

GAS SAFETY POLICY



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JUNE 2008

1 INTRODUCTION

The 1998 Gas Installation and Use Regulations put a responsibility on all landlords to carry out a safety check to all relevant gas appliances annually. This check must be carried out by a CORGI registered engineer. The definition of 'relevant gas fitting' has been amended to remove any gas appliance or installation pipe work exclusively used in parts of premises occupied for non-residential purposes. For instance, any appliance used exclusively to service parts of premises, such as a gas fire used solely to heat the lounge of a public house that has upstairs residential accommodation for the tenant manager, would not be a 'relevant gas fitting' (but any in the residential parts would be), and;

Two previous loopholes have been addressed to preserve a 12-month (maximum) period between safety checks, as follows:

(a) reg 36(3)(a) makes it clear that a safety check is required at intervals of not more than 12 months since the last check has been made (whether or not the check was made pursuant to the (new) Regulations or not), to ensure that the '12 month safety check clock' is kept running between the last check made under the 1994 regulations (as amended) and the first one made under GSIUR 98.

Landlords should not be able to claim that any 'relevant appliance' in premises let to tenants after 31 October 1998, does not need to be subject to its next safety check until 12 months after the new lease commences, and;

(b) after 31 October 1998, whenever a lease is commenced, or terminated and renewed, whether with an existing or new tenant, reg 36(3)(b) requires landlords to ensure that a safety check has been carried out on any 'relevant appliance' within the 12 month period before any new lease commences, or within 12 months of any new appliance and associated flue having been installed in the premises to be leased, whichever is the latter.

An option is provided (reg 36(7)) for landlords to display a central copy of the safety check record in the case of gas appliances not directly installed in tenant's accommodation, e.g. a central heating boiler serving multi-occupancy premises such as a student hall of residence, provided that this centrally posted record makes it clear, that copies can be individually obtained by tenants on request, and gives details of how to obtain one. In the case of appliances installed in tenants' accommodation, e.g. gas fires in bed-sits; landlords will still need to provide tenants with copies of safety check records;

A further option is provided (reg 36(8)) to allow an **unsigned** copy of the safety check record to be issued at the start of a new tenancy, to allow computerised records of safety checks to be kept by landlords, without them bearing the actual signature of the CORGI-registered installers that have carried them out. However, a signed copy must be made available for inspection by the tenant on request to a named address, and the unsigned, computerised, copy must make this clear;

A new duty (reg 36(11)-(12)) is placed on landlords to ensure that in any room occupied or intended to be occupied by a tenant as sleeping accommodation there are no gas fittings that would contravene reg 30(2) or (3). For instance, this will require the removal of any gas appliances installed in a room converted into sleeping accommodation by landlords after 31 October 1998 that are not either room-sealed or fitted with a suitable safety (vitiation) device (depending on their heat

GAS SAFETY POLICY



input), and their replacement with complying appliances, or other alternative ones that are not gas-fuelled. This provision does not apply retrospectively, and covers only room conversions made by landlords on or after 31 October 1998.

This document outlines the Association's policy on gas servicing from the point when the Annual Gas servicing programme is issued to the point at which a gas safety check has been completed and a CP12 certificate issued.

2 POLICY STATEMENT

Aims and Objectives

To ensure the Association fulfils its landlord responsibility in respect of completing gas safety checks on a 12 monthly cycle.

Planning & Consultation

- 1.1 The Repairs Contract Coordinator maintains the property list, including address and post code, where it is known that **NO** gas supply exists.
- 1.2 To ascertain whether a live supply and meter has been installed to the property the Repairs Contract Coordinator can phone Transco M Number Helpline on 0870 6081524 or fax list to the Transco M Number Department on 01455 892421.
- 1.3 If it is proven that a supply **DOES NOT EXIST**, the property is excluded from discussion with KHT Services.
- 1.4 If a supply **EXISTS**, the Repairs Contract Coordinator ensures that these properties are included in the following stages of this procedure.
- 1.5 On an annual basis the Repairs Contract Coordinator and KHT services meet to discuss the forthcoming work programme. During these meeting and subsequent programme meetings, the following are discussed:
 - Which properties are to be serviced
 - Anniversary dates
 - Order of works
 - Arrangement for access for vulnerable tenants the contractor may need to be aware of
 - Procedure in relation to letters and no accesses.
- 1.6 KHT Services will plan and programme visits to properties in accordance with the Association's agreed gas servicing programme (10 months following previous certificate date).

