

Paragon Housing Association Limited

POLICY:	GAS SERVICING POLICY
POLICY AREA:	FINANCE & INVESTMENT
DATE APPROVED:	23/1/2019
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1. INTRODUCTION

Paragon Housing Association has a legal duty to ensure that the gas appliances and flues they provide for tenant's use are maintained in a safe condition at all times. This Policy sets out the Association's responsibilities for achieving gas safety.

2. LEGISLATION

The Gas Safety (Installation and Use) Regulations 1998 (GSIUR)

The Gas Safety (Installation and Use) Regulations 1998 set out the requirements for landlords to inspect and service gas installations on an annual basis. The Regulations sit within the wider context of the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. The regulations cover a wide range of issues connected with the installation and use of gas appliances. However, under the terms of this legislation the Association's specific responsibilities for its rented properties are to ensure following is carried out:

- A Landlord Annual Service Inspection is carried out of gas appliances, pipe work and flues provided by the Association within each 12 month period.
- A Landlord Annual Service inspection is carried out of all gas appliances, pipe work and flues provided by the Association in recently completed property within 12 months of practical completion and not less often than each 12 months after, as set out at (a) above.
 - In April 2018 an amendment to regulations under Regulation 36A Determination was introduced. This regulation sets out when the next safety check must be completed to retain the existing deadline date. It also sets out a one-off flexibility that landlords can use to align the date of an appliance check with that of other appliances at the same premises.
 - From 6 April 2018 landlords will be able to have gas safety checks carried out any time from 10 to 12 calendar months after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check.
- A Gas Safety Inspection is completed before a tenant moves into a property. This includes mutual exchanges and single to joint or joint to single tenancy changes.
- Provide a copy of the certificate to the tenants of inspected properties within 28 days of the safety check.
- Keep all certificates for a minimum of 5 years after the date of completion.
- Ensure that all work carried out on the Association's behalf to gas appliances or flues are carried out by a Gas Safe Registered Contractor.
- Make a copy of the certificate available for inspection by any lawful occupier of the inspected property at reasonable notice.

The Scottish Social Housing Charter

The Housing Scotland Act 2010 introduced the Scottish Social Housing Charter (The Charter) in 2012 and replaces the previous performance standards which landlords were required to meet under the Housing (Scotland) Act 2001. It sets out sixteen different "outcomes" and "standards" that landlords should be working to achieve.

This policy is designed to comply with the Charter.

3. INFORMATION AND ADVICE

The Association provides advice to tenants on gas safety issues at the new tenancy interview and is contained in the Tenant's Handbook that all new tenants receive.

4. THE COMPETENCE OF THE CONTRACTOR

The Association only approves competent contractors for the gas servicing contract or the installation of new appliances. In order that this objective can be achieved, all potential contractors will be required to provide satisfactory references.

To ensure that the Association is satisfied that the gas contractor is competent, the Association will carry out the following checks:

- An annual check of the contractor's employee's Gas Safe registration. This includes any updates required within the last period being checked.
- Copies of the engineer's Gas Safe registration will be held in a central file at the Association's Offices.
- The contractor method statements and procedures will be checked by a qualified third party appointed by the Association.
- The Association will employ a quality assurance contractor to check **min** 10% of each operatives work carried out as part of the Association's contracts.

5. THE CONTRACTOR'S RESPONSIBILITIES

The contractors' responsibilities emanate from the Gas Safety (Installation and Use) Regulations 1998 and / or subsequent revisions and Paragon's current gas contract which states that:-

