



WILLIAMSBURGH
HOUSING ASSOCIATION LTD

GAS MAINTENANCE POLICY

Policy Approval and Review Dates

Date Approved by Management
Committee :

Next Review Date :

TRACKING

The document will be reviewed by appropriate staff member to assess if it is still fit for purpose and this is formally signed-off at the appropriate management level. This acts as assurance the Association's position on key matters is up to date with legislation, regulation and good practice.

Policy Owner	Head of Property Services
Document Author(s)	██████████
Communication & Training Methods	Circulated to SMT. The policy will be issued to the Maintenance team for implementation and discussion.
Date Last Approved	August 2022
Considered By	SMT and Maintenance Team
Review Cycle	5 Years
Next Review Date	August 2027
The Policy has a direct link to the following WHA policies and procedures	H & S Compliance Policy
This policy complies with the requirements of these legal and/or regulatory documents	<p>The Gas Safety (Installation & Use) Regulations 1998 The Health & Safety Executives Publication, Landlords – A guide to landlords’ duties: Gas Safety (Installation and use) Regulations 1998 Housing (Scotland) Act 2014 Building (Scotland) Regulations 2004 Control of Substance Hazards to Health Regulations 2002 (COSHH) Control of Asbestos at work Regulations 2012 The Construction (Design and Management) Regulations 2015</p> <p>The Gas Safety (Installation & Use) Regulations 1998</p> <p>The Health & Safety Executives Publication, Landlords – A guide to landlords’ duties: Gas Safety (Installation and use) Regulations 1998 Housing (Scotland) Act 2014 Building (Scotland) Regulations 2004</p>

<p>Equality & Diversity Impact (EI) Assessment Status</p>	<p>This document was EDI Assessed by the Maintenance Manager and is considered to be free of anything which may lead to any unfair discrimination in its application.</p>
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1 Introduction

This policy outlines the way in which gas maintenance will be managed by Williamsburgh Housing Association (WHA). This document sets out responsibilities and methods that will be employed to ensure that the servicing and maintenance of gas systems is carried out in accordance with gas safety legislation and good practice. WHA is responsible for properties under our ownership, containing gas appliances which require to be managed, maintained and inspected on a regular basis in order to comply with:

1. The Gas Safety (Installation & Use) Regulations 1998.
2. The Health & Safety Executives Publication, Landlords – A guide to landlords' duties: Gas Safety (Installation and use) Regulations 1998.

2 Responsibilities

The responsibility for ensuring that gas maintenance is carried out effectively is a key responsibility of the Head of Property Services.

The Association has a legal duty to ensure that all pipework, boilers, gas fires and associated flues are maintained to the highest standards and that this work is carried out in accordance with the regulations.

The Association will not be responsible for cookers/hobs unless it has installed by us. Where problems arise such as cookers that do not have stability brackets the Association shall inform the tenant.

When newly developed properties are first built/refurbished and first let, the developer/builder will be responsible for maintaining the installation for 1 year from handover/commissioning of the system.

On completion of defects liability period (DLP), the annual gas service will be carried out by the Association's gas maintenance contractor and the property will be added to the Association's property schedule.

Our tenants have a responsibility to ensure that they use gas services within the Association's properties safely and responsibly. Tenants should follow any advice given and ensure they do not operate or interfere with gas-fired appliances in any way, which could endanger themselves or other building users.

Where a gas leak is suspected, tenants should be advised to open windows and doors and exit the building, once safe residents should phone **National Grid (formerly Transco) on 0800 111 999**.

3 Procedures

Record keeping

The Maintenance section will keep accurate and up to date records of all work carried out to properties with gas supplies. This information will be recorded on a dedicated database and copies of gas certificates (CP12) kept and recorded against the property.

Copies of any 'no access' procedures implemented, including correspondence, will be recorded centrally on the database, against the property concerned.

Annual servicing and safety checks

WHA are required to carry out an annual safety check, within the 12 month anniversary of the of the previous check, in every property that has a gas supply. To ensure that we achieve this we will schedule the services every 10 months to allow adequate time for difficult access issues.

New installations

We will ensure that where new installations are required, that we use suitably qualified Gas Safe registered contractors and that we receive a commissioning certificate on completion of the work.

At the end of the guarantee period, the properties will be added to the Association's ongoing maintenance contract

Responsive repairs

We will appoint competent Gas Safe registered contractors to carry out day-to-day responsive maintenance works.

The targets for completing the repairs will conform to the Association's response repair categories.

- Emergency repairs responded to and made safe or repaired within 2 hours.
- Urgent repairs carried out on same day as reported, if reported before 12:00 noon.