- 1.7 KHT Services will then send a standard letter, offering an AM or PM appointment and a leaflet to the customer to advise them that they are due for a visit as part of the annual gas programme. This letter is sent 2 – 4 weeks before the programmed visit.
 - 1.8 If the customer responds to this letter an appointment is made via the contact centre for which the Contact Centre Operative then confirms the agreed date and time in an email to KHT Services Gas Servicing Team. This appointment is then allocated to an available Gas Service Engineer to visit and carry out the Gas Safety Check in accordance to the procedure detailed within section 2.
 - 1.9 If there is no response from the customer after the letter has been sent KHT Services follow the no access procedure under section 4.
- 2.0 Gas Safety Checks and Servicing**
- 2.1 By appointment the Gas Servicing Engineer visits the property to undertake work.
 - 2.2 If the Gas Servicing Engineer is unable to gain access the procedure detailed in section 4.6 onwards is then followed.
 - 2.3 Where access is gained the Gas Servicing Engineer identifies the Landlords gas appliances and undertakes required service. Safety checks **ONLY** are undertaken on the Customer's own appliances.
 - 2.4 Minor issues that are identified on Gas Safety Certificates are completed by the Gas Servicing Engineer who undertakes minor work and completes all rectification work.
 - 2.5 If major issues are identified which do not allow the Gas Servicing Engineer to leave the gas supply connected to gas appliances or to be left on in the property a secondary source of heating is left if central heating is unavailable.
 - 2.6 In such cases the Gas Servicing Engineer completes a Warning Notice, which must be signed as accepted by the occupant or responsible person in the dwelling at the time. One copy is left at the property. The Gas Servicing Engineer is required to explain that the issues identified will be reported to the Repairs Contract Coordinator and KHT Services.
 - 2.7 The Gas Servicing Engineer must inform the Gas Service Delivery Team office immediately upon leaving the property. The Gas Service Delivery Team then informs the Association immediately.
 - 2.8 Upon completion of the work the Gas Servicing Engineer completes the Gas Safety Certificate in its entirety. The second copy (yellow) is left with occupant within the gas cupboard, near the meter in a fixed plastic wallet.

GAS SAFETY POLICY



3.0 Processing of Gas Safety Certificates

Gas Servicing Team

- 3.1 The Gas Servicing Engineer is required to deliver the fully completed Landlord's Gas Safety Certificates to the Gas Service Delivery Team office on a daily basis (the day following service call).
- 3.2 Within 2 working days of receipt of the safety certificate KHT Services Gas Supervisor sample checks Gas Safety Certificates as being correctly completed.
- 3.3 Any incorrect Gas Certificates are disposed of and a new one completed with the 2nd copy (yellow) being delivered to property address.
- 3.4 Within 5 working days of receipt KHT Services Gas Supervisor will remove the 3rd copy (green) of each certificate and file them suitably and appropriately. Copies are retained for at least two years.
- 3.5 Within one working day of receipt the issues noted on Gas Safety Certificates are evaluated and noted by the Gas Supervisor. Any notable issues are reported to the Repairs Contract Coordinator.
- 3.6 On a weekly basis top copies (white) of the Gas Safety Certificates are passed to the Association by the Gas Supervisor.

