SERVICES TEAM POLICY AND STANDARD OPERATING PROCEDURE

Covering, Gas Servicing, Electrical Servicing and Lift Inspections and Maintenance

CITY OF Lincoln COUNCIL

City of Lincoln Council
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2 Document Control

Organisation	City of Lincoln Council
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3 Revision Control

Revision Date	Author	Previous Versions	Description of Revision

4 Document Approvals

This document requires the following approvals:

Document Approval	Name	Date
Strategic Director of Housing and Investment	Daren Turner	13th December 2025
Assistant Director - Asset Management	Matt Hillman	13th December 2025
Investment Manager	Kevin Bowring	10th December 2025

5 Purpose of the Policy

5.1 This policy demonstrates how City of Lincoln Council will comply with the required legislation for properties managed and owned by the Council covering Gas Safety, Electrical Safety and the Service and Maintenance of Lifts.

5.2 It outlines our commitment to ensuring that we offer the best possible service to our tenants in relation to Gas Safety, Electrical Safety and Lift Maintenance and Servicing it highlights our methods, targets and makes tenants aware of their obligations in relation to the above services.

6 Introduction

6.1 City of Lincoln Council are fully committed to meeting all relevant statutory & regulatory requirements, including best practice standards, in the housing sector and ensuring continual improvement in compliance performance.

6.2 The Policy details how City of Lincoln Council will meet the following requirements:

- Gas Safety (Installation and Use) Regulations 1998 (SI 1998 No 2451) (GSIUR) as amended.
- Electrical Safety as per the requirements for electrical installation regulations BS7671
- Lift Service and Maintenance meeting the requirements of the Safety Assessment Federation (SAFed) guidelines issued 2016.

6.3 In addition to this, the policy provides assurance to City of Lincoln Council that measures are in place to ensure compliance with the regulations and to identify, manage and/or mitigate risks associated with the above services.

6.4 The regulations place a duty upon City of Lincoln Council, as a Landlord, to ensure the following:

- Gas appliances and flues are maintained in a safe condition; annual safety checks are carried out and appropriate records kept and issued or displayed to tenants.
- Electrical Safety Tests are completed every 5 years or change of tenancy, covering all fixed wiring within a property and associated outlets.
- Lifts are serviced and maintained on a planned programme of works with monthly services, six monthly insurance inspections as specified within the SAFed guidelines. Appropriate records are kept and displayed within the lift motor rooms.

6.5 These duties are in addition to the more general ones that Landlords have under the Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999. Landlord's failing to comply with these regulations can be liable to prosecution and ensuing penalties.

6.6 The policy is also relevant for maintaining a safe environment for all tenants.

6.7 It also relates to the servicing of solid fuel and oil appliances which, although not a statutory requirement, will be serviced and maintained in accordance with this Policy and on the same frequency as our gas systems.

6.8 City of Lincoln Council will follow a systematic approach to the management of gas safety to ensure it meets the requirements set out in the Gas Safety (Installation and Use) Regulations 1998 (SI 1998 No 2451) (GSIUR) as amended, and other relevant legislation relating to gas safety. This is to ensure the safety of tenants and members of the public.

7 Responsibility - Gas Safety

7.1 City of Lincoln Council acknowledges and accepts its responsibilities with regard to the management of gas safety to ensure it meets the requirements set out in the Gas Safety (Installation and Use) Regulations 1998 (SI 1998 No 2451) (GSIUR), as amended.

7.2 The accountable person for ensuring delivery of the requirements of this Policy is the Assistant Director of Housing and Investment or equivalent.

7.3 The responsibility for ensuring that Gas Servicing, Electrical Servicing and the Service and Maintenance of lifts is carried out effectively is a key responsibility of the Investment Manager.

7.4 The operational responsibility for compliance and quality is the responsibility of the appointed Contractor with overarching responsibilities of the Investment Manager.

7.5 City of Lincoln Council will undertake the following in relation to gas appliances in properties and communal areas:

- Annual safety checks.
- All pipework, boilers, gas fires and associated flues installed by City of Lincoln Council will be maintained in accordance with legislation.
- Repairs will be undertaken as and when necessary.
- Quality checks of contractors (Internally and externally by a Third-Party Auditor)
- A gas safety check at a change of tenancy, or mutual exchange, in accordance with legislative requirements.

7.6 City of Lincoln Council will not be responsible for:

- Tenants own Gas cookers/hobs.
- Repairs to gas fires installed by the tenant. However, we are required by law to check all flues and associated pipework. Where necessary City of Lincoln Council will make any appliances safe by disconnection.

