

Curo Health & Safety: Property Safety
MECHANICAL SERVICES POLICY

Policy Owner

Chief Property Officer

Accountable Lead

**Director of Property Maintenance & Building
Safety**



Policy Control	
Policy Level	Operational
Policy Reference	CS/R&AM/007/2013
Link to Strategy	Quality Homes
Version Control V1 – July 2013: Consolidates former relevant SCHAT / SHG policies and part of Statutory Compliance. V2 –March 2015: Minor changes to Scope, Roles and Responsibilities, Principles, Application and Review and Measurement sections. Legislation section updated and expanded. V3 – July 2017: Policy incorporated into the mechanical safety procedure document suite • Roles and responsibilities (RACI) updated • Section 8 added • Policy owner updated V4 – October 2018 • Procedures reviewed V5 – Nov 23 • Policy owner updated • Review group updated • Group reported to updated V6 - Feb 25 • added reasonable adjustments	Effective from: Nov 2023 (minor update Feb 25) Effective until: Oct 2026
Approved by	Building Safety Oversight Group

Consultation	• Residents' Committee / Focus Group (June 2011) • Existing Homes Residents Group • Affected Staff (October 2012) • Staff Council / Joint Staff Forum (October 2012) • Management Team (October 2012) • Executive Team (October 2012) • Mechanical safety stakeholders (see RACI) (October 2016 – July 2017) • Executive Team (April 2017) • Statutory Compliance group (June 2017) • Statutory Compliance Group (August 2017) • Mechanical policy stakeholders (October 2018)
Equality analysis	December 2012 - Part of one Statutory Compliance Eq. Analysis Oct 2023 – revised EIA. No material changes since to require new EIA.
Next review date	October 2026

Contents

1. Scope, Roles and Responsibilities
2. Definitions
3. Principles
4. Application
5. Associated Documents
6. Review and Measurement
7. Equality and Diversity Implications

Policy Statement and Aims

This policy supports our strategic priority to provide Quality Homes by ensuring the housing stock and all other buildings owned, leased or managed by us are maintained in a safe condition. It also supports our Health & Safety policy which aims to ensure that risks to colleagues and others such as residents, visitors and contractors arising from our work activities are adequately controlled.

We have a statutory duty to ensure mechanical safety in addition to general duties under Health and Safety at Work legislation.

1. Scope, roles and responsibilities

- 1.1. This policy applies to all buildings, plant, equipment and work activities over which we have control or a responsibility for maintenance or repair, and any construction projects for which we act as the Client.
- 1.2. This policy is intended to ensure compliance with legislation and guidance to ensure the safety and maintenance of mechanical installations, and to protect residents, employees, contractors and members of the public from mechanical hazards.
- 1.3. General Health and Safety responsibilities according to management level are detailed in Curo's Health and Safety policy. The Chief Executive and Board have overall legal responsibility for this policy, delegated to the Chief Property Officer as policy owner.
- 1.4. The Director of Property Maintenance & Building Safety is accountable for ensuring that the policy is applied in Curo's operational activities, the regular review of this policy and associated procedures, and the maintenance of adequate records.

2. Definitions

2.1. Definitions are set out in Appendix A to this policy.

3. Principles

3.1. As well as securing legal compliance, this policy is intended to promote a proactive approach to managing the risk to our properties, residents, colleagues and the general public from mechanical systems, plant and equipment under our control.

3.2. We will:

- Ensure periodic servicing and testing of all mechanical equipment and installations is carried out in accordance with the relevant regulations, guidance and Approved Codes of Practice.
- Ensure that external contractors, consultants and internal staff responsible for conducting periodic servicing and testing of mechanical equipment are competent to do so.
- Carry out an annual check of the safety of unvented hot water Systems.

3.3. Residents are responsible for the safety and maintenance of mechanical equipment that they own. This excludes installations provided to adapt a property for a disabled resident (e.g. hoists, stair-lifts, through-floor lifts) which will be inspected and maintained by us on the expiry of the initial warranty period, provided these have been funded via Disabled Facilities Grant (DFG). The safety and maintenance of items not funded via DFG are the responsibility of the resident.

3.4. Unless otherwise stated, we are responsible for the safety and maintenance of mechanical equipment that is part of the fabric of the building such as mechanical heating systems and ventilation.

3.5. We will assist residents and tenants by providing information on mechanical safety issues and, on request, the results of any tests that have been carried out.

3.6. Reasonable adjustments

Colleagues are empowered to make reasonable adjustments based on individual customer needs ensuring equal access to services.

Colleagues are encouraged to assess each situation thoughtfully and make adjustments where appropriate, considering factors such as accessibility, medical or specific requirements. These adjustments should be made in a way that meets statutory and regulatory requirements, maintains a high standard of service, and supports customers in a fair and respectful manner.

4. Application

4.1. Operational procedures

A set of operational procedures provides the detailed framework to translate this policy into practice.

4.2. Provision of information

We will provide information about the location, condition and status of mechanical installations in our control to colleagues, residents and contractors where it is necessary to comply with the aims of this policy.

4.3. Training

Appropriate training will be provided to all colleagues designated to carry out specific tasks under this policy and their managers. This generally falls into two categories:

- Policy and general awareness training
- Role-specific training will be recorded, reinforced and repeated at appropriate intervals.

