

	Committee:
	Executive Team:
DIRECTORATE / DEPARTMENT: Asset Management AUTHOR: Trish Baxter	Pages: 5
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<i>Gas Servicing</i>	

<p>1. Purpose or Aim</p> <p>1.1 This policy ensures that the association meets its strategic priorities by providing high quality standards of housing and management by keeping customers' safe and meeting our statutory duty to test all gas appliances annually installed in its properties.</p>
<p>2. This policy should be read in conjunction with, the following documentation:</p> <p>a) Gas Servicing Procedure Pro 1065 b) Regulation 36 of the Gas Safety (Installation & Use) of the Regulations 1998 c) Health and Safety at Work Act 1974</p>
<p>3. Introduction</p> <p>3.1 Salvation Army Housing Association ("the organisation") has a statutory duty to ensure that all gas appliances, flues and gas pipe work installed in our properties or those managed by us are serviced annually. To ensure this is done, a gas safety check is carried out annually in accordance with the Gas Safety (Installation and Use) Regulations 1998 and the requirements of the Health and Safety Executive. British Gas, as our contractor, check all appliances that are on the contract. For example if a hob is in the property but is not on the contract, British Gas will test it for safety but it will not show on the certificate.</p>
<p>4. Scope</p> <p>4.1 The scope of this policy is applicable to all properties owned and managed by the association. This also includes agency managed services.</p> <p>4.2 Gas installations in individual properties as well as in communal areas are covered by this policy.</p>

5. Objectives

5.1 This policy aims to achieve the following objectives:

- a. To ensure that all gas appliances are checked annually and certified in line with Gas Safety Regulations
- b. To ensure that a rolling programme of servicing and works carried out are quality checked
- c. That all aspects of gas safety are monitored and recorded to ensure legal compliance.

6. Definitions

6.1 No definitions have been identified within this policy.

7. Policy Statement

We will:

- a) Ensure that all our gas appliances are checked and certified in line with Regulation 36 of the Gas Safety (Installation & Use) of the Regulations 1998 and a valid Gas Safe certificate issued.
- b) Carry out annual servicing and safety checks to all our properties with a gas supply.
- c) Ensure the servicing is carried out on a set programme to ensure a safety check is carried out every 12 months.
- d) Ensure the work involved is completed by Gas Safe registered gas installers and contractors.
- e) Protect the residents of our properties, as well as other residents, visitors, staff, contractors and the general public from the risks of gas so far as is reasonably practicable and will provide sufficient resources to ensure this.
- f) The contractor will issue a copy of the Landlord's Gas Safety Record to the tenant and to us within 28 days of the service being completed. The Landlord's Gas Safety Record will state any issues.
- g) The annual gas service programme will be used to plan access for properties due for gas servicing on a rolling programme.
- h) Where repairs and/or maintenance is required regarding gas appliances, pipe work and flues, we will ensure this is completed to approved standards.

7.1 Gas Safety Checks

- a) For new installations, the first safety check will occur within 12 months of being installed, then afterwards within 12 monthly intervals and in accordance with the Gas Safety (Installation & Use) of the Regulations 1998 and other relevant health and safety legislation.
- b) Safety checks will also be carried out on properties where there are no appliances, but have an incoming gas main to ensure that the occupants and property are safe.
- c) We will carry out gas safety checks on every property that is void before a new resident moves in.
- d) The contractor responsible for the works will be instructed to disconnect or isolate any potentially dangerous appliances encountered on gas safety checks and to inform the relevant department immediately.
- e) Where a resident's own appliance is found to be defective the appliance will be disconnected and labelled as dangerous. The resident will be advised immediately of the defect and advised it is their responsibility to carry out the necessary repair.

7.2 Access

- a) It is a condition of individual tenancy agreements that residents must provide access to their properties for gas safety checks.
- b) We will at all times act appropriately and in accordance with regulatory and legal requirements in gaining access to the premises to undertake necessary servicing.