- Daily cover is provided for the maintenance of the Association's gas appliances and flues by a Gas Safe registered company.
- A safety check and servicing programme will be provided by the contractor to the Association prior to the first safety check and service.
- A weekly update during the safety check and servicing programme detailing the units completed non access to property and planned dates for the outstanding appliances will be provided to the Association by the contractor.
- All landlord certificates and job sheets will be submitted within 7 days of any work being carried out.
- The contractor is required to advise the Association immediately when an unsafe appliance is identified. The contractor will apply a warning label to the unsafe appliance which may include the shutting down of this appliance. The warning label should not be removed until repairs are complete.
- A 10% quality control on servicing and day to day repairs will be carried out by the contractor at the expense of the contractor. Details of each inspection will be supplied to the Association on a quarterly basis.
- When working on the Association's appliances the contractor will at all times comply with legislation and amend practices and procedures in accordance with changing legislation.
- The contractor will attend monthly meetings with the Association for quality control purposes.
- The contractor will carry out a visual check on gas appliances and flues provided by the tenant and will report on the condition of appliances to the tenant and the Association. Any unsafe appliance should have warning labels attached. This should not be removed until repairs are complete
- The contractor will provide a Gas Installation Certificate/CP12 as part of the gas service/safety test and /or any alterations to gas piping which will record:
 - The completion date the appliance was checked and/or any alterations to gas piping;
 - The contractors name & address.
 - The Gas safe registered individual responsible for checking compliance
 - The name and address of the Paragon Housing Association property;
 - A brief description of the new installation / location of each appliance and flue checked;
 - Any defects identified;

- Any remedial action taken;
- A statement that the installation complies with the Gas Safety (Installation & Use) Regulations.
- The Gas Safe registration number of the operative or his/her employer.

6. THE GAS APPLIANCE REGISTER

The Association will hold centrally on computer a register of gas appliances. The register will detail:

- A description of the appliance
- The make, model of appliances
- Date of installation
- Servicing history

7. ANNUAL SAFETY INSPECTIONS

The Association will take the following steps to ensure that annual inspections can be carried out on all appliances within a 12 month period:

- The contractor will prepare and agree with the Association a programme of inspection and servicing before the first service is due. In cases where the tenant has historically presented difficulties in obtaining access for gas servicing, efforts to gain access will commence earlier.
- A timetable for the completion of the contract is agreed.
- The first visit is scheduled to take place 8 weeks prior to expiry of certificate. The contractor will contact the tenant directly in writing and leave a postcard if the visit is unsuccessful. One further visit will be attempted and if this is unsuccessful they will advise the Association, who will then commence the “No Access” procedure. The Association will contact the tenant in writing. These letters emphasise the legal requirement to permit access and the safety reasons for doing so. The contractor may make evening or weekend appointments available at the contractor’s discretion and at no additional cost to the Association.
- The contractor and the Association will retain records of all communication with the tenant as these may be required to demonstrate all reasonable efforts have been made prior to seeking measures to force access. These may include legal action if necessary.
- The cost of forced entry or the cost of legal expenses, where granted by the sheriff will be recharged to the tenant in accordance with the Rechargeable Repairs Policy.
- A procedure for non-access is agreed with the contractor.
- A maximum number of visits per day for each engineer are agreed. The maximum visits per day will be dependent on the type and number of appliances with the premises.
- That there is an agreed procedure for remedial work.
- Smoke and Carbon Monoxide detectors will be tested and recorded within the CP12 as part of the gas annual servicing

8. VOID PROPERTIES

The Association will instruct a Gas Safety check on all void properties.

In accordance with the statutory requirement contained in the Gas Safety (Installation & Use) Regulations 1998 and/or subsequent revisions a copy of the safety certificate will be issued to any new tenant before they move in. This includes properties which are found to have a gas prepayment meter (sometimes referred to as quantum meters). Where the gas supply is inactive, the meter will be capped and the CP12 / Safety Certificate will have this recorded. The property will have a full safety check and/or annual gas service carried out at the same time the gas supply becomes active. The property will not be relet until a valid safety certificate is obtained.

9. PROCEDURES

The Association has procedures for dealing with gas servicing, safety inspections and repairs.

10. GAS REPAIRS

Tenants report any gas repairs directly to the Association's office or to the gas service contractor direct out with office hours.

The tenant should notify the National Grid immediately of any suspected gas leak.

The gas service contractor then visits the property to assess the problem and repairs the fault if this is necessary.

