



Tenant Inspectorate Project

Gas Inspection

Following the Tenant Inspectors inspection we have reviewed our service

Tenants Inspectors findings:

We have now:

<p>Inspectors found that the tenants were not being given the 3 days notice for there Gas Appointments.</p>	<p>Reminded all Employees and Contractors of the importance of the 3 days notification. This is monitored via surveys.</p>
<p>Contractors state that all tenants are given a Gas Safety Bulletin, however finding suggested that was not the case.</p>	<p>Reminded all our employees and contractors that tenants must receive a Gas Safety Bulletin on each scheduled gas service. This is monitored via surveys.</p>
<p>Findings show that tenants in some areas are more aware of when their areas are due to be serviced.</p>	<p>Notified all local office Managers and Gas Champions in advance of servicing works commencing in their area. Produced A 3-4 week reminder letter will be sent to each property by the Gas Services Team.</p>
<p>The Inspectors recognise that contacting tenants of non-access properties is very difficult.</p>	<p>Updated tenants contact details.</p>

<p>Inspectors only managed to contact 5 of the 38 properties they were given for the Tipton area. Telephone/contact details were incorrect or telephone numbers were not in service.</p>	
<p>Working hours seem to vary between the 3 companies and are not clearly published to tenants.</p>	<p>Advised tenants of the Servicing appointments process that services can be booked during our working hours (8.00am to 6.30pm Mon to Fri).</p>
<p>Timescale of how/when details of non-access properties are given back to the Gas Services Team seems to vary between Contractors.</p>	<p>Communicated that Information on access to properties should be returned to the Gas Services Team by no later than Wednesday the following week. This is monitored via surveys.</p>
<p>Contractors stated that Communal/Flatted properties could be a problem.</p>	<p>Plans in place to give advance notification in writing to each customer of our pending visit.</p> <p>If necessary the Gas Service Engineers will be able to access fobs from Neighbourhood offices.</p>
<p>There are inconsistencies between division in knowledge and training of Gas Champions and neighbourhood office employees.</p>	<p>Introduced monthly meetings for Gas Champions and members of the Gas Services.</p>

<p>Inspectors found inconsistencies in information given to new tenants around the importance of allowing access for gas servicing and the possible consequences of failing to do so.</p>	<p>Raised with the Gas Champions and training has been given identifying the importance of gas access as a breach of tenancy.</p>
<p>A number of Gas Champions stated that they are not notified that gas servicing is due to be carried out in their area, however the Gas Services Team told the Inspectors that they notify the Managers 10 days prior to commencement as per the ISO.</p>	<p>Notified Local office Managers and Gas Champions in advance of servicing works commencing in their area.</p> <p>Produced A 3-4 week reminder letter to tenants advising them when the service is due to take place.</p>
<p>Tenants are not aware of working hours for appointments to have a service carried out.</p>	<p>Advertised to tenants that Servicing appointments can be booked during our working hours (8.00am to 6.30pm Mon to Fri).</p>