7.7 Tenants have the following responsibilities:

- Ensuring that they use gas services within City of Lincoln Councils properties safely and responsibly. Tenants should follow any advice given and ensure they do not operate or interfere with gas-fired appliances in any way, which could endanger themselves or other building users.

- Allow access to their home so that we can undertake a gas safety inspection of their property as per Section 6.22 of the tenancy agreement 'Co-operating with us and access'. Where no gas is available on the meter to allow this, the gas engineer will isolate the supply at the meter to ensure the tenants safety. The tenant has a responsibility to notify City of Lincoln Council as soon as credit is available, City of Lincoln Council will then complete the gas safety check within 24 hours of notification.

8 Responsibility – Electrical Safety

8.1 City of Lincoln Council acknowledges and accepts its responsibilities with regard to the management of electrical safety to ensure it meets the requirements set out in the electrical regulation BS7671.

8.2 The accountable person for ensuring delivery of the requirements of this Policy is the Assistant Director of Housing and Investment or equivalent.

8.3 The responsibility for ensuring that Gas Servicing, Electrical Servicing and the Service and Maintenance of lifts is carried out effectively is a key responsibility of the Investment Manager.

8.4 The operational responsibility for compliance and quality is the responsibility of the appointed Contractor with overarching responsibilities of the Investment Manager.

8.5 City of Lincoln Council will undertake the following in relation to electrical installations in properties and communal areas:

- 5 yearly electrical tests.
- Repairs will be undertaken as and when necessary.
- Quality checks of contractors
- A EICR at a change of tenancy, or mutual exchange, in accordance with legislative requirements.

8.6 The city of Lincoln council will not be responsible for any tenant owned electrical equipment installed in the property or any modifications made to the wiring of the property by the resident.

8.7 Tenants have the following responsibilities:

- Ensuring that they use electrical services within City of Lincoln Councils properties safely and responsibly. Tenants should not attempt to interfere with or modify electrical services within the property.
- Allow access to their home so that we can undertake a EICR of their property as per Section 6.22 of the tenancy agreement 'Co-operating with us and access'.

9 Responsibility – Lift Safety

9.1 City of Lincoln Council acknowledges and accepts its responsibilities with regard to the management of lifts ensuring equipment is safe through regular inspections, maintenance, and adherence to operational guidelines.

9.2 We will arrange regular maintenance and safety checks by trained competent persons. We will respond to all reports of repairs to lift installations in line with our standard repair's timescales.

9.3 The accountable person for ensuring delivery of the requirements of this Policy is the Assistant Director of Housing and Investment or equivalent.

9.4 In line with the LOLER we will ensure that lifting equipment supplied in properties is of adequate strength and stability and makes adequate provision for the safety of its users.

9.5 We will only install lifts that meet the requirements set out in the Lift Regulations and associated standards.

9.6 In Line with SAFed guidelines we will complete carry out supplementary testing as necessary to ensure that health and safety conditions are maintained and that any deterioration can be detected and remedied in good time.

- Periodicities of LG1 inspections are for guidance only. 'The Competent Person' shall determine the timescale and specific tests to be undertaken to fulfil the requirements of the examinations and tests as recommended and defined by SAFed document 'Guidelines on the Supplementary Tests of In- service Lifts 2006, as revised 2020' and endorsed by the Health & Safety Executive.
- The Contractor shall carry out the Examinations/Tests as determined by 'The Competent Person'. On completion of a successful Examination, Test or Inspection, two signed and dated test certificates shall be issued. One copy shall be kept in an agreed location on site, plus one copy for the Employer's Representative.
- The Contractor shall include for conducting all of the supplementary tests as defined in Section 5, Annex A of the SAFed Guidelines on the Supplementary Tests of In-service Lifts 2006 as revised in June 2020

10 Overall Aims

10.1 Gas Safety - City of Lincoln Council are committed to providing a robust, safe service to our tenants in relation to gas safety the aims of this service are:

- To protect the health and safety of our residents and meet our legal and regulatory obligations to undertake annual Gas Safety Inspections, as required under the provisions of the Gas Safety (Installation and Use) Regulations 1998 (SI 1998 No 2451) (GSIUR) as amended.
- To maintain all gas appliances that are City of Lincoln Councils responsibility, in a safe working order and to manufacturers' instruction.
- To fulfil our commitment to equality and diversity while delivering the Gas Servicing to our tenants and residents.
- To effectively maintain the Council's housing stock and preserve its asset value.
- Ensure that the annual gas safety check is undertaken in compliance with relevant legislation, in a manner that promotes value for money.

