

Following meeting with British Gas on Friday 13th November 2009
Wiltshire Council proposes to adopt to the following procedure which will place the Council into a 10 month servicing programme.

British Gas Servicing Contract – Compliancy Procedure:

Weeks before Non Compliance	-	British Gas Letters
9 Weeks	-	British Gas issue Letter 1 . This will provide the tenant a service appointment the following week.
8 Weeks	-	Service Appointment No 1
7 Weeks	-	If NO ACCESS , British Gas will issue Letter 2 providing the tenant a second and FINAL appointment the next week. The letter will also inform the tenant the council's involvement if NO ACCESS .
6 Weeks	-	Service Appointment No 2
5 Weeks	-	British Gas will inform Wiltshire Council of all NO ACCESS addresses on a weekly basis following failed Appointment No 2

Wiltshire Council Involvement

4 Weeks

Letter 1:

This will ask the tenant to make an appointment with **British Gas** and to ring Wiltshire Council with appointment details to avoid sending letter 2

3 Weeks

Letter 2:

Issued if no reply to letter 1. The letter will make reference to letter 1 and asks the tenant to make an appointment with Wiltshire Council and gives a further week to reply.

2 Weeks

Letter 3:

This is the Council's **FINAL** letter. It gives one week for the tenant to make an appointment through Wiltshire Council – (The Council **will emphasise** the importance of arranging an appointment for the following week to maintain compliance)

1 Week

If **NO ACCESS** or **NO APPOINTMENT**, Neighbourhood Managers will be notified by the Cyclical Maintenance department and will issue an "**Injunction**"- (a standard letter which will be hand delivered same day following notification).

Neighbourhood Managers will provide a copy of the injunction complete with issue date, to the Cyclical Maintenance department. This information will be added to the weekly management report.

Non-Compliant date

- **Cyclical Maintenance Department to notify Neighbourhood Manager.**
- Neighbourhood Managers to notify the legal department.
- Legal to take immediate action acting on the injunction.
- Cyclical Maintenance department to keep in contact with legal and Neighbourhood Managers to co-ordinate actions and continue issuing management reports on a weekly basis

CURRENT PERFORMANCE

Current outstanding addresses at **25th November 2009** = 32 out of 3944 ie. **99.19%** serviced

A comprehensive Access database of all addresses in the contract and current status is available for inspection.