7.3 Programme Checks

- a) The rolling programme of servicing and work carried out is also quality assurance checked using Corgi Technical services to carry out random quality checks on both the service and the documentation of the service carried out.
- b) In General Needs and Supported Accommodation, this is carried out by the Domestic Gas contractor and Schedule of Rates contractors, and at the commercial sites the works are carried out by the M&E contractors. Monitored by EMT as per the Gas Procedure Document.

7.4 Legal Action

Where necessary, we will take legal action once all other access options have been explored and access has still been denied by the resident. This will be seen as the last resort, but will be implemented swiftly if required to ensure the safety of all residents is not compromised. The legal action may be in the form of an application for an injunction. An order for costs will be sought as part of any such application. These costs will be pursued at our discretion.

7.5 Value for Money

The gas servicing contract is tendered or reviewed for value for money and quality on a three-yearly basis.

7.6 Residents Portable Gas Appliances

The association does not permit the use of portable gas or fixed Liquefied Petroleum Gas appliances by residents.

8. Monitoring and Reporting

- 8.1 The management and Board will monitor cases regularly to ensure that appropriate action is taken.

9. Responsibilities

9.1 Residents' Responsibilities

Residents must allow access to their home when required to allow our appointed contractors to carry out a gas safety check and reporting gas emergencies to the appropriate body. Residents can further assist us by informing us immediately of any problems with their gas supply or installations and sharing examples and experience of the service provided by our gas safety contractors with us.

9.2 Staff Responsibilities

The gas service is managed by the Asset Management, Audit and Compliance Officer and Customer Services Centre, which provides administration support and assistance with gaining access to residents' properties. Staff are responsible for ensuring that the correct gas safety related works are ordered and carried out by contractors. Managers and the Board are responsible for ensuring that legal compliance is maintained and that where necessary, appropriate action is taken where tenants are preventing compliance being achieved

10. Implementation

- 10.1 We will ensure that the implementation of this policy is proactively inclusive across all areas of our activity and paying particular attention to the protected characteristics; age, disability, ethnicity, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief and sexual orientation, whilst also being mindful towards the inclusivity of other vulnerable and marginalised groups that may be affected.

11. Policy Review

- 11.1 We will review the operation of this policy in consultation with our residents, staff and relevant stakeholders (where appropriate), in light of current best practice, amending the policy where required.
- 11.2 The Directorate Asset Management has overall responsibility for the implementation of the policy, and each local manager will have direct responsibility to ensure it is implemented effectively.

Document History Log

Author	Date			Version	Approval	
	Created	Revised	Expiry		By	Date
G Smith	27/10/2009			1.0	Mon Com	27/10/2009
G Smith		29/10/2012		1.1	Management Review	29/10/2012
Devonshires		21/11/2013		1.2	Jo Fairs	21/11/2013
G Smith		25/11/2013	November 2016	1.3	EMT	26/11/2013
P Latham		23/09/2014	September 2017	1.4	EMT	23/09/2014
S Haslam	Dual policy	31.01.2017		1.5	Governance and HR	14/06/2018
G.Smith & S Haslam	Review and Reformat	1.2.07.2017		1.6		
Corgi	Revised	July 2017		1.7		
British Gas	Review	20.10.17		1.8		
Devonshires	Review	27.10.17	June 2021	1.9		

Equalities Monitoring Form			
Name of Policy: Gas servicing		Carried out by: Sam Haslam	Date: 31.01.2017
Protected characteristics	Impact <i>(Positive, Negative, Neutral)</i>	Protected characteristics	Impact <i>(Positive, Negative, Neutral)</i>
Age	Neutral	Disability	Neutral
Sex (gender)	Neutral	Race	Neutral
Religion or Belief	Neutral	Sexual Orientation	Neutral
Marriage / Civil Partnerships	Neutral	Pregnancy / Maternity	Neutral
If Negative impact is identified, please complete The Full EMF , including mitigations of risks section, and return to BSI Team.			

Privacy Impact Assessment Form		
Privacy Data Impacting Policy:	Timescales for Retaining Data:	Notes:
Policy Review	3 Years	
Tenancy Files, including	for the length of the tenancy up to 6 years post tenancy	
Property maintenance records	6 years	
Invoices	6 years	