KHT Maintenance Management Team

- 3.7 Within 2 working days of receipt KHT Services Gas Administrator identifies all "Not to current standards" on Gas Certificates. The required work is noted and then actioned.
- 3.8 Also within 2 working days of receipt selects up to 10% of the certificates over the range of Gas Engineers and appliance types. These will be used for undertaking independent Quality Audit checks.
- 3.9 On an annual basis independent consultants will undertake the Quality Audit to ensure that the Gas Service Delivery Team is undertaking the work correctly.
- 3.10 Within 5 working days of receipt KHT Services Gas Administrator will file year 1 Landlord's Gas Safety Certificates securely and will archive year 2 Gas Certificates.
- 3.11 All reports received will be used as Key Performance Indicators

4.0 No Access Procedures

- 4.1 If at any time during the implementation of the no access procedure the current Gas Service Certificate goes out of date the Gas Servicing Engineer will place a yellow sticker over the door lock of the property to bring to the attention of the resident that it is out of date.

GAS SAFETY POLICY



- 4.2 At the time of a programmed visit if the Gas Servicing Engineer cannot gain access to complete the works a first “No Access” calling card is completed and left at the property.
- 4.3 If the Customer fails to respond to the card within 2 working days of receipt the Gas Servicing Engineer visits the property, completes and leaves 2nd card and 3rd card after that. If it is necessary the 2nd and 3rd no access cards are left over a two week period following the 1st no access and must not be left on consecutive days.
- 4.4 If a call is received by the Gas Service Delivery Team from a resident in response to any of the 3 calling cards a Gas Servicing Engineer is requested to attend at a pre arranged time and date and complete works as per standard procedure under section 2.
- 4.5 If the Customer fails to respond to all of the No Access cards posted the Gas Servicing Delivery Team informs KHT Services Gas Administrator the next working day after the occupant has received the 3rd no access card.
- 4.6 Four working days after a 3rd no access card has been left KHT Services Gas Administrator attempts to make contact with the resident via the telephone to make a suitable appointment. If this attempt fails then it is recorded appropriately by KHT Services Gas Administrator. An automated update to gas IT System creates Gas Service Letter (GSL1) which is sent by first class post to the resident.
- 4.7 Upon receipt of GSL1 the resident has 7 working days to respond. If a response is received, an appointment is made and the Gas Service Delivery Team request the Gas Servicing Engineer to attend the property at the arranged time and date and complete works as per standard procedure under section 2.
- 4.8 3 working days following no response to letter GSL1 KHT Services Gas Administrator sends Gas Servicing Letter 2 (GSL2). This letter is delivered via recorded post. KHT Services Gas Administrator updates the gas database to reflect the action taken.
- 4.9 Upon receipt of GSL2 the resident has 5 working days to respond. If a response is received, an appointment is made and the Gas Service Delivery Team request the Gas Servicing Engineer to attend the property at the arranged time and date and complete works as per standard procedure under section 2.
- 4.10 5 working days following no response to letter GSL2 KHT Services Gas Administrator sends Gas Servicing Letter 3 (GSL3). This letter is hand delivered or sent via recorded post. The Gas Administrator updates the gas database to reflect the action taken.
- 4.11 Upon receipt of GSL3 the resident has 5 working days to respond. If a response is received, an appointment is made and the Gas Service Delivery request the Gas Servicing Engineer to attend the property at the arranged time and date and complete works as per standard procedure under section 2.
- 4.12 10 working days following no response to GSL3 the KHT Services Gas Administrator issues a request to the Repairs Contract Coordinator to issue a Notice of Intention to Seek Possession or seek injunction as per the procedure detailed under section 5.

5.0 Legal Proceedings

5.1 Inform Legal Team

5.1.1 If there is no response from the resident to the GSL3 it is the responsibility of KHT Services Gas Supervisor to contact the Association and request that legal proceedings are instigated.

5.1.2 It is the responsibility of the Gas Supervisor to complete a standard statement / affidavit and collate the following information for submission to the Repairs Contract Coordinator:

- The job card for the property in question
- Proof that letters GSL1, 2 & 3 have been delivered
- Any other documented evidence of failed attempts for access.

5.1.3 In addition to the above the Repairs Contract Coordinator will check with the Tenancy Management Team if there is any reason why legal proceedings should not be instigated against the customer. A copy of this confirmation (email or letter) is included with the evidence listed under 5.1.2 for submission to the court.