10.2 City of Lincoln Council are committed to providing a robust, safe service to our tenants in relation to electrical safety the aims of this service are:

- To protect the health and safety of our residents and meet our legal and regulatory obligations to undertake Electrical Installation Condition Reports as per the regulations.
- To maintain all electrical installations that are City of Lincoln Councils responsibility, in a safe working order and to manufacturers' instruction.
- To fulfil our commitment to equality and diversity while delivering the Gas Servicing to our tenants and residents.
- To fulfil our commitment to equality and diversity while delivering EICRs to our tenants and residents.
- To effectively maintain the Council's housing stock and preserve its asset value.
- Ensure electrical checks undertaken in compliance with relevant legislation, in a manner that promotes value for money.

10.3 City of Lincoln Council are committed to providing a robust, safe service to our tenants in relation to lift safety the aims of this service are:

- We will ensure all newly installed lifts meet all current legal requirements, and that refurbished lifts are issued with a LOLER certificate / Certificate of Conformity before first use.
- In line with the LOLER we will ensure that lifting equipment supplied in properties is of adequate strength and stability and makes adequate provision for the safety of its users. We will only install lifts that meet the requirements set out in the Lift Regulations and associated standards.
- We will ensure that a thorough examination is carried out by a competent person in line with the LOLER. We will also carry out supplementary testing as necessary to ensure that health and safety conditions are maintained and that any deterioration can be detected and remedied in good time. We will keep records of these examinations for at least two years.
- We will maintain all lift installations in efficient working order and in good repair. We will arrange regular maintenance and safety checks by trained competent persons. We will respond to all reports of repairs to lift installations in line with our standard repair's timescales.
- We will only appoint competent contractors to carry out work on lifts.

11 Relevant Legislation and Guidelines – Gas Safety

11.1 The key pieces of legislation affecting Gas Servicing requirements are:

- Gas Safety (Installation and Use) Regulations 1998 (SI 1998
- No 2451) (GSIUR) as amended.
- The Landlord and Tenant Act 1985.
- The Health and Safety at Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Construction, Design and Management Regulations 2015.

11.2 Responsibilities as a landlord for Gas Servicing are as laid down in the Gas Safety (Installation and Use) Regulations 1998 (SI 1998 No 2451) (GSIUR) as amended. Regulation 36 relates to the requirements of landlords. The relevant responsibilities are:

11.3 Regulation 36 places important duties on most landlords of domestic property to ensure that gas appliances and flues are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to tenants. These duties are in addition to the more general ones that landlords have under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

11.4 City of Lincoln Council will comply with all of the above legal requirements.

11.5 In addition to the legislation there are also a number of Codes of Practice and Guidelines issued by the Health and Safety Executive, including:

- HSE Leaflet INDG285(rev3), revised 04/18 – LANDLORDS. A Guide to Landlords' Duties: Gas Safety (Installation and Use) Regulations 1998.
- HSE Book - Safety in the installation and use of gas systems and appliances. Gas Safety (Installation and Use) Regulations 1998. Approved Code of Practice and guidance L56 (Fifth Edition) Published 2018iv. ACoP L56 - 'Safety in the installation and use of gas systems and appliances' (4th edition 2013).

11.6 City of Lincoln Council will comply with HSE Codes of Practice and Guidelines, whilst not mandatory they are good practice and set out minimum expected levels and standards.

12 Relevant Legislation and Guidelines – Electrical Safety

12.1 The key pieces of legislation affecting Electrical Servicing requirements are:

- Electricity at Work Regulations 1989
- Building Regulations 2010 (Part P – Electrical Safety)
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Known as Awaab's Law)
- BS 7671: (Latest edition including Guidance notes)

13 Relevant Legislation and Guidelines – Lift Safety

13.1 The key pieces of legislation affecting Lift Servicing and Maintenance Requirements are:

- Landlord and Tenant Act 1985
- Housing Acts 1985 and 1988
- Health & Safety at Work Etc. Act 1974
- Management of Health and Safety at Work regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- The Lifts Regulations 1997 & 2016
- Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- The Construction Products Regulations
- The Electricity at Work Regulations
- The Provision and Use of Work Equipment Regulations 1998
- The Construction (Design & Management) Regulations 2015
- The Supply of Machinery (Safety) Regulations 2008
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Building Regulations Part M2 and subsequent updates
- The Waste Electrical and Electronic Equipment Regulations 2006
- The Site Waste Management Plans Regulations 2008
- The Equality Act 2010
- EU Lifts Directive 95/16/EC
- EU Lifts Directive 2014/33/EU