We will ensure that all contractors whom we employ provide evidence that their workforce has received training appropriate to the nature of their tasks.

4.4. Systems and records

We will ensure that there are robust administrative systems in place to allow the effective management of our services and to ensure compliance with legal requirements. A copy of all inspections and certificates will be kept electronically and retained for a minimum of six years.

5. Associated documents

5.1. This policy must be read in conjunction with the relevant procedures.

6. Review and measurement

- 6.1. This policy and any subsidiary procedures will be reviewed regularly by the Senior Property Safety Manager (or more senior colleague) in conjunction with the Property Safety Manager (Monitoring & Evaluation).
- 6.2. Proposed changes to this policy will be reviewed by the Building Safety Oversight Group.
- 6.3. Operational performance and compliance data will be included in regular reports to the Building Safety Oversight Group.
- 6.4. We will ensure that current procedures are reviewed regularly to allow for the effective discharge of Curo's legal obligations.
- 6.5. We will regularly carry out quality assurance auditing of both internal and external contractor works.

7. Equality and Diversity implications

- 7.1. We are committed to giving our customers, colleagues and stakeholders, quality services that take into account their individual needs. To this end we will: review our policies and service provision through Equality Impact Assessments (EIA), amend service provision in the light of EIAs, monitor our service providers in their E&D policies and practices, train our staff in our E&D policies and ensure our service providers train their staff in our policies and procedures.

Appendix A - Definitions

We - will mean Curo Group or a nominated representative appointed by us.

Competent Person - is an organisation or individual person who has specific knowledge and appropriate experience to undertake the works safely, this usually will come from formal or "on the job" training. They can prevent danger or injury to themselves or others.

Specialist Contractor - is an organisation or individual person who has specialist knowledge of certain equipment and is deemed competent by experience and suitable qualification to undertake works as per the instruction task sheets.

Mechanical Engineer - is a person who is suitably qualified by an appropriate professional body to perform work on mechanical systems and equipment of a particular type to the level of that qualification.

Test – is an examination or inspection carried out under a written scheme of testing designed to assess the condition of parts of the system which may give rise to failure of components. It is often a requirement of a relevant Approved Code of Practice (ACoP) (e.g., a passenger lift insurance examination).

Mechanical Equipment – is any equipment or system which contains moving parts fixed to our property, which acts through levers, gears and pulleys to translate a source of power into motion. Examples include passenger lifts, gates, pumps and fans.

Customer - Refers to any person who resides in a Curo owned property for which we have a duty of care.

Procedures - Tasks and procedures to be undertaken to ensure service, maintenance and certification are completed to the required standard.

Process Map - Flowchart showing actions and works required for compliant and non-compliant aspect of each installation type.

Passenger Lift - Passenger lift to allow travel between floors. Can be hydraulic, traction or motor room less types. Generally start at 8 person size and travel at speeds in excess of 1m/s.

Fireman's Lift - Passenger lift with dual electrical supply (fed from secondary source) to offer entry/egress support for fire and rescue services in the event of an emergency.

Platform Lift - Generally limited to single or two floor lifting only. System requires push and hold of control button to allow movement. Generally low weight limits <480 kg and speeds of less than 1 m/s.

Goods lift - Similar to passenger lift but with industrial doors and no emergency call or lighting designed to carry goods and materials between floors.

Dumb Waiter - Small box like lift usually used for food transfer between floors.

Stair Lift - Automated wheelchair lift that runs along guide rail between two floors. Can have either chair or platform for wheelchair.

Assistance Hoist - Either fixed or mobile hoist to assist lifting disabled or infirm people. Can be manual or powered.

Vehicle Barrier - Single arm barrier with or without skirt. Can be automated or manually controlled.

Automated Gates - Powered gates either swing or sliding.

Industrial Door and shutters - Commercial doors solid, concertina or roller shutter type doors, often used on commercial buildings and equipment. Can be manually opening or powered opening.

Commercial Laundry Equipment - Commercial grade laundry equipment including washer, dryer, presses and ironing machines. Often electrical three phase or gas supplies required to supply. Can have keypad, credit or coin slot devices for use by residents.

Sewage Treatment plant - Local off main sewage treatment equipment.

Radon - Naturally occurring radioactive gas that is present in buildings.

Radon Ventilation Systems - Where radon levels exceed 200 BQ m⁻³ action needs to be taken to reduce levels and can be achieved by using a radon ventilation system.

Automatic Pedestrian Door - Sliding or swing door that offers automated opening by approaching sensor that activates opening mechanism.

Appendix B – Legislation

<i>Health and Safety at Work etc. Act 1974</i>
<i>The Management of Health and Safety at Work (Amendment) Regulations 2006</i>
<i>Electricity at Work Regulations 1989</i>
<i>Requirements for Electrical Installations BS7671: 2018 (IEE wiring Regulations 18th Edition)</i>
<i>Building Regulations</i>

<i>Construction, Design and Management Regulation 2007</i>
<i>The Housing Act 2004</i>
<i>Lifting Operations and Lifting Equipment Regulations 1998 LOLER</i>
<i>The Provision and Use of Work Equipment Regulations 1998 (PUWER)</i>
<i>Homes (Fitness for Human Habitation) Act 2018</i>