5.2 Final Letter Issued

5.2.1 Upon receipt of the completed statement and evidence the Repairs Contract Coordinator, Asset Manager or Operations Director sends out a final warning letter to the resident. If the resident fails to respond within 10 days and allow access for the gas safety check to be completed court proceeding will be issued.

5.2.2 If the customer responds to this letter within 10 days an appointment is made for the Gas Servicing Engineer to visit and carry out the check as per the procedure under section 2 after which a C.P 12 certificate is issued.

5.2.3 If the customer does not respond to the final warning letter the Repairs Contract Coordinator checks with the Gas Servicing Delivery Team to see if access has been gained. If not the Repairs Contract Coordinator issues proceedings in court.

5.3 Issue Proceedings & Court Hearing

5.3.1 It is the responsibility of the Repairs Contract Coordinator to issue legal proceedings as per the courts requirements and also raise a cheque for payment of this. The Repairs Contract Coordinator will decide the most appropriate legal route which could be an injunction or possession proceedings.

5.3.2 If it is decided to pursue an injunction the Repairs Contract Coordinator will arrange to serve the papers to the customer. If the papers cannot be served on the resident in person, for reference purposes only, a copy is posted on the property.

5.3.3 If by the time the court hearing takes place the bailiff has been unable to serve the papers to the customer in person, and he/she fails to attend the court hearing, the Repairs Contract Coordinator will requests an order for alternative service from the Judge from which the bailiff can then serve officially to the customer through the letterbox.

GAS SAFETY POLICY



- 5.3.4 If the papers have been served to the customer in person the bailiff is required to endorse copy of the papers which the Repairs Contract Coordinator will present to the Judge at the court hearing and requests an order for inspection upon 24 hours notice and an order for costs incurred.
- 5.3.5 Each time the Repairs Contract Coordinator attends court to request an order the Gas Supervisor is required to attend also in case questions that require the Gas Supervisor to respond are asked.
- 5.4 *Orders for Inspection*
- 5.4.1 Once the court has issued the order for inspection the Repairs Contract Coordinator provides the bailiff with the order and a notice of advanced appointment that states that the customer has one week in order to allow access to the Gas Servicing Engineer to complete the required safety check otherwise an order for entry will be requested.
- 5.4.2 The Bailiff is required to serve the order for inspection to the customer in person. If the bailiff is unable to do this the Repairs Contract Coordinator is required to return to the court requesting an order for alternative service.
- 5.4.3 Once the order has been served (in person or through letterbox as a result of an order for alternative service) the bailiff returns endorsed copies to the Repairs Contract Coordinator.
- 5.4.4 If the customer responds to the order the Gas Service Delivery Team will arrange for the Gas Servicing Engineer to carry out the required safety check then issue the C.P 12 certificate as per the procedure detailed under section 2.
- 5.5 *Orders for Entry*
- 5.5.1 If the customer does not respond to the order for inspection and notice of advanced appointment the Repairs Contract Coordinator then applies to the court for an order for entry upon 24 hours notice.
- 5.5.2 Once the court has issued the order for entry the Repairs Contract Coordinator provides the bailiff with the order and a notice of advanced intention to call that states to the customer that the Gas Servicing Engineer will be calling at the property at a specified date and time to carry out the required gas safety check.
- 5.5.3 Once the order has been served the bailiff returns endorsed copies to the Repairs Contract Coordinator.
- 5.5.4 If the customer responds to the order the Gas Service Delivery Team will arrange for the Gas Servicing Engineer to carry out the required safety check then issue the C.P 12 certificate as per the procedure detailed under section 2.
- 5.5.5 If the customer does not respond to the order for entry the Repairs Contract Coordinator arranges for the following officers to be present to gain access to the property at the date and time specified to the customer on the advanced intention to call notice:

GAS SAFETY POLICY



- Gas Engineer
- Gas Supervisor and / or Repairs Contract Coordinator
- Police Officer
- Locksmith
- Press officer from local newspaper

5.5.6 Upon entry to property on the specified date and time the Gas Servicing Engineer completes the required safety check and issues the C.P 12 certificate.

