cases at the time of “Serious Detriment” issued against housing associations – all for failing to carry out gas safety checks exposing tenants to potential harm. (Now 5 cases)
- We attended forums – best practice meetings
- Options report



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What Changed?



- The board reviewed on balance the risk and felt the new approach was better for tenant safety and the organisation
- Responsibility for access was previously with housing now moved to HM&E Manager
- What changed in the process – Move to 10.5 month programme – Dedicated compliance team – key management.



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Progress so far...

- 100% access using the terms of our tenancy agreement
- New Procedure went live 12th January 2015
- 26th January 2015 NCH achieved 100% gas compliance
- Remains at 100% compliance – every property managed by NCH has a valid gas safety certificate!
- Its lower safety risk and lower costs - Resource and legal fees

Why the new process is better



- Shows a clear commitment to gas safety
- Allows NCH to sustain 100% compliance (All of the time)
- Identifies abandoned property's and tenancy fraud at a much earlier stage – working more closely with the housing team
- Reduces the risk to tenants health and safety
- Is a managed process with a dedicated compliance team
- Ultimately it would be for the courts to decide – But our process is a clear and consistent approach which puts safety first.

What's the future



- Embed new process and maintain 100% compliance
- Explore any VFM Initiatives – 2 tier programme or reduce by 1 week
- Support campaign for change to gas regulations
- Monitor and Improve process – (Lock smith courses – Video evidence – Key Management – Further improve links to housing)
- Most tenants let us in at the final appointment - profile and learn from the ones that don't
- A few statistics



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Questions?



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