

Solid Fuel Appliance Policy

1.0	SCOPE
	Purpose
1.1	whg has a strong commitment to cutting carbon emissions from our office premises and our homes in the long term to support achieving EPC C by 2030. We are phasing out solid fuel appliances wherever it is practical to do so. Where functioning solid fuel appliances are still in place, we will ensure they are maintained and serviced regularly.
1.2	This policy sets out our approach to managing solid fuel appliances installed in whg rented homes. A solid fuel appliance refers to any appliance used to cook heat or provide hot water to a property that burns a solid material as fuel. This includes open fires.
1.3	Our solid fuel appliance maintenance service will meet the high standards expected by our customers, provide value for money and protect the environment by avoiding unsustainably sourced fuels wherever possible and reducing the use of inefficient appliances.
2.0	POLICY STATEMENT
1.4	Solid fuel appliances that are installed at circa 20 whg rented homes will be serviced regularly. A full flue sweep and appliance service will take place at the beginning and end of each winter heating period in accordance with Health and Safety Legislation, the Heating Equipment Testing and Approval System (HETAS) recommendations and industry standards.
1.5	whg will carry out cyclical checks on all known, functioning solid fuel appliances and flue ways using only suitably accredited and qualified sub-contractors.
1.6	<p>All homes should have a functioning carbon monoxide detector, however if this is missing or faulty the contractor will install a temporary detector and notify whg. We will then arrange for a hard wired detector to be installed. If the Carbon Monoxide alarm sounds customers must:</p> <ul style="list-style-type: none">• Not ignore the alarm.• Evacuate all persons in the household.

	<ul style="list-style-type: none"> If anyone is experiencing symptoms of carbon monoxide poisoning call 999.
	<ul style="list-style-type: none"> Contact whg immediately. Stop using the solid fuel appliance and maximise ventilation to the building.
1.7	Where possible whg will decommission and remove any installed solid fuel appliances. High efficiency gas central heating will be offered in replacement for solid fuel back boilers or an additional radiator where there is not one already installed in the same room in replacement for solid fuel fires. (For homes without a gas supply an alternative solution will be offered)
1.8	whg will decommission and remove any solid fuel appliance within a void property and ensure another suitable system is in place prior to the property being occupied.
1.9	Solid fuel appliances will only be repaired where it is cost effective to do so. In cases where the repair is deemed to be not cost effective or the system/appliance is deemed unsafe to use it will be condemned and removed and an alternative heating option offered where this is the primary form of heating within the home.
1.10	In addition to maintaining appliances whg will offer advice and signposting for customers who consider themselves to be living in fuel poverty or who may be having difficulty in meeting fuel cost payments.
2.0	POLICY STATEMENT
2.1.	<p>whg has the following responsibilities in regard to solid fuel appliances:</p> <ul style="list-style-type: none"> Ensuring all existing solid fuel appliances that are installed within our homes are kept in good working order and are safe to use. Carrying out regular safety checks on appliances and heating systems ensuring all remedial work is completed in line with HETAS Regulations. Take all reasonable steps to identify and report where customers have modified or installed solid fuel appliances without permission.
2.2.	<p>whg customers are responsible for the property they occupy and have the following responsibilities:</p> <ul style="list-style-type: none"> Operating any existing solid fuel appliance safely and in the correct manner. Safe use of the appliance includes burning only approved materials that are not harmful to the environment, keeping ventilation clear and unobstructed and using a suitable fire guard. Ensuring that whg is informed of defects to the appliance or flue ways and

	<p>is given reasonable access in order to carry out any relevant works involved in the maintenance and safety checks of the appliance and chimney.</p> <ul style="list-style-type: none"> Seeking permission prior to making changes to their homes and heating systems. (As stated in whg's Home improvement policy)
2.3	Requests to install or reinstate solid fuel appliances will not be approved. Any solid fuel appliance installed by a customer where permission has not been obtained will result in the appliance being removed at the customer's expense including making good costs. Alternatively an injunction may be sought requiring the tenant to arrange removal and make good at their own expense. (See appendix 3 of Home Improvements policy)
	Access
2.4	To ensure we can regularly gain access to service appliances and flue ways, whg will treat homes requiring a solid fuel appliance service in a similar way to homes requiring a gas service. Our approach to ensuring access to homes for gas servicing is set out in the Gas Service Access Policy
2.5	Whilst gas servicing takes place every 12 months, solid fuel appliance servicing is monitored through Gas Tag servicing scheduler and will take place at 6 month periods. Full service of the appliance and flue sweep will take place at the start of the winter heating period (October), with a second flue inspection and sweep at the end of the winter heating period (March).
3.0	PERFORMANCE MEASURES
3.1.	whg will monitor repeated repairs on solid fuel appliances through Gas Tag and carry out an assessment to ensure that future repairs provide value for money
4.0	EQUALITY AND DIVERSITY
4.1	Under The Health & Safety at Work Act 1974, a duty to ensure colleagues are not exposed to health and safety risks, all solid fuel appliances and their connecting chimneys are serviced and maintained twice a year. whg will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.
5.0	TRAINING AND DISSEMINATION
5.1.	whg will guarantee any colleagues or contractors appointed will hold valid accreditation and qualifications for working on solid fuel appliances.
6.0	MONITOR AND REVIEW

6.1	This Policy will be monitored by the Director of Building Safety and reviewed every three years
7.0	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES
7.1	<p>Documents, policies and procedures associated with this Policy are:</p> <ul style="list-style-type: none"> • Gas Service Access Policy • Health and Safety Policy • Data Protection Policy • Customer Excellence Policy • Home Improvements Policy • Health and Safety at Work Act 1974 as amended • The Environmental Act 1995 Solid Fuel Process Manual • The Equality Act 2010 • The Safety and Quality Standard 2024 • Building Regulations, Approved Documents F, J, L, G, P • The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 • HETAS (Heating Equipment Testing & Approval Services Guidance)

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