A job sheet must be submitted to the Association and the details must be logged onto the repairs history for that property.

The Association must ensure that any outstanding problems highlighted on the job sheet are followed up and check that after any repairs work has been carried out, that the contractor examined e.g.:

- The effectiveness of any flue
- The supply of combustion air
- Its operating pressure and heat input
- Its operation so as to ensure its safe functioning
- Smoke Alarms & Carbon Monoxide Detectors where applicable (where found to be faulty, these should be replaced as part of the service visit and a follow up conformation order requested by the contractor)

11. NEW/REHABILITATED PROPERTIES

The Association receives a Practical Completion certificate for each property at handover.

Commissioning information is passed from the main contractor and is retained by the Association on the Health and Safety File for each particular project. A copy of the commissioning certificate is filed as with a CP12 process.

12.MONITORING PERFORMANCE

The Programme and Regeneration Manager will monitor the programmes for gas installation servicing and safety inspection to ensure that the Association's obligations are met. A report on the progress will be submitted monthly to the Management Committee.

13.QUALITY CONTROL

In order to monitor the performance of all gas servicing engineers and the gas servicing contracts pertaining to Paragon properties, the Association will:

- require the contractor to carry out a 10% rolling quality control audit on their servicing and repairs work
- employ a suitably qualified person to carry out third party quality control on 10% of works carried out by passing 10% of each batch of certificates received to the quality assurance contractor to carry out an independent inspection of the main contractor's servicing practices.
- hold regular meetings with the contractor to discuss the findings of the internal and external quality control and other aspects of the contract that may arise.

In the event of a grievance arising from the monitoring process or where discrepancies and deficiencies are uncovered, the Association will require the contractor to instruct at the contractor's own cost, Gas Safe Registered Contractor to carry out an investigation with all findings copied to the Association. Any further action against the contractor will be considered by the Management Committee, following a report from the Programme & Regeneration Manager.

14.RESPONSIBILITY

The Association has identified persons responsible for the policy's implementation and their specific responsibilities. The following responsibilities have been identified.

Task	Job Holder Responsible
1. Ensuring that all the contractors' engineer's National Accredited Certification Scheme (ACS) or Scottish National Vocational Qualification (S/NVQ) aligned with ACS	Programme & Regeneration Manager
2. Signing the Gas Contract.	Chairperson – Management Committee
3. Ensuring that the service programme is received before the servicing commences.	Programme & Regeneration Manager

4. Issuing and checking the landlord certificates, the job sheets and the quality control sheets.	Gas Safe registered engineer
5. Issuing Administrators Instructions for changes to contract.	Programme and Regeneration Manager/Programme Co-ordinator/ Housing Assistant
6. Authorising Administrators Instructions	Programme & Regeneration Manager/Programme Co-ordinator & Housing Manager
7. Ensuring Contractor's employee's Gas Safe registration are up to date (including changes in personnel.)	Programme & Regeneration Manager/Programme Co-ordinator
8. Examining, checking and filing certificates	Programme & Regeneration Manager/Programme Co-ordinator/ Contracts Liaison Officer/Clerical Officer
9. Ensuring that landlord certificates and job sheets are submitted on a regular basis.	P&R Team & H/M
10. Ensuring that the gas register is kept up to date.	P&R Team & H/M

Task	Job Holder Responsible
11. Ensuring that the Committee are given a monthly report on the gas safety checks /servicing completed and the level of non-access.	Programme & Regeneration Manager
12. Ensuring that all tasks set out in this section.	Programme & Regeneration Manager

15. EQUAL OPPORTUNITIES

The Association aims to promote equal opportunities and will ensure that its staff act in a manner which will not discriminate against any individual, household or group on the grounds of any the nine protected characteristics as set out in the Equality Act 2010

16. TRAINING

All staff who with risk assessment in relation to gas safety will receive appropriate training.

17. POLICY REVIEW

This policy will be subject to review every three years or earlier if legislation changes.

