

## GROUP SMOKE AND CARBON MONOXIDE ALARM POLICY

### Responsible Officer

Executive Team Lead for Landlord Health and Safety

### Aim of the Policy

This policy outlines our approach to and arrangements for the management of smoke and carbon monoxide alarms within our homes.

Through the implementation of this policy, we will ensure we:

- Comply with our legal duties relating to smoke and carbon monoxide alarm safety.
- Take reasonably practicable steps to protect residents, employees, contractors, and others affected by our work activities, from the hazards of smoke and carbon monoxide.
- Demonstrates the ongoing safety of our homes is being managed effectively.

It supports the strategic objectives of ‘Sustainability and safety for our business, our community and our environment.’

This policy links to Phoenix’s overall vision *‘Together, we are building a better future for our Phoenix Community’*

### Policy Scope

This document covers how Phoenix will manage its smoke and carbon monoxide alarm responsibilities in tenants’ homes, housing blocks, community facilities and commercial properties.

These regulations do not apply to owner occupiers living in shared-ownership homes.

### Policy Statement

Smoke and Carbon Monoxide alarm safety is an important obligation for all Landlords. We fulfil our obligations by being committed to taking all reasonable steps to manage installations, repairs or replacements of alarms when informed or found faulty or expired in accordance with the relevant legislation and guidance.

We will implement arrangements for the management of smoke and carbon monoxide alarm safety that complies with our statutory duties. Where reasonably practicable, we will meet any good practice recommendations.

We are committed to engaging with residents and stakeholders and will use a range of communication methods to consult with, listen to and promote awareness to ensure they are safe, and feel safe in their homes.

## The Policy

### 1.0 Responsibilities

We recognise the importance of clearly defined responsibilities with commitment at all levels of our organisation including Board, Executive Team, Senior Managers, Team Members and Contractors we work with.

We will ensure these responsibilities are documented, embedded, and demonstrated by means of a golden thread of leadership and commitment from senior management to employees through to engagement with our residents and contractors.

All members of staff are expected to follow this policy and associated procedures in relation to smoke and carbon monoxide alarms safety.

### 2.0 Arrangements for Management of Smoke and Carbon Monoxide Alarms

#### 2.1 Legal requirements

We will ensure:

- There are plans in place to ensure compliance in a prompt and timely way which mitigates any risk to tenants.
- All homes:
  1. Have Smoke and CO Detectors installed
  2. Have Smoke and CO Detectors repaired or replaced when informed or found expired or faulty.
- All homes meet the Decent Homes Standard and continue to be maintained to at least this standard.
- All applicable statutory requirements that provide for the health and safety of the occupants in their homes are met.
- When aware of non-compliance with the regulations, there will be suitable remedial action to install, repair or replace alarms as soon as practicable.
- To self-refer to RSH (Regulator of Social Housing), where there are concerns about our ability to achieve compliance in a timely manner.

#### 2.2 Risk Based Approach

We will ensure:

- Compliance with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 by adopting a risk-based approach to mitigate the risk to residents.
- All programmes will be prioritized by age, condition, vulnerability of residents, hoarding, earliest expiry date and highest risk in-scope buildings identified in the Building Safety Programme.

#### 2.3 Installations

We will ensure:

- A smoke alarm is installed on each storey where there is a room used as living accommodation.
- A carbon monoxide alarm is installed in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).
- Homes with missing alarm data are prioritised for alarms to be installed.

## **2.4 Renewals and replacement**

We will ensure:

- Smoke and CO Detectors which are reported as being faulty or missing will be repaired/replaced as an emergency, within 24 hours.
- Alarms that are in good working order but have reached their expiry date or are due to reach their expiry date within six months, will be:
  1. Replaced within 14 days of being identified through our gas servicing programme
  2. Replaced within an annual electrical or smoke/CO programme

## **2.5 Frequency of testing**

We will:

- Ensure the required testing is undertaken during the gas servicing.
- Follow the individual manufacturer's instructions for testing alarms and sharing these instructions with residents to support regular testing.
- Provide residents with a demonstration and/or instructions to support their understanding of how, and how often, to test their smoke alarms and make sure they are in working order.

## **2.6 Voids and mutual exchanges**

We will ensure:

- There is a smoke alarm installed on each storey where there is a room used as living accommodation.
- A carbon monoxide alarm is installed in any room used as living accommodation which contains a fixed combustion appliance (excluding gas cookers).

## **2.7 Access**

We will:

- Take reasonable steps to gain access to our properties so we can carry out our legal responsibilities relating to Smoke and CO alarms.
- Work with our tenants under the terms of the tenancy agreement, to allow access to their home for maintenance and/or smoke/CO alarm checks to be carried out.
- Take account of the needs of residents that are at risk when attempting to gain access.
- As a last resort, will use the tenancy agreement, to force entry into properties where the resident is not providing access.
- Look to recover the legal fees incurred when following the forced entry procedure.
- Ensure that suitable alarms are installed for residents with disabilities e.g. hearing impairment

## **2.8 Specifications**

We will:

- Install mains powered alarms ('hard-wired') or provide battery powered on a temporary basis.
- All alarms will be installed based on the needs of the building, the tenants and will be compliant with British Standards BS 5839-6 and BS 50291.