13.2 Standards

- BS7255 Safe Working on Lifts
- S7671 The IET Wiring Regulation
- BS8300 Design of Buildings to meet the needs of the Disabled
- BS8486-1 & -2 Examination & Test of New Lifts before putting into service.
- BS9999 Fire Safety in the Design and Use of Buildings
- BS EN81-1 Electric Lifts
- BS EN81-2 Hydraulic Lifts
- BS EN81-21 New Passenger & Goods Passenger Lifts in Existing Buildings
- BS EN 81-20 Lifts for the Transport of Persons & Goods – Part 20: Passenger and Goods Passenger Lifts
- BS EN 81-28 Remote Alarm on Passenger & Goods Passenger Lifts
- BS EN 81-50 Examinations & Tests – Part 50: Design Rules, Calculations, Examinations & Tests of Lift Components
- BS EN 81-58 Examinations & Tests – Part 58: Landing Door Fire Resistance Test
- BS EN81-70 Disabled Persons Accessibility
- BS EN81-71 Vandal Resistant Lifts
- BS EN81-72 Fire-fighting Lifts
- BS EN81-73 Behaviour of Lifts in the Event of Fire

- BS EN13015 Maintenance for Lifts and Escalators

14 Implementation – Gas Safety

In order to meet the aims that this policy sets out, City of Lincoln Council will: Maintain all City of Lincoln Council owned gas appliances, flues and associated pipework in a safe condition and carry out annual gas safety checks on all appliances and flues within the housing stock, in accordance with the current gas safety regulations and legislation

14.1 City of Lincoln Council will adopt the MOT approach to gas safety checks as detailed within Regulation 36 (3). Regulation 36 (3) allow Landlords to undertake LGSRs within a period of 10-12 months after the previous check, and then following completion of the check, the GSR will be treated as if it had been carried out the last day of the 12-month period of validity; just like as is the case with motor vehicles.

14.2 Annually undertake a safety check on all hard-wired and battery-operated smoke detectors and carbon monoxide (Co) Detectors, installed within our properties containing gas appliances, at the same time as the gas annual service. Undertake any maintenance as required.

14.3 Have a procedure that defines clear, concise, convenient and well published arrangements to complete the annual gas safety check.

14.4 Ensure that all work to gas appliances and fittings are carried out by a competent and suitably qualified Contractor, who is Gas Safe registered.

14.5 Ensure that all gas appliance installations are fitted and conform to current legislation, codes of practice and manufactures instructions.

14.6 Have sufficient and suitably qualified engineers to enable us to meet our gas servicing and repairs responsibilities.

14.7 Ensure that all contractors employed to deliver gas servicing and the repairs and maintenance service adhere to the Council's Code of Conduct.

14.8 On completion of the gas safety service or new installation, issue to the resident a copy of the landlord's gas safety record (LGSR)within 28 days.

14.9 Maintain a gas property database that clearly details the property's gas servicing history, records and date next due, gas appliances installed, gas access procedure records and timescales etc.

14.10 Where gas appliance or supply is installed by the tenant without our permission, City of Lincoln Council will cap the gas supply until it can ensure that installation complies with all relevant standards.

14.11 Ensure, when new build properties are first built and first let the developer/builder will be responsible for maintaining the installation for a warranty/defects period, usually 1 year. On completion of the defects liability period an annual service will be carried out by City of Lincoln Councils appointed Contractor and the property will then remain in our annual cycle.

14.12 Maintain a call-out service 24 hours per day, 365 days per year to all tenants. Outside of normal working hours will be for emergency repairs and/or making safe only and will be provided through our call handling centre.

14.13 Comply with legislation by undertaking a Gas Safety Check every time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.

14.14 Undertake an initial gas safety check on all void properties and mutual exchanges to comply with relevant legislative requirements. In the case of void properties, cap off the gas supply at the meter and issue a landlord gas safety certificate.

14.15 Make aware the importance of gas safety to our residents ensuring that relevant information is made available upon request in audio versions, large print, Braille and in other languages.

14.16 Have clear procedures to gain access to undertake the gas safety check every 12 months.

14.17 In cases where access is not granted, in line with procedure, we will take the necessary action.

15 Implementation – Electrical Safety

15.1 In order to meet the aims that this policy sets out, City of Lincoln Council will maintain all City of Lincoln Council owned electrical installations in a safe condition and carry out the necessary EICRs in line with regulations.

15.2 City of Lincoln Council will adopt a 5 yearly electrical testing program, with the aim of completing the test up to 1 month before deadline date to ensure continued compliance.

15.3 Have a procedure that defines clear, concise, convenient and well published arrangements to complete the EICR.

15.4 Employ sufficient and suitably qualified engineers to enable us to meet our electrical testing and repairs responsibilities.

