



Heating, gas and hot water policy

1.0 Purpose and scope

This policy sets out our approach to the delivery of heating and hot water repairs services to Notting Hill Genesis (NHG) residents. It applies to all homes where we are responsible for carrying out domestic heating repairs, as determined by the resident's tenancy, licence or lease agreement.

The purpose of this policy is to:

- Deliver an efficient, effective and value for money heating and hot water repairs service that meets the needs of our residents
- Comply with all relevant legislative and regulatory requirements and meet our contractual obligations
- Ensure that all heating and hot water systems are kept in good repair, and that any repair work done is carried out fast, well and leaves residents safe in their home
- Ensure residents are aware of their responsibilities
- Provide services which are easily accessible at a time and in a way to suit our residents and which deliver high standards of resident care
- Work in partnership with our residents to continuously drive service improvements

2.0 Definitions

Repair priorities are defined in our repairs policy and for the purpose of this policy are limited to:

Emergency repair: Where there is an immediate danger to a person's safety, major damage to the home or a heating and/or hot water failure during the winter months of 1 October to 31 March or where a resident is vulnerable and carrying out the works will ensure they are able to remain safely in their home.

Standard repair: Non-urgent work to rectify or prevent damage to and ensure the proper working order of the heating and hot water system.

Local officer: The officer position referred to in this document represents local officer and contract officer roles.

Vulnerability: Where a person's physical or mental health would be significantly impacted if works were not completed, leading them to being unable to remain in the home safely.

3.0 Resident and landlord responsibilities

Our tenancy and leasehold agreements set out the contractual responsibilities for our residents. Reference should be made to individual tenancy and leasehold agreements as these set out the specific contractual responsibilities for both parties. In all cases, terms set out in individual tenancy and leasehold agreements take precedence over the statements in this policy.

Residents should report any repairs as soon as possible. This allows us to prevent further damage, reduce costs and maximise resident satisfaction.

Residents are responsible for replacing batteries within heating controls, smoke detectors and carbon monoxide detectors and ensuring that any furniture or other items (including floor coverings) do not impede the contractor in any way. For health and safety reasons, neither Notting Hill Genesis staff nor our contractors will move furniture on behalf of a resident.

3.1 Social, intermediate and affordable rented homes

We will normally be responsible for maintenance and repair of heating and hot water systems in tenants' homes. The primary exception is where the heating and hot water is provided as part of a heat network where the plant room and system up to the front door is maintained by a third party.

3.2 Leasehold owned homes

Leaseholders will have a different set of responsibilities for their homes. These can be found in the terms of their individual lease. Most leaseholders are responsible for heating and hot water repair but there are some legacy leases where we retain responsibility for the maintenance and repair of the heating and hot water system. Where this is the case, our domestic heating repair policy will apply. Please see the [responsive repairs policy](#) for further detail on our contractual obligations owed towards leaseholders with a special need shared ownership lease.

3.3 Temporary housing

For residents living in temporary housing, there are occasions where the repair responsibility lies with the property owner rather than with Notting Hill Genesis or the resident.

4.0 Reporting repairs

Residents should report any repairs to their local officer, and can do this via email, phone, in person, or through the customer portal (My Account). Alternatively, emergency repairs can be reported directly to the heating contractor over the phone. Some contractors offer an online service, which allow residents to arrange and reschedule appointments directly with the contractor.

4.1 Repair appointments

Appointment times for routine repairs will be confirmed with the resident prior to the appointment taking place. The appointment will be at a time and date convenient to the resident. Appointments will be offered for the following time slots every day except Sundays and bank holidays.

- 08:00 -12:00
- 10:00 - 14:00

- 12:00 - 16:00
- 14:00 - 18:00
- 16:00 - 20:00

Sundays and bank holidays

- Emergency make safe service.

Residents will be informed about progress with their repairs through an agreed channel convenient to them.

If the contractor is unable to keep to an appointment, the resident will be advised as soon as possible, and an alternative date agreed. Where a contractor misses an appointment or fails to give 24 hours' notice of cancellation, the contractor will compensate the resident according to our [compensation policy](#).

If the appointment cannot be kept, residents are asked to inform us at the earliest opportunity. Where access isn't achieved for a routine repair during the first scheduled appointment, and the resident can't be reached, the works order will be closed.

If the repair is an emergency and access cannot be gained via the resident, then a forced access is considered in line with our no access policy. This may include accessing a property that is connected to a heat network where the performance in the flat is significantly affecting the wider network or where we suspect heat meters have been bypassed or disabled.

4.2 Target repair times

We aim to complete repairs within the following timeframes:

- No heating between 1 October and 31 March – three days
- No hot water at any time of year – three days
- No heating between 1 April and 30 September –28 days
- Other repairs – 28 days

Where we fail to meet our target repair times, residents will be issued compensation in line with our [compensation policy](#).

4.3 Temporary heating

Temporary heaters will be provided in the event of heating failure between 1 October and 31 March. Each property will be given one heater per bedroom. Vulnerable residents will receive temporary heaters in the event of failure at any time of year.

4.4 Improving the service

Feedback from residents on the quality of the service received is important to us to help in the continuous improvement of this service. We track and analyse the performance of the repairs service, and work with residents through a range of involvement initiatives to identify areas for improvement and monitor the delivery of action plans. Regular resident satisfaction surveys are carried out following the completion of a repair across certain tenures.



Document control

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