## **2.9 Procurement of competent contractors**

We will ensure:

- All contractors procured and appointed to install hard wired smoke and CO alarms are registered with an approved contractor scheme. Our preferred scheme is the National Inspection Council for Electrical Installation Contracting (NICEIC).
- Only people with the relevant knowledge, skills, experience and training carry out work on the Smoke and CO installations that we are responsible for.

### **2.10 Training and competency**

We will ensure:

- All operatives who undertake servicing and repairs to alarms will attend the alarm manufacturer's installation, maintenance and download training either by eLearning or via a practical session before working on Smoke and CO alarms.
- All operatives undertaking alarm maintenance and repairs must be trained in downloading and interpreting the download results.

### **3.0 Data management**

We will ensure:

- Our Asset Database holds installation and lifecycles (renewal years) data on Smoke and Carbon monoxide alarms collected through various programmes of works.
- Our Asset database continues to serve as the main asset register for Smoke and Carbon Monoxide alarms on a component level.
- Regular reconciliation of data for accuracy and financial planning, and programmes of work.
- Certification related to Smoke and CO alarm installations will be kept for a period of not less than 10 years.

### **4.0 Communication and information**

We will :

- Develop a Health and Safety communications plan that sends out a proactive message to ensure all residents are fully aware of the importance of smoke and carbon monoxide alarms.
- Consult with employees on matters that affect their health and safety and consult with its employees on the development of this policy and procedure.
- Communicate and make residents aware of smoke and carbon monoxide safety within their home through the Tenant's Handbook and website.
- Also provide residents with a demonstration and/or instructions to support their understanding of how, and how often, to test their smoke alarms and make sure they are in working order.
- Make residents aware of their responsibility to request written permission from Phoenix to carry out any improvement works to their home.

### **5.0 Monitoring and review**

We will:

- Undertake active monitoring tasks to ensure the integrity of data held in the CRM system and to ensure compliance with the standards set out in the Group Smoke and CO policy;
- Report and monitor monthly performance related to smoke and CO data through key performance indicators as determined by the Board. Incidents of non-compliance will be reported or escalated to the Executive Team as appropriate;

- Undertake periodic third-party quality checks on smoke and CO alarm installations carried out on programmes of work. Any issues found will be monitored by Phoenix until they are completed. Any issues not completed will be escalated accordingly.

### **5.1 Policy review**

We will review this policy every three years or sooner if there are changes to legislation, good practice or other learning.

### **6.0 Legislation**

The following legislation applies to this policy:

- The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022
- Building Safety Act 2022
- Fire Safety Act 2021
- BS 5839-6 2019+A1:2020
- Electricity at Work Regulations 1989
- BS 7671 – 18th Edition Wiring Regulations
- Housing Act 1998
- Management of Health and Safety at Work Regulations 1999
- Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Housing Act 1988
- Health and Safety at Work etc Act 1974
- Workplace (Health, Safety and Welfare) Regulations 1992
- Management of Health and Safety at Work Act 1999
- Environmental Protection Act 1990
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provisions and Use of Work Equipment Regulations 1998
- Housing Health and Safety Rating System – Housing Act 2004
- Building Regulations Part P
- Homes (Fitness for Human Habitation) Act 2018
- Data Protection Act 2018

### **Associated documents, policies, and procedures**

- Group Smoke and Carbon Monoxide Procedure
- Group Gas Safety Policy and Procedure
- Group Fire Safety Policy and Procedure
- Group Electrical Safety Policy and procedure
- Group Asbestos Management Policy and Procedure
- Group Legionella Management Policy and Procedure
- Tenancy and Lease Agreements
- Employee Contracts of Employment
- ICT Acceptable Use Policy
- Dignity at Work and Equal Opportunities in Employment Policy and Procedure
- Flexible Working Policy
- Code of Conduct
- Capability Procedure
- Phoenix Standards
- Health & Safety Policy

- Responsive Repairs Policy
- Mutual Exchange Policy
- Translation and Interpretation Policy
- Recharges to Residents Policy
- Group Legionella Management Policy and Procedure
- Building a Safer Future- An Implementation Plan
- Procurement Policy, Strategy and Toolkit
- Contractors, Suppliers and Service Providers Charter
- Voids Policy
- Asset Management Strategy
- Tenants Handbook
- Supporting Residents 'At Risk' Policy

## Definitions

Term/acronym	Description
Resident	Includes tenants and lessees.
Phoenix	Phoenix Community Housing.
We/us/our	Refers to Phoenix Community Housing.
You/your	Refers to Phoenix tenants and lessees.
CRM	Customer Relationship Management system
HHSRS	Housing Health and Safety Rating System
NICEIC	National Inspection Council for Electrical Installation Contracting

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