

## SERVICING AND GAS SAFETY INSPECTION ACCESS PROCESS

The access procedure for servicing and Landlords Gas Safety Certification may vary throughout the Contract Period and as improvements are identified and needs change. In general terms though, the process shall be similar to that described. However, it should be noted that delivery of the process shall be included within the tendered rates and that no payment shall be made for any abortive or non-access calls.

Although this process is pursuant to the Gas Safety (Installation and Use) (Amendment Regulations 2018) and subsequent amendments, the Client wishes to adopt this process for other fuel types and systems where a Safety Inspection or annual report is required.

The Client Representative will identify Resident vulnerability at the earliest opportunity, so that alternative communication methods can be used to arrange access for Gas Safety Inspections. This information will be provided to the Contractor, as it is their responsibility to communicate with Residents. Residents with a known preferred alternative means of communication to letters (e.g. braille, large print, audio etc.) shall be contacted using these methods or suitable alternative arrangements made.

For the purposes of this procedure only, all stated days are **calendar** days.

- a) At or near 64 days prior to expiry of the current LGSR, the Contractor shall commence access procedures for servicing and safety checks.
- b) The Contractor shall provide and send by first class post a standard letter (in a format to be agreed by the Client Representative) giving 10 days' notice of an appointment. This appointment may be rebooked by the Resident for up to a maximum of 7 days after the original appointment date. Copy and file notification of any appointments made.
- c) Advise the Client Representative of the appointment date. This shall be done on a batch type basis by spreadsheet and the minimum information required shall be the property reference number, address and relevant appointment date.
- d) Contact the Resident one day prior to appointment to confirm visit.
- e) The Contractor shall attend on the **first** appointment date, at the appropriate time slot. If unable to gain access, leave a "no access card" (provided by the Contractor in a format as agreed by the Client Representative). The Contractor shall make a further appointment, either on the "no access card" or on a further appointment letter sent during the next working day. The second appointment date shall be at least 7 days and no more than 14 days after the first appointment. Should the Resident wish to alter this date, the appointment can only be brought forward.

The notice referred to shall be A5 size and contain wording to be agreed. The method of fixing such notice to doorway is also to be determined. The provision of such notices shall be included within the tendered rates;

- f) Contact the Resident one day prior to appointment to confirm visit.
- g) The Contractor shall attend on the **second** appointment date, at the appropriate time slot. If unable to gain access, leave a "no access card" (provided by the Contractor in a format as agreed by the Client Representative). The Contractor shall make a further appointment, either on the "no access card" or on a further appointment letter sent during the next working day. The third appointment date shall be at least 7 days after the second appointment date.

- h) The Contractor shall attend on the **third** appointment date, at appropriate time slot. If no access on the third visit, a 3-part “Final Notice” letter (the format of which shall be defined) will be left: one copy to be left on site, another to be retained by the Contractor and the third copy to be provided to the Client Representative. The Contractor shall provide such letters. If it is not possible to leave the letter, a “no access card” shall be left and the letter posted during the next working day.
- i) A further 7 days is to be allowed for response to this letter, after which, if there is no response, the Contractor shall refer the case to the Client Representative who will then urgently try to contact the Resident to arrange an appointment.
- j) If no appointment has been made within 5 days of the third letter, the Client Representative will inform the Client in the next weekly update to arrange a Forced Entry.
- k) If no appointment has been made within 5 days of the third letter, the Contractor will issue DDC with a Forced Entry Pack which will include the Forced entry evidence. This document will contain evidence of all the attempted access to the appointments made with the Tenant.
- l) The Client shall propose a Forced Entry date to the Client Representative who shall check with the Contractor whether the LGSR has been completed or any further final appointment has been made. The Client Representative shall then confirm the forced entry date with the Client and Contractor.
- m) The Contractor cannot change or cancel any Forced Entry date or make any appointment where a forced entry has been made without first seeking the permission of the Client Representative
- n) The Contractor shall attend the property at the pre booked time for the Forced Entry and shall, with the aid of the Client Representative and Term Maintenance Contractor, gain access and complete the service visit and LGSR.
- o) All of the above steps shall be recorded: this record shall be updated and forwarded daily to the Client Representative. The record detailed shall be maintained throughout the life of the contract, no property shall be removed from it until servicing has been completed and the supporting paperwork provided.
- p) The overall aim of this process is to achieve 100% compliancy for valid LGSRs.
- q) Irrespective of whatever the final process is, no payment shall be applicable for abortive or non-access calls.
- r) Attendance at DDC arranged forced entries will be included in the contract.