15.5 Ensure that all contractors employed to deliver electrical testing adhere to the Council's Code of Conduct.

15.6 Maintain a call-out service 24 hours per day, 365 days per year to all tenants. Outside of normal working hours will be for emergency repairs and/or making safe only and will be provided through our call handling centre.

15.7 Comply with legislation by undertaking an EICR every time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.

15.8 Have clear procedures to gain access to undertake the EICR every 5 years.

15.9 In cases where access is not granted, in line with procedure, we will take the necessary action.

16 Implementation – Lift Safety

16.1 To meet the requirements of all relevant legislation and regulation for homes under our control, we will:

- Make sure that all domestic lifts have a statutory inspection and thorough examination completed by a competent person at least every six months.
- Make sure that all domestic lifts have a statutory inspection and thorough examination completed by a competent person at least every twelve months.
- Appoint a competent lift contractor to undertake periodic maintenance inspections.
- Make sure that if any defects are identified during these inspections, they will be rectified accordingly. If serious defects are noted to any lifts / lifting equipment, it shall be taken out of service until the fault has been remedied.
- Undertake monthly checks of all domestic lifts.
- Notify the relevant local fire & rescue service if the lifts are out of service or have a fault that cannot be rectified within 24 hours.
- Make sure that all lift, maintenance, and safety checks are conducted by a suitably qualified and registered engineer.
- Where a longer-term repair is required to a lift, we will provide regular updates on the progress of the repair and work with residents to access any support they may need, taking their individual needs into account.
- Residents are responsible for immediately reporting any concerns with their lift installation.
- We will periodically inform residents of the importance of safety and emergency procedures through the provision of information on our website, in newsletters, and leaflets.

17 Quality and Performance Monitoring – Gas Safety

17.1 City of Lincoln Council are committed to ensuring that both the performance and quality of any gas related repairs (servicing, heating installs) and inspections are to current standards. To ensure compliance with this we will:

- Employ a Third-Party Auditor to carry out, as a minimum, a representative 10% sample of independent quality assurance checks on new installations and gas servicing to ensure that the works and certificates are completed in accordance with current legislation and codes of practice.
- Carry out, as a minimum, a representative 10% internal quality assurance checks on the appointed contractor, covering new installations, gas servicing and repairs to ensure that the works and certificates are completed in accordance with current legislation and codes of practice.
- Implementation and continued use of a Compliancy Software/Database that automates the process of checking and validating digital compliance documents.
- Maintain Key Performance Indicators to monitor the delivery of the gas servicing and repairs service and report this to an appropriate committee.
- Carry out servicing and testing to solid fuel and oil systems as part of the gas safety programme, using HETAS qualified contractors.
- Request Customer Satisfaction Survey feedback on the service they receive; take action to remedy any problems and use the results to continually improve our policies, procedures and service.

- Effectively manage and monitor the contractors we employ to undertake gas servicing works.

18 Quality and Performance Monitoring – Electrical Safety

18.1 City of Lincoln Council are committed to ensuring that both the performance and quality of any electrical related inspections are to current standards. To ensure compliance with this we will:

- Carry out, as a minimum, a representative 10% internal quality assurance checks on the appointed contractor, covering EICRs ensure that the works and certificates are completed in accordance with current legislation and codes of practice.
- Implementation and continued use of a Compliancy Software/Database that automates the process of checking and validating digital compliance documents.
- Maintain Key Performance Indicators to monitor the delivery of EICRs and report this to an appropriate committee.
- Request Customer Satisfaction Survey feedback on the service they receive; take action to remedy any problems and use the results to continually improve our policies, procedures and service.
- Effectively manage and monitor the contractors we employ to undertake EICRs.

19 Quality and Performance Monitoring – Lift Safety

19.1 City of Lincoln Council are committed to ensuring that both the performance and quality of any lift related repairs and inspections are to current standards. To ensure compliance with this we will:

- Keep detailed electronic information of all inspections, maintenance, and statutory safety inspection records.
- Make sure that all lift, maintenance, and safety checks are conducted by a suitably qualified and registered engineer.
- All lift installations have a unique identifier. We will keep records of the manufacturer, model, serial number, size/rating, age and condition of each lift.
- Effectively manage and monitor the contractors via quarterly contract review meetings,

20 Policy Review

20.1 City of Lincoln will review this strategy on a three yearly basis or as required following:

- New legislation.
- Emerging best practice.
- Day to day operational issues.

21 Appendices

21.1 SAFed Guidelines for Lifts

21.2 Ways of Working - Gas Safety

21.3 Ways of Working – Electrical Safety