Policy Owner	Gareth Jones	Business Area	Property and Assets
Document Type	Policy- L2		

Central Heating Installations and Servicing Policy

1.0 Purpose

1.1 This policy ensures Coastline Housing maintains safe, compliant, efficient and customer-focused installation, servicing and maintenance of all heating systems across its homes. It sets out requirements for planned investment, statutory compliance, customer communication, and responsibilities aligned with the Asset Management Strategy and evolving decarbonisation commitments.

2.0 Background

2.1 Coastline Housing must comply with all statutory landlord duties including Building Regulations Part L, Housing Act 2004 (HHSRS), Gas Safety (Installation and Use) Regulations 1998, and relevant guidance for oil, solid fuel, ASHP, GSHP and solar thermal systems. This policy supports delivery of legal obligations, duty of care, safe installation and maintenance, and modern regulatory expectations including retrofit and low-carbon heating.

- The Gas Safety (Installation and Use) Regulations 1998 specify landlords' duties to make sure gas appliances (this may include boilers, fires, cookers and hobs), fittings and flues provided for tenants are safe with appropriate records maintained. Although there is no prescribed timeframe for these duties, good practice would be the demonstration of regular, annual maintenance checks and subsequent repairs. Servicing is most efficiently done at the same time as the gas annual safety check which is required at no more 12 monthly intervals. Regulation 39 states that failure to conduct a gas safety check within 12 months is a breach of the regulations unless Coastline can demonstrate that it has taken "all reasonable steps" to prevent the contravention; this is achieved through the Access Procedure

2.2 In 2015 a landmark case (Liverpool City Council to the Lands Chamber) held that affordability was a due consideration for the selection of any new heating system although in context, the home was poorly insulated and the case hinged on the proposal to install cheaper electric panel heating instead of the preferred night storage heating.

3.0 New Installations

3.1 A planned annual programme will be developed prioritising oldest, least efficient, highest-failure systems, fuel-poverty cases, decarbonisation priorities, EPC improvements and grant-funding opportunities. Potential replacement systems or new installations will be identified as follows:-

- The oldest, least efficient and least reliable stock will be identified for potential for replacement subject to survey. This list will be further prioritised using call out logs by Blue Flame to further highlight repeated system failures which should be

prioritised for replacement. Oil boilers may also be specifically prioritised for replacement due to customer health reasons or to help address fuel poverty where the system has been capped in excess of 2 years due to lack of heating oil;

- Where there are homes highlighted for disposal, these will be subject to greater scrutiny to consider the benefits and issues in retaining the existing heating system. A further check will be made with Finance to highlight systems proposed for early replacement which have a carrying value of more than £1,000. These will be reviewed on a case by case basis;
- Supported and extra Care schemes will be assessed on 'whole property' basis to ensure that new heating systems are designed taking into account further improvements planned in each case. Each property will have a specific investment plan which will increase the thermal efficiency, improve insulation and ventilation, whilst also upgrading heating systems;
- District Heating systems in place of individual heating sources will be considered, especially where specific funding is available. These will each be subject to a cost benefit analysis.;
- External grant funding will be used to supplement heating installation costs wherever possible and this may then prioritise these systems on a value for money basis.

3.3 Customers will be notified at least one month before installation, subject to access, asbestos information, customer vulnerabilities and survey outcomes.

3.4 It is accepted that it will be difficult to be precise on which systems will proceed when due to access issues, asbestos uncertainty and refusals. However, customers will be informed by the contractor around one month before the team is scheduled to attend and then programme the work in accordingly.

3.5 5% of new installations will be randomly selected for inspection by Coastline or an external engineer to monitor ongoing installation quality standards.

3.6 100% of new installations will be inspected by the installation contractor and the reports sent to the M&E Contracts manager.

3.7 New systems must comply with manufacturer requirements, Boiler Plus, Building Regulations, and industry standards. Heat pump installations must be undertaken by MCS-accredited engineers.