At present our main contractor is:

James Frew (TA Gas Sure)
83 New St,
Stevenston
KA20 3HD
01294 468113.

Where tenants heating cannot be fixed immediately the contractor will be required to offer the tenant 2 temporary electric heaters until the repair is completed.

No access procedure

The contractor shall letter every tenant prior to the annual maintenance safety visit, giving a minimum of one weeks' notice. Where no access is gained, the customer will be carded with the following information:

- The name of the contractor who called
- The date and time of the call
- A contact telephone number for the contractor
- A contact telephone number for the Association

A return visit will take place within seven days and another card will be posted with the information detailed above.

The contractor shall provide details of all 'no accesses', to the Association, providing details of dates for our records.

The Association shall then letter tenants concerned, with an appointment. This letter shall also highlight to the customer the importance of the check and that allowing reasonable access is an express condition of their tenancy agreement. (Appendix 1 - No Access – 1st Appointment Letter). If the tenant fails to provide access on the date indicated, the contractor will leave another calling card.

If no response is received within 7 days, a 'Suspect Abandonment Notice' will be served. If there is still no contact after a further 7 days, the customer's details are passed to their Housing Officer to serve a full Abandonment Notice. The resident will receive a letter advising them of this. (Appendix 2 - No Access – Pass Details to Housing Management)

The Association shall wait 28 days from the date the Abandonment Notice is served. If no contact is made, it is to be assumed the house is vacant and the Association can take possession. The Association will therefore arrange to gain entry and have the locks changed. The Housing Officer and Maintenance Assistant will be in attendance along with the contractor. (Appendix 3 – No Access - Abandonment Notice).

Voids Properties

Where properties become void, we will carry out a full gas safety check. Where gas or electricity is not available, we will "cap" the gas supply until the utilities are switched on. This ensures the risk of tenants using a potentially unsafe systems is removed.

Where cookers are found they will be removed unless they are built in and /or are the responsibility of the Association, where this is the case, they will be tested to ensure their safe operation and use.

Quality assurance

Quality assurance is key to ensure that we are meeting our duties under the Gas Safety (and use) Regulations 1998.

We have a range of ways we will ensure our duties are being met.

We will only appoint Gas Safe registered contractors to carry out works on gas appliances. We will check these registrations annually.

We will check that the operatives are Gas Safe registered. We will retain copies of the registration cards for employees who carry out gas related work for the Association as part of the contract.

We will appoint specialists in gas safety, to post audit/inspect the works carried out by our gas maintenance contractor. We aim to carry out a minimum 10% audit of all completed gas safety checks undertaken. This will be carried out within 4-6 weeks after the completion date of the gas service/safety check.

We will review all certificates we receive and ensure that they are correctly completed and that any follow up works identified are acted on.

4 Targets

We have a 100% target for carrying out gas safety checks and providing a Gas Safety CP12 Certificate to those properties where we gain access within 12-month anniversary of the previous inspection/check.

5 Reporting

The Head of Property Services will report quarterly performance in relation to gas servicing/maintenance, to the Association's Committee/Board.

The quarterly report will include the following information on Annual Gas Safety Visits (ASV):

- Number of AGSV checks undertaken.
- Number AGSV's completed within the 12-month anniversary of the previous service/safety check.
- Number AGSV's **not** completed within the 12-month anniversary of the previous service/safety check.
- Number of gain accesses implemented.
- Number of properties where gas meters are capped.
- Number of post AGSV audit/inspections undertaken

A summarised 'year-end' annual report will also be presented to the Committee/Board, highlighting performance for the full year.

6 Training

We will ensure that the staff dealing with gas maintenance, are provided with the necessary training to ensure they are aware of the dangers and responsibilities that surround gas maintenance.

7 Complaints

Williamsburgh Housing Association operates a complaints policy that reflect the SPSO Complaints Handling Procedure. It is open and transparent, should any customer or service user feel the need to make a complaint against an individual, the organisation, or our contractors, our complaints policy and procedure will be implemented.

Should any customer or service user have a complaint that is unresolved to their satisfaction they will be advised that they can refer the complaint to The Scottish Public Service Ombudsman.

8 Appendices

No Access – 1st Appointment Letter

Date

Name

Address

Town

Postcode

Dear 'insert tenant's name'

*** URGENT ACCESS REQUIRED –ANNUAL GAS SERVICE ***

Failure to Respond to this Matter Could Seriously Affect Your Health and Safety

It has come to the Association's attention that you have failed to provide access to your home on a minimum of two pre-arranged dates, in order to carry out the critical gas safety check and service of your gas heating appliance.

The Association has arranged our contractor James Frew (Gas Sure) to call at your home to carry out this work on 'Insert Date', it is vitally important that you ensure access is made available on this date.

I would take this opportunity to draw your attention to your tenancy agreement, which clearly states that you have a responsibility to allow access to have essential maintenance work carried out. If you fail in this responsibility, the Association will have no alternative but to proceed with legal action in order to gain access and carry out this work. **You should note that you will be charged for any associated costs relating to this course of action.**

These measures may seem extreme and I trust and hope that they will not be necessary. The Association is, however, fully committed to meeting its obligations as a landlord in respect of gas safety, particularly given the implications to the health and safety, not only yourself, but also other residents within the property.

I would be grateful if you could treat this matter with the greatest urgency and accommodate the appointment identified above. If the date identified is unsuitable, please contact the Association, or James Frew (Gas Sure) directly on 01294 468113, as soon as possible to arrange alternative access.

Thank you for your co-operation in this matter.

Yours sincerely

WILLIAMSBURGH HOUSING ASSOCIATION LIMITED

[REDACTED]

MAINTENANCE MANAGER

No Access – Pass Details to HO

Date

Name
Address
Town
Postcode

Dear

Annual Gas Service

I refer to previous correspondence requesting access to your home in order to carry out the abovementioned essential annual gas service, which is critical to you and your neighbors' health and safety.

Despite numerous attempts to contact you, I note that you have failed to respond to the Association. I now have no alternative than to pass your details to your Housing Officer who will start our Abandonment Procedures.

Yours sincerely

WILLIAMSBURGH HOUSING ASSOCIATION LIMITED

MAINTENANCE ASSISTANT

APPENDIX No.3 – Letter Notifying Resident of Force Entry (Date & Time) & Letter to be pinned to door following lock change.

Hand Delivered/ Notice to be pinned/

Date

Name

Address

Town

Postcode

Dear

GAS SAFETY CHECK – FORCED ENTRY

We refer to previous correspondence regarding the above and note that you have not provided access for this work to be carried out.

Arrangements have now been made for our Gas Engineer to access the property to service the gas appliances **on (Insert Date/Time)**

A member of Williamsburgh Housing Association staff will be in attendance. Should access not be made available to us, our tradesmen will be instructed to open the door, by forcing entry if necessary. If we have to force entry then the locks to the property will be changed. The keys for the new locks will be available at our office during normal working hours.

You will have to provide identification in order to be given your new keys.

YOU WILL BE BILLED FOR ALL COSTS ASSOCIATED WITH THIS WORK.

**Yours sincerely
WILLIAMSBURGH Housing Association**

MAINTENANCE MANAGER

APPENDIX No.4 – Notice following forced entry and lock change

Notice to be pinned to door following Forced Entry & Lock change

GAS APPLIANCE SAFETY AND SERVICING

LOCK CHANGE

ADDRESS: [REDACTED]
[REDACTED]

A Service Engineer called to service your gas appliance and was **UNABLE** to gain access despite our advance notice, and previous correspondence.

In order to carry out this work, entry has now been forced to the property and the locks have been changed.

You may collect the new set of keys from (Maintenance/Customer Services Team at Williamsburgh Housing Association, during normal office hours by calling 0141 887 8613:

Office Opening Hours:
Wednesday 9.00am-12.30pm

You chose not to give us access despite various requests. As a result, the Association is not responsible for any inconvenience which you experience as a result of the lock change

You will be required to confirm your identity before issue of the new set of keys.

Cooker Stability Bracket Letter

Our Ref:

Dear,

Further to our annual inspection of the gas services in your house it was noted that your cooker has been incorrectly installed. The regulations that govern the use of gas cookers require that a stability bracket be fitted to the cooker to prevent it moving and damaging the supply pipework.

As the cooker is your own property it is your responsibility to ensure it has been installed in accordance with the regulations and that it is used in accordance with the cookers operating instructions.

You are required to get a stability bracket fitted to ensure your cooker does not cause any danger to yourself or your neighbours.

To ensure your safety and that of other building users we may cut off your gas supply the next time we visit your property if this safety measure is not attended to.

Yours sincerely

WILLIAMSBURGH HOUSING ASSOCIATION LIMITED


MAINTENANCE ASSISTANT

Ceiling Fan Letter

Our Ref:

Dear,

Further to our annual inspection of the gas services in your house it was noted that you have installed a ceiling fan. The engineer who carried out the service has noted that this fan could cause problems as it may interfere with the ventilation needed to safely operate your gas appliances.

You are required to remove this fan to ensure you do not cause any danger to yourself or your neighbours.

