

Report of Findings on the Gas Quality Assurance Audit carried out on Behalf of Homes for Life Housing Partnership in October 2019

The gas servicing contract is undertaken by Kingdom Gas Services. A total of 11 annual safety inspection visits and 9 Repairs were undertaken.

Audit Scope

The scope of the audit was to determine the level of service being delivered, the inspection focussing on:

- Customer Satisfaction / Perception
- Completion and fitness for purpose of paperwork
- Condition and compliance of meter installation
- Technical inspection of appliance to determine compliance in accordance with Gas Safety (Installation & Use) Regulations 1998.

The inspection process is designed to determine the level of competence of the individual engineer and if required develop a follow up action plan to achieve continuous improvement of competence.

Defects

The October 2019 level of defect not identified and recorded on the landlord's certificate is shown in the table below

October 2019

Contractor	Total defects	% Defect	Safety Defects	Safety %	Pass Rate
Kingdom Gas	3	0.9%	0	0%	99.05%

March 2019

Contractor	Total defects	% Defect	Safety Defects	Safety %	Pass Rate
Kingdom Gas	13	3.4%	4	4.0%	96.6%

November 2017

Contractor	Total defects	% Defect	Safety Defects	Safety %	Pass Rate
Kingdom Gas	22	8.6%	12	19.0%	91.40%

May 2016

Contractor	Total defects	% Defect	Safety Defects	Safety %	Pass Rate
Kingdom Gas	12	9.4%	4	13.0%	90.62%

There were no safety defects in the category of ID (Immediately Dangerous) or AR (At Risk) category.

The items of concern (formally NCS (not to current standard)) failures related to:

- Meter box not lock fast
- Smoke alarm expiry dates recorded as Not Applicable

Meter Installation

1 Issue noted – meter box not lock fast

Equi-potential Bonding

No Issues noted

Paperwork

The landlord certificate used by Kingdom Gas Services is fit for purpose and records all the necessary information as specified in the Gas Safety Regulations (GSR's). The majority of received certificates were electronic and all were completed correctly.

One questioning tenants, they confirmed they had received a copy of the certificate in the post.

Customer Satisfaction

It is evident by the reaction of the customer that they perceive the level of service being delivered as good.

Repair Visits **9**

Parts Required

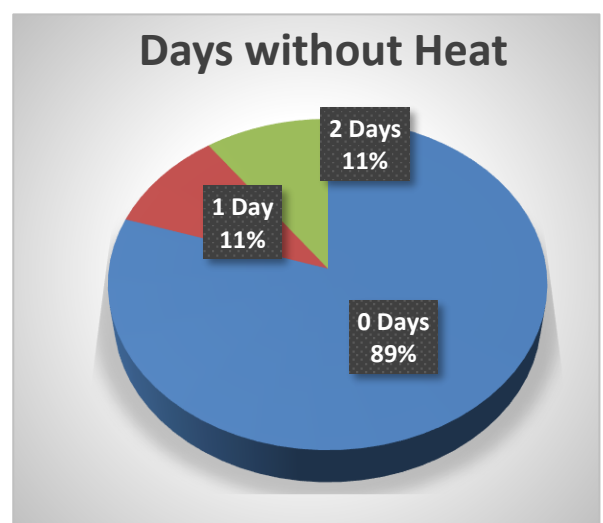
4	44.44%
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Completion levels / visit

1st visit	8	88.89%
2nd visit	1	11.11%
3 visits		0.00%
4 visits	1	11.11%

Days without heat

0	8	88.89%
1	1	11.11%
2	1	11.11%
3		0.00%
4+		0.00%



Additional Observations

None

Conclusion

The level and quality of Service delivered is of a high standard, the pass rate being 99%.

The corrective action will ensure that you as a Landlord are taking all reasonable steps to deliver a safe service and will strengthen the Associations position should an incident occur in the future.

Recommendations

The undernoted items require to be addressed by the contractor;

- Meter box not lock fast

Action – Engineers should identify any issues and record on the certificate

Report Prepared by Malcolm McIntosh on behalf of Energy Technical Services Ltd.

Signed



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Date **1 November 2019**