4.0 Servicing & Maintenance

4.1 Coastline will maintain all landlord-owned appliances, flues and associated pipework.

4.2 Annual servicing will be undertaken by qualified engineers according to fuel type:

- Gas boilers: annual CP12 service using MOT-style window
- Oil boilers: annual service using MOT-style window
- LPG: annual check using MOT-style window
- Solid fuel: annual service and chimney sweep using MOT-style window
- ASHP/GSHP: annual inspection to manufacturer guidance using MOT-style window
- Solar thermal: annual check using MOT-style window

4.3 The contractor will produce a schedule of planned maintenance for all appliances in advance of the financial year due. In April 2018, the Gas Safety (Installation and Use) (Amendment) Regulations came in to force through a new "regulation 36A" known as the MOT style approach. This regulation allows for more flexibility of gas servicing where the due date remains the same day and month, year on year, as long as the service is carried out within the 2-month window before the gas service date. As with the previous regime, if the gas service is carried out after the due date it will be a compliance failure. However, if a gas service is carried out before the 2-month window, the gas service due date will be reset to that new day and month. The MOT approach to gas servicing will mean that in most cases the date will remain the same each year rather than drifting forward by up to 2 months. The servicing and access arrangements will be applied across all combustible fuel heating systems.

4.4 Appointments will be made in accordance with the access procedure, including escalation to legal process in the event of non-access.

4.5 All heating appliances & hot water in void properties will be serviced (and safety checked if gas) prior to a new tenancy agreement taking effect and this is detailed further in the Void works utilities procedure.

4.6 A separate procedure is in place for Mutual Exchange properties where gas supplies will be isolated on vacation then reinstated prior to a gas safety check taking place before the new tenant takes occupation.

4.7 Where a Gas Safety Check (CP12) is carried out, this will be stored electronically for at least 2 years and a copy will be posted to the customer within 28 days. New customers will be provided with a copy of the most recent CP12 as part of their new tenancy pack before they move in.

4.8 Coastline will not maintain customer appliances, such as gas cookers, but will inspect them whilst conducting a gas safety check on Coastline installed equipment. Where these are found to be defective the appliance will be categorised and relevant action taken in accordance with the Gas Industry Unsafe Situations Procedure – IGEM/G/11 Edition 2 July 2025; the customer will be informed of the defect and the requirement for them to carry out a repair. In the event that the customer refuses to allow the appliance to be disconnected, the contractor will inform Coastline, the Gas Supplier if LPG or the Gas Emergency Service (tel 0800 111 999) in accordance with Gas Safety (Installation and Use) Regulations - Regulation 34 Use of Appliances

5.0 Customer Guidance

5.1 Coastline will provide clear guidance to all customers on the effective operation of new heating systems including all operating controls.

5.2 Coastline will provide guidance to customers to help them understand their obligations in respect of heating installations and servicing. (*Customer Guidance – Your New Heating System)*

5.3 All guidance will be available in accessible formats including large print, translation, and easy-read upon request.

6.0 Access Procedure and Refusals

6.1 The tenancy agreement requires customers to allow access for any maintenance or safety check work to be carried out. Coastline will take all reasonable steps to ensure this work is carried out, following the Access Procedure, noting that where access cannot be gained in a reasonable time an injunction will be progressed.

- Coastline will take all reasonable steps, including multiple contact attempts, welfare checks, support for vulnerable residents and collaboration with partner agencies before legal enforcement.

6.2 When access is granted for the servicing and safety check but cannot be carried out due to a lack of gas or oil supply, the customer's consent will be obtained for the temporary capping of the gas or oil supply. This will prevent use of the heating system until the supply is available again in accordance with the Access Procedure

7.0 Associated Procedures and Guidance

7.1 Coastline maintains a comprehensive suite of customer guidance and associated procedures. The list below is current at the time of policy issue:-

- Customer Guidance – Your New Heating System
- Planned Heating Installation Programme
- Chimney Removal Procedure
- Asset Investment and Viability Strategy
- Access Procedure
- Planned Heating Installation Programme
- Asset Investment and Viability Strategy
- Void Works Utilities Procedure

8.0 Relevant Legislation

8.1 To ensure regulatory and legal compliance an independent technical audit by a suitably qualified company (such as CORGI) will be conducted on an annual basis. A further independent audit will be conducted by a nominated Coastline consultant to determine the effectiveness of Coastline and contractor management / controls.

8.2 The following legislation should be read in conjunction with this policy:-

- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Housing Act 2004
- PAS 2035 & retrofit guidance
- Boiler Plus standards
- Future Homes Standard (as applicable)

9.0 Review

This policy will be reviewed every 3 years, or earlier if legislative or regulatory changes occur.