

Cornwall Rural Housing Association

Compliance and Servicing Policy

Policy Statement

The purpose of this policy is to set out our approach for the provision of a cyclical maintenance and compliance service that ensures customers' homes and CRHA's workspace facilities are safe, comfortable and well maintained.

CRHA will comply with legislative and regulatory obligations and Health and Safety legislation and guidance; we will also comply with any related obligations that we may have for our shared ownership customers and their homes.

Scope

The Compliance and Servicing Policy covers the provision of servicing or other routine compliance checks for all CRHA rented homes for the following asset components and categories:

- Smoke & Heat Alarms
- Carbon Monoxide Alarms
- Heat Pumps
- Positive Input Ventilation Systems
- Solar Thermal Panels
- Unvented cylinders
- Rainwater Harvesting
- Stairlifts
- Septic Tanks and Sewage Treatment Plants
- Sewage Pump
- Radon Testing
- Legionella
- Window Restrictors
- Sprinkler Systems

The policy covers servicing and compliance checks for the following asset components to the CRHA workspace.

- Air Conditioning
- Gas Boiler
- Carbon Monoxide Alarms
- Emergency Lighting
- Fire Alarm
- Fire Fighting Equipment
- Passenger Lift
- Periodic Electric Testing
- Portable Appliance Testing
- Water Dispenser
- Fire Risk Assessment

Homes

Smoke & Heat Alarms

CRHA has hard wired smoke alarms in all properties. More recently built properties also have heat alarms installed.

The alarms will be serviced on an annual basis, and their installation and servicing will conform to BS5446 and BS7671.

Where a property has a gas, oil or solid fuel installation the smoke and heat alarms will be inspected by the engineer at the time of the annual service. All other properties will have the alarms inspected by an electrical contractor or a heating engineer carrying out other servicing work.

Where access is not granted for the servicing inspections CRHA will follow our 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

Should a customer damage a smoke alarm installation, they will be recharged for reinstatement. Reinstatement will be completed shortly after the time of discovery of damage.

Expiry dates for all smoke alarms are captured at the inspection visit. The visiting engineer /electrician will renew out of date alarms whilst on site or shortly thereafter.

CRHA to consider installation of remote whole-system data monitoring alarms to our most remote properties.

Carbon Monoxide Alarms

Carbon Monoxide Alarms will be tested and inspected on an annual basis. All alarms installed will comply with BSEN50291. Alarms are hard wired in modern properties whilst older properties often with solid fuel heating have long life battery alarms. All Carbon Monoxide alarms are checked annually and batteries replaced accordingly.

CRHA install Carbon Monoxide alarms in all properties with heating types that burn combustible materials and could produce Carbon Monoxide fumes. All alarms will be, inspected and replaced on a routine basis.

Where access is not granted for the servicing inspections CRHA will follow our 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

Expiry dates for all carbon monoxide alarms are captured at the inspection visit. The visiting engineer /electrician will renew out of date alarms whilst on site or shortly thereafter.

In accordance with The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 (as amended), Building Regulations Approved Document J, and relevant guidance issued by the Health and Safety Executive (HSE), carbon monoxide (CO) detectors shall be installed in all rooms containing fixed combustion appliances, including gas, oil, and solid fuel appliances.

All carbon monoxide detectors must comply with the requirements of BS EN 50291 and be installed in accordance with the manufacturer's instructions and applicable British Standards.

Carbon monoxide detectors will be inspected, tested, and serviced at least annually, in conjunction with the annual servicing of heating systems and associated appliances, to ensure they remain in safe and effective working order.

Any defective, activated, or end-of-life detectors will be replaced promptly to maintain compliance and ensure the safety of occupants.

Heat Pumps

Heat pump units will be serviced every twelve months, and the installation and servicing will conform to manufacturers' recommendations.

Air and Ground Source Heating Units, unvented water cylinders and associated distribution systems will be serviced every 12 months by a qualified, competent contractor.

Where access is not granted for the servicing inspections CRHA will follow their 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

Positive Input Ventilation Systems

Positive Input Ventilation Systems will be serviced every twelve months, and the installation and servicing will conform to manufacturers' recommendations.

Solar Thermal Panels

Solar thermal panels including pipework, insulation and solar unvented cylinders will be serviced every twelve months, and the installation and servicing will conform to manufacturers' recommendations.

Unvented Cylinders

Unvented cylinders will be serviced every twelve months, and the installation and servicing will conform to manufacturers' recommendations.

Rainwater Harvesting

Rainwater Harvesting systems will be serviced every twelve months and the installation and servicing will conform to Manufacturers' recommendations.

Stairlifts

In accordance with the Health & Safety at Work Act, 1974, CRHA as Duty Holder will ensure the proper maintenance inspection and insurance of stair lifts in any residential property let with lifting equipment in situ. CRHA is not responsible for the maintenance of customer owned stair lifts (the maintenance being the responsibility of the customer).