5.5.7 The Repairs Contract Coordinator pursues recovery of the costs awarded by enforcement of the Judge via the Court.

5.6 *Orders for Possession*

5.6.1 The Repairs Contract Coordinator will discuss seeking an order for possession with Housing Services Team Leaders.

5.6.2 If an order for possession is sought the Repairs Contract Coordinator will produce court papers and issues proceedings.

6.0 **Quality Audits**

6.1 KHT Services Gas Administrator checks up to 10% of Landlord's Gas Safety Certificates and identify any certificates that are completed incorrectly. The Gas Administrator initials certificates as being checked.

6.2 If errors are identified from the sample, the Gas Administrator advises the Gas Service Delivery Team to return to collect all certificates. Details of incomplete certificates and issues identified will be noted and reported for monthly meetings.

6.3 Within 2 working days of the above the Gas Service Delivery Team ensures that all certificates are completed satisfactorily and returned to the KHT Services Gas Administrator.

6.4 On a monthly basis the Gas Administrator aims to visit properties identified within a 5 % sample. The Gas Administrator completes a Quality Inspection Report and undertakes a strip down inspection of all serviced gas appliances.

6.5 On a monthly basis KHT Services Gas Administrator evaluates all Quality Inspections and prepares a monthly report that details all issues identified.

6.6 If necessary KHT services Gas Administrator will discuss any urgent issues identified immediately with the Gas Service Delivery Team.

7.0 CORGI Qualification Checks

- 7.1 As required the Gas Service Delivery Team organises CORGI registration and all related information on each Gas Servicing Engineer employed on the Association's gas work. Non-CORGI registered Contractors or operatives are not allowed to work on the Associations gas related work.
- 7.2 As and when required CORGI qualification updates are added by KHT Services Gas Administrator following any changes notified at weekly operational meetings.

8.0 Independent Annual Gas Contractor Audit

- 8.1 On an annual basis an Independent Gas Consultant (IGC), in consultation with KHT Services Gas Administrator, organises inspection with the Gas Servicing Delivery Team.
- 8.2 During the visit the IGC:
- inspects premises, stores and the administration office
 - inspects all the Associations gas files and checks for warning notices, no access cards and RIDDOR.
 - carries out a random check of Landlord's Gas Safety certificates and requests to see all of the office procedures for the Association
 - audits all Gas Contractor processes
 - will visit properties identified within 5% sample. The IGC will complete a Quality Inspection report and undertake a strip down inspection of all services gas appliances
 - will evaluate all Quality Inspections and prepare a report for the Association that will detail all issues identified
- 8.3 If necessary the IGC will discuss any urgent issues identified immediately with KHT Services Gas Administrator and the Repairs Contract Coordinator.

9.0 Action Required by the Association for Voids

- 9.1 The Allocation and Supported Housing Team informs KHT Services that a property is to become void on a specified date.
- 9.2 The Void Team (VT) arranges for an inspection by the Gas Servicing Delivery Team after the property becomes void.
- 9.3 On the day the property becomes vacant the Gas Servicing Delivery Team isolate the gas supply and inspect the property identifying required works to the VT.

GAS SAFETY POLICY



- 9.4 Any works required are carried out by the Gas Servicing Delivery Team in conjunction with other trades as soon as possible.
- 9.5 As arranged the property is returned to the Allocation and Supported Housing Team by KHT services with the final Gas Safety Check certificate.

10.0 Planning Servicing of Properties with Solid Fuel/other fuel

- 10.1.1 As per the programme an address schedule of properties containing other fuelled appliance, apart from gas, is forwarded to Gas or other specialist contractor by the KHT Services Gas Administrator.
- 10.2 If the required work is outside of the normal gas contract terms, the Gas Service Delivery Team is requested to submit rates for the required work from their specialist contractor.
- 10.3 The Gas Servicing Delivery Team returns requested quotations, together with the qualifications and certification of the specialist contractor.
- 10.4 The KHT Services Gas Administrator evaluates the quotations returned together with any qualifying certification.
- 10.5 When required the KHT Services Gas Administrator will hold a formal meeting with the Gas Contractor and the specialist to discuss future work.
- 10.6 As planned the Specialist Gas Contractor undertakes the required works.

