

4. No Cold, Hot water, Gas, Electric, Heating – Fault Finding Procedure.

Method of works

- Assess pre-works information. Including Asbestos information and report.
- **Undertake Risk Assessment of the property on arrival and write it down including your name, property address, date and time of arrival and surrounding areas details if required, if an incident has occurred.**
- **Cold Water.**
 - First check the stop cock under the kitchen sink unit is open or closed, leaking.
 - Second check if there is a second stop cock to the property just within the building if yes is it open or closed?
 - Thirdly check the mains stop cock out in the public path or drive way to see if is open or closed.
 - Fourthly you can contact South West Water on 0344 346 2020 or southwestwater.co.uk/inyourarea/ to find out if there is an issue locally advising about a mains water problem.
- **Hot Water/Heating.**
 - Check the type of heating unit, and refer to its manufacturer's manual or find one on the internet.
 - Check the pressure gauge on a combi boiler, if the pressure is below 1 bar, increase the pressure by allowing water into the system by using the valves under the boiler (normally black in colour) and allow water to enter the system and the boiler should work straight away.
 - Check that the gas flame of the gas combi boiler is lit, if not relight, again the boiler should start to work.
 - Check to ensure a trip switch has not tripped in the consumer unit, re set if it has. If it keeps tripping then you will require an electrician to inspect and repair as required.
 - Check that all of the properties heating system does not have air in the system, by bleeding the radiators one at a time.
 - If none of the above works then you require a Gas engineer for gas boilers Gas Safe Registered.
 - **If the area has had extreme cold weather the condensing pipe could be frozen, if yes defrost with warm water or other heat method safe to use.**
- **Gas.**
 - First check the gas meter box which contains the meter and main on/off valve to ensure the value is open to allow gas through the meter and main pipe into the property. Also check the gas flue is complete and not damaged.
 - Secondly if the value is open and no gas present, then you need to contact Wales & West for **Gas smell 0800 111 999 or general enquires 0800 912 2999.**
 - Thirdly advise the resident not to switch any appliance on, use any electrical switches or sockets, until the gas system has been checked by the GAS Safe Engineer.
 - Fourthly enquire if the resident requires any help and support with cooking, heating, if yes obtain safe inspected/checked equipment as a temporary measure from store or hire as required.

- **Electric.**
 - Firstly Check the mains consumer unit and mains cable into the property to see if a trip had tripped or if the property has still a power supply coming into the property.
 - Secondly re set the tripped switch to see if stays on, or trips again. If it trips again an electrician will be required whom is registered N.I.C.E.I.C.
 - Thirdly check that every item that can be switched off in the property is so that when the power supply is returned items don't blow fuses with the sudden of power supply.
 - Fourthly check with the resident about cooking, heating, light to see if you can supply equipment whilst the issue is ongoing.
 - **Contact Western Power Distribution on 0800 6783 105 24/7 number or general enquires 0800 096 3080 if there is no power supply to the area, or to check on power supply issues in the area**
- PPE to be worn as per MSDS – gloves, visor coveralls, RPE. All as required.
- Leave all work areas clean, tidy and free of debris.

See additional docs

Working at Height
Electricity at work regs 1989.

Risk Assessment

Hazard	Control Measures
Falls from height	See <i>Working at Height</i>
Slips Trips and Falls	The site will remain tidy at all practicable times. All designated access/egress routes shall be kept free of slip and trip hazards, and obstructions. All equipment is switched off and/or isolated when unattended. All material that could potentially cause injury is either secured behind barriers or removed from site. WMS to ensure adequate signage is put in place, specifically around any trailing hoses.
COSHH	When using any chemicals, the COSHH safety data sheet will be followed to ensure that the safe working practice is followed. This includes storage and use, including the correct use of PPE. Common material sheets are within this document. WMS shall work in strict accordance with MSDS and product data sheet. Product to be safely poured into cleaning tank within van, no undiluted chemicals to be brought onto site. Chemicals to be secured away, eliminating risk to public.
REG 8	Care is to be taken when working near any flues. WMS and subcontractors are to ensure that no flues/ventilation points are blocked (ie taped off/netted etc), and that Reg 8 Gas Safety is adhered to at all times.
Manual Handling	Correct lifting techniques are to be used at all times when moving equipment, materials or any heavy loads. Paying particular attention when lifting (stable stance, good grip, keep load close to your waist and do not flex your back).
Hygiene	Good personal hygiene is a necessity washing of hands prior to any breaks (food – ingestion).
Vulnerable Persons	WMS are to ensure the level of communication with residents is of top order. WMS will need to actively manage all risks/hazards and ensure appropriate signage and communication is in place to ensure residents do not access work areas. Strict segregation of areas required to ensure safe working practices are followed. WMS to ensure all windows are closed before cleaning works take place.
Asbestos	All operatives are to be Asbestos awareness trained. Asbestos surveys are to be and referred to before any works commence. Tradesmen are to remain vigilant at all times when onsite and if any additional suspect materials are identified, site manager is to be informed immediately

PPE