The maintained lifts will be serviced in accordance with The Provision and Use of Work Equipment Regulations 1998 (PUWER). Maintenance intervals are dependent upon the lift type, age and usage. A stairlift will usually be serviced annually. The servicing will be undertaken by the appointed competent lift servicing contractor and will conform to BS7255, BS EN 13015, BS7671, good working practices as defined by EITB (Engineering Industry Training Board) and LEIA (Lift and Escalator Industry Association).

Statutory Inspections will be carried out to satisfy the requirements of The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). The stair lifts will be inspected every 12 months. The inspections will be undertaken by the Insurance Inspector (competent person) appointed by the insurance company as nominated by CRHA. The inspection report may call for supplementary tests in accordance with SAFed (Safety Assessment Federation) Supplementary Lift Examination Guidelines.

CRHA will ensure that notified defects arising from the thorough inspection will be recorded and remedied in a timely manner.

Customers wishing to install lifting equipment in their home will be required to formally seek CRHA's permission as per the conditions of their tenancy agreement. Following installation, customers will be responsible for maintenance and servicing regime and costs.

Septic Tank and Sewage Treatment Plant

Septic tanks and Sewage treatment plants are serviced at intervals in accordance with manufacturer's recommendations.

Treatment Plants will be emptied, and the waste transferred to a licensed site as determined by the number of properties served and therefore usage. Work will conform to BS6297 and BS EN 12255.

Sewage Pumps

Sewage pumps are to be serviced in accordance with the manufacturer's recommendations and SSPMA (Sump and Sewage Pump Manufacturers Association) standards.

CRHA owns a sewage pumping facility that services our Park-an-Keres scheme. The scheme has remote monitoring that alerts CRHA to pump failure or increased levels in the collection chamber.

The pumps are serviced biannually. The collection chamber is de-sludged just prior to the service and as and when necessary. The waste is transferred to a licensed site.

Radon

Radon is a colourless, odourless natural radioactive gas formed by the radioactive decay of the small amounts of uranium that occurs naturally in some rocks and soils. Due to the geological make-up of Cornwall and Isles of Scilly the background levels of radon can be higher than those recommended.

CRHA is working with the UK Health Security Agency (UKHSA) to test all CRHA homes for radon and undertake remedial action where required. Testing and remediation action has been completed to all CRHA homes considered to be in the high-risk band area. Testing and remediation action is ongoing to those homes considered to be in the medium and low risk band areas.

Legionella

CRHA has duties under the Health and Safety at Work Act 1974 which extend to risks from Legionella arising from work activities, and duties under the Control of Substances Hazardous to Health Regulations 2002 which relates to risks from biological hazards such as Legionella.

CRHA's Policy for Legionella monitoring follows the Health and Safety Commission's Revised Approved Code of Practice and Guidance on Legionnaires' disease (L8) 'Legionnaires Disease: The Control of Legionella Bacteria in Water Systems'.

CRHA completed a Legionella compliance checklist approved by the Health and Safety Executives approved code of practice ACOP L8, which deals specifically with the control of legionella in the workplace.

The results of the Legionella compliance checklist identified that CRHA's housing stock have simple arrangements for hot and cold-water storage and there are no high-risk communal systems.

Customers will be responsible for any temporary water storage they introduce into their home (for example, paddling pools, Lazy Spas, fishponds, etc.). CRHA will not be responsible for compliance testing of these installations. If CRHA considers any such installation to pose a health and safety risk, the customer will be required to remove the installation or water source.

CRHA have identified our Property Services Manager as our primary duty holder under the control of substances hazardous to health regulations (COSHH) to prevent the risks from exposure to legionella.

CRHA has identified two risks:-

- Our offices where we have ground floor accommodation, which is not used regularly and contains a kitchenette, two toilets and a shower room - In order to eliminate the risk of legionella a weekly flushing procedure is carried out whereby all water faucets are turned on and the water run for several minutes.
- Void properties – during the void period CRHA will take steps to ensure that water is not allowed to stagnate within the water systems and on the day of letting our Tenancy Management Officer will turn on all water faucets and run for several minutes prior to letting the property. If a void property is likely to be empty for an extended period, consideration will be given to implementing a suitable flushing regime or taking other measures, such as draining the system.

- When a customer accepts a tenancy with CRHA the Tenancy Management Officer will explain the customers responsibilities and the measures they should take to reduce legionella risks in their home.

Our Property Services Manager (primary duty holder) will carry out regular monitoring and reviewing of our policy and assess if any arrangements need changing if and when our stock increases.

Window Restrictors

First or second floor bedroom and landing windows that present a risk of injury by falling for infants and adults lacking capacity should be fitted with suitable restrictors.