11 Equal Opportunities and Diversity

- 11.1 The Association adopts a proactive approach to Equality and Diversity, which is championed at Board and Senior Management levels.
- 11.2 The Association seeks to ensure that its Gas Safety processes are operated equitably and within the policy framework, regardless of the gender, religion, age, disability, vulnerability, ethnicity, sexual orientation or marital status of applicants.
- 11.3 Access to the Gas Servicing service will be promoted by ensuring the following:
- Information and literature display language flags and are available to tenants and potential tenants in a range of formats, including Braille, large print, alternative languages or on audio tape.

- Access to Language Line will be available
- Association offices are physically accessible

12 Tenant Re-charges

12.1 Tenants will be re-charged under the following circumstances

- If they miss an appointment without contacting KHT Services
- For all court costs associated with seeking an injunction or possession

3 IMPLEMENTATION

- 3.1 The Operations Director will ensure that the Asset Management and Repairs Team is adequately staffed and that workloads remain manageable to ensure that the service is delivered in accordance with this policy.
- 3.2 The Operations Director will ensure that there is a sufficient range of procedures in place that enable staff to be informed about how to deliver the Gas Safety Policy in accordance with policy requirements.
- 3.3 The performance of the Gas Safety Policy will be reviewed on a monthly basis in terms of its performance against targets, with recommendations for change being made where necessary.
- 3.4 The Asset Manager and Repairs Contract Coordinator will ensure that all officers act in accordance with the Gas Safety Policy.
- 3.5 The Repairs Contract Coordinator will manage the Annual Gas Safety Programme on a day to day basis.

4 RESPONSIBILITY

- 4.1 Overall responsibility for implementation of this policy lies with the Director of Operations.
- 4.2 The Repairs Contract Coordinator is responsible for the application of this policy, monitoring performance, identifying shortfalls and recommending actions to rectify situations as applicable.
- 4.3 Day to day operation of this policy is the responsibility of the officers identified within the Gas Servicing and Repairs contract managed by KHT Services.

5 CONSULTATION

- 5.1 The Association will consult every 3 years with the staff, outside agencies and benchmarking groups to promote continuous improvement and develop good practice in this policy.
- 5.2 Prior to making any changes to this policy the Association will consent and consider the view of:
- All relevant staff
 - Senior Management Team
 - The Tenants' Forum
 - Board of Management
 - Residents, Tenants Groups, individual interested tenants
 - All relevant outside agencies

6 REVIEW

- 6.1 The Association will formally review its Allocations Policy on a 3 yearly basis, unless changes in legislation or regulation require an earlier review.
- 6.2 Findings and recommendations will be presented to the Association's Board of Management after the views of the Forum have been considered. A review team will carry out each review.
- 6.3 Progress reports will be made to the Board of Management and Forum, to enable monitoring against strategic aims and objectives and agreed performance indicators. Performance data will be included in the annual report to tenants.

7 TRAINING

- 7.1 The Association will provide all staff responsible for implementing this policy with comprehensive training.
- 7.2 Training will be given to:
- New staff
 - Existing staff on an annual basis as a refresher/update as required
 - All relevant staff after change to policy/ legislation
 - To relevant outside agencies
 - Any other times as identified by the Operations Director, Team Leaders or Group Human Resources Director

8 ASSOCIATED DOCUMENTS

8.1 The Association has the following relevant documents:

- Vulnerable Tenants Policy
- Recharge Policy
- Equality and Diversity Strategy
- Complaints policy and procedures
- Abandoned Tenancy Policy

9 POLICY REVIEW SUMMARY

Policy Title	Gas Safety Policy
Dated Created	11 June 2008
Review Period	3 Yearly
Review Committee	Board of Management
Version	2
Authorised by	Board of Management
Date of last review	June 2008

GAS SAFETY POLICY



Date of next review	September 2011
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