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Date 20 June 2019



The Regulator for Social Housing
Referrals and Regulatory Team
1st Floor – Lateral
8 City Walk
Leeds LS11 9AT

Dear Sir/Madam

Gas Safety

I am writing to advise you that, as a result of our heating and hot water contractor serving notice on us, we have had a number of LGSRs which have expired.

Our main heating & hot water contractor, P&R, gave notice to terminate the service they provide to us with effect from 3 July 2019. During the notice period, we have become aware that P&R have failed to meet their contractual obligations to undertake LGSRs within the required timeframes.

At the end of March there were 19 LGSRs overdue and from April 2019 we appointed Gas Consultancy Services, an independent contractor, to provide additional services to East Kent Housing (EKH), the ALMO which manages our housing stock. It became evident during April and May that the contractors were failing to deliver LGSRs and by 28 May 2019 the number outstanding had risen to 130. We appointed 7 additional contractors to take over the work. These interim contractors were duly vetted and have the appropriate qualifications for gas servicing.

All efforts are being made to contact residents to book servicing appointments at a time convenient to them, including evenings and weekends and every resident has been contacted. East Kent Housing staff are telephoning residents in the evenings as well as daytime, and door knocking has been carried out at weekends as well as weekdays.

Continued ...

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All residents are receiving a minimum of two letters, followed up with three phone calls where numbers are available, and if residents still do not contact East Kent Housing, they are affixing a notice to their front door requesting that the resident make contact within 48 hours, as well as posting through their letterbox. Following the expiry of 48 hours they are using our non-access procedure.

I am receiving a daily update on progress towards recovery. The current numbers are 54 outstanding LGSRs, and from those 48 properties have appointments or are in the non-access procedure. The oldest outstanding LGSRs is 134 days overdue, and has an appointment booked for Monday 24 July.

We have now retendered the contract and evaluated the submissions and are able to proceed with the letting of a new contract to a new provider in the coming weeks.

The Council has commissioned HQN, through EKH, to provide a report into how this has arisen, and whether there are any lessons to be learnt for the future.

Yours faithfully



Madeline Homer
Chief Executive

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