From April 2026 CRHA will include window restrictor considerations as part of the stock condition survey assessment. The Property Services Officer will also carry out window restrictor assessments during routine home inspection visits.

Restrictors should be fitted when properties become void.

Sprinkler Systems

CRHA has sprinkler systems installed in one newbuild scheme. It is possible that future newbuild homes will require sprinkler systems.

The sprinkler systems will be serviced on an annual basis, and their installation and servicing will conform to BS9251.

Where access is not granted for the servicing inspections CRHA will follow our 'No Access procedure' to obtain access to complete the necessary inspection and ensure customers' homes remain safe.

Office Building

Air Conditioning

Service to be carried out biannually

Gas Boiler

Safety check and service to be carried out annually

Carbon Monoxide Alarms

To be checked annually

Emergency Lighting

To be tested quarterly

Fire Alarm

To be tested quarterly

Fire Fighting Equipment

To be tested biannually

Passenger Lift

In accordance with the Health & Safety at Work Act 1974, CRHA as Duty Holder will ensure the proper maintenance inspection and insurance of the passenger lift.

The maintained lift will be serviced in accordance with The Provision and Use of Work Equipment Regulations 1998 (PUWER). Maintenance intervals are biannual. The servicing will be undertaken by the appointed competent lift servicing contractor and will conform to BS7255, BS EN 13015, BS7671, good working practices as defined by EITB (Engineering Industry Training Board) and LEIA (Lift and Escalator Industry Association).

Statutory Inspections will be carried out to satisfy the requirements of The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). The insured passenger lift will be inspected every 6 months. The inspections will be undertaken by the Insurance Inspector (competent person) appointed by the insurance company as nominated by CRHA. The inspection report may call for supplementary tests in accordance with SAFed (Safety Assessment Federation) Supplementary Lift Examination Guidelines.

CRHA will ensure that notified defects arising from the thorough inspection will be recorded and remedied in a timely manner.

Periodic Electric Testing

To be tested once every five years.

Portable Appliance Testing

PAT testing will be carried out by a competent person on a routine basis in accordance with The IEE Code of Practice for In-Service Inspection and Testing of Electrical Equipment, 2007.

This includes all class 1, portable and handheld devices which will be tested annually. All IT equipment will be tested every four years.

Appliances owned by employees or not supplied by the employer are not included in the testing programme.

CRHA also has portable appliances present within its office, with its employees and occasionally temporary electrical heating and de-humidifiers loaned to tenants. CRHA will complete PAT testing on an annual basis.

Water Dispenser

To be serviced annually.

Fire Risk Assessment

The Regulatory Reform (Fire Safety) Order 2005 requires the Responsible Person of any non-domestic premises to carry out a fire risk assessment (FRA) annually, including measures to reduce or eliminate the risk of fire, and identify persons at risk. The fire risk assessment is contracted out to Allen Guest from Fire Safety Solutions. Where there are 5 or more employees, a record must be kept of significant findings.

The fire risk assessment will be reviewed if the building is materially altered, management practices of the building change or the introduction of new practices, processes or new employees that may affect fire safety.

Record keeping

All records are kept electronically and filed in the Property Services file on Share Point and attached to our management platform, SDM.

Appointments

Contractors will use a range of contact methods including letters, phone calls, text messages, emails, visits by CRHA staff as well as engineers in order to make the necessary appointments. Where possible CRHA will try to arrange service visits to coincide with each other to reduce the number of servicing visits required.

Where compliance and servicing maintenance requires access to our customers' homes, three appointed attempts will be made prior to taking alternative means such as legal letters or injunctions, where appropriate. Full explanation of CRHA's methods for gaining access is provided in the supporting procedures.

Certifications

Certificates will be provided following all cyclical servicing and inspection visits.

CRHA will keep all such certificates for a minimum of five years.

Competent Contractors and Operatives

All contractors undertaking work will be checked for competency prior to their appointment.

Contractors must supply a copy of their valid and appropriate Public Liability Insurance on the anniversary of renewal to CRHA and all relevant credentials to undertake works i.e. Hetas, Offtec, Gas Safe, NICEIC, Chas, Napit.

Date Reviewed	Changes to the policy	Date to be Reviewed	Approved By	Author
May 26	The policy has been reviewed with the following changes: New CRHA logo added. Section for Sprinkler Systems has been added. Window restrictor section has been updated to reflect revised Decent Homes Standard and CRHA process. Radon section has been updated to reflect the work completed and our current position regarding radon testing and remediation. Page 5 – Section added under Legionella regarding responsibility of customer temporary water storage (for example, paddling pools, Lazy Spas, fishponds, etc.). Expanded section Carbon Monoxide Detectors - carbon monoxide (CO) detectors shall be installed in all rooms containing fixed combustion appliances, including gas, oil, and solid fuel appliances.	May 29	The Board	SA