

Oil Safety Policy

1. Summary

- 1.1. SHAL has a responsibility to service and carry out safety checks to all of its homes that have an Oil fired Boiler and Heating system, in order to ensure that tenants are safe throughout their tenancy. SHAL undertakes a programme of Oil Boiler Services on a 12 month cycle.
- 1.2. SHAL will ensure that it has an effective Oil Boiler servicing programme which enables it to meet its statutory responsibilities

2. Objectives

- 2.1. SHAL has a responsibility to service and carry out safety checks to all of its homes that have an Oil fired Boiler and Heating system, in order to ensure that tenants are safe throughout their tenancy. SHAL undertakes a programme of Oil Boiler Services on a 12 month cycle.
- 2.2. SHAL will ensure that it has an effective Oil Boiler servicing programme which enables it to meet its statutory responsibilities.

3. Details

- 3.1. SHAL has a formal programme in place for the 12 month cyclical servicing of Oil Boilers in its homes.
- 3.2. In November 2018 SHAL appointed Somerset Gas as our Oil Boiler Servicing contractors via competitive tender.
- 3.3. Oil Boiler servicing notifications are raised 2 months before the current certificate is due to expire.
- 3.4. All Oil Boiler servicing documentation is held on the OMNI property management system.
- 3.5. Oil Boiler servicing certificates are awarded on a Pass, Safe to Use classification. Any issues identified at the time of the service are remedied immediately if possible, if the appliance fails the test Somerset Gas issues a warning notice to the

- Tenant and Shal, puts warning notices on the appliance, and disconnects the oil supply
- 3.6. SHAL then arranges for the work to be completed to gain a Pass certificate.
 - 3.7. SHAL will log the remedial works on its Repairs system with a target completion date, which is monitored at the monthly Health and Safety Meetings.
 - 3.8. The Health and Safety Committee monitors the Oil Boiler Servicing programme, to ensure all services are carried out in accordance with the 12 monthly cycle, and are made aware of any that are out of date, the reasons why, and the date the test will be completed.
 - 3.9. The Health and Safety Committee monitors the failure to gain entry to carry out the service and will identify any tenants where there is a regular refusal. These addresses are then flagged to the Shal's Housing Management Team.
 - 3.10. A Housing Officer will visit the address to ensure that there are no other tenancy breaches or tenancy fraud.
 - 3.11. The process for gaining access is the same as Shal's Gas Servicing procedure attached to this policy as Annex 1.
 - 3.12. SHAL will, every month, review a sample of properties to ensure that all Oil Boiler servicing certificates are in place for all properties, and that the details of the service dates and next servicing date, have been accurately recorded on the OMNI system.
 - 3.13. All vacant homes that have an Oil Boiler will have a full safety service carried out, the property will not be let until a Pass, Safe to Use certificate is produced.
 - 3.14. Homes which have been mutually exchanged will have a Full Oil Boiler service carried out no later than the day after the tenant has moved in and no sooner than the day of the move in.
 - 3.15. Shal's policy is to remove all Oil Boilers to meet the Governments Net Zero Targets. Shal will replace Oil Boilers that are deemed uneconomical to repair, and will install and Electrical Heating System.

Roles and responsibilities;

Overall responsibility for Gas safety; Chief Executive

Manager responsible for Policy and Management of Gas Safety; Head of Asset Management

Administration; Health and Safety Compliance Manager

Data and Assurance; Systems and Communications Officer

1. Outcomes

- 1.1. The performance with regards to Oil Boiler servicing and remedial actions is monitored by the Health and Safety Committee at the monthly meetings.
- 1.2. The Health and Safety Committee will from time to time carry out periodic reconciliations to ensure that the data is correct. This will involve taking 10 sample properties and reconciling the inspection data held in OMNI with the original Oil Boiler servicing certificate. In addition, a report will be run on remedial actions to ensure that they have all been carried out by their required deadlines and a Pass, Safe to Use certificate is in place.
- 1.3. The performance of the Oil Boiler servicing programme is reported the Audit and Risk Committee and to the Board at every meeting.
- 1.4. SHAL aims to be 100% compliant with its 12 monthly cycle of Oil Boiler servicing. This means that properties will have an up to date Pass, Safe to Use certificate.

1.5. Roles and Responsibilities

Overall responsibility for Gas safety; Chief Executive

Manager responsible for Policy and Management of Gas Safety; Head of Asset Management.

Administration; Health and Safety Compliance Manager

Data and Assurance; Systems and Communications Officer

2. Consultation

Current version	Date agreed/reviewed	Review due	Owner	Pages
1.0	2024-06	2025-06	MM	Page 3 of 4

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SHAL is registered in England and Wales as a Community Benefit Society and an exempt charity (number 27772R).

2.1. SHAL’s performance with regards to the Oil Boiler servicing programme will be reported to tenants via the website and the annual report to tenants.

3. Equality and Diversity

3.1. SHAL will account of the circumstances and characteristics of the people who live in our homes when arranging and carrying out Oil Boiler Servicing and when arranging for the repair or replacement of an Oil Boiler within the properties for which we have a maintenance responsibility.

3.2. Any unsafe behaviour of tenants such as burning of inappropriate substances, or tampering with the boiler, or the oil supply line, will be reported to SHAL and will be investigated by the Maintenance Manager and the Housing Manager.

4. Value for Money

4.1. SHAL seeks to ensure that Health and Safety is managed by adhering to the principles of sensible risk management which ensures that employees, tenants, the public, contractors and suppliers and our properties are properly protected, ensuring that everyone understands what they can do to mitigate and manage risk and how to act responsibly in order to do so.

4.2. The aim is to save lives not stop them, and to ensure safe, healthy homes.

4.3. Our programme of Oil Boiler Servicing aims to ultimately reduce costs by preventing death and injury, damage to property and equipment and to reduce insurance premiums.

5. Owner

5.1. Maintenance Manager

6. Version and Revisions

6.1. This policy will be reviewed every 1 year(s).

6.2. Revisions

New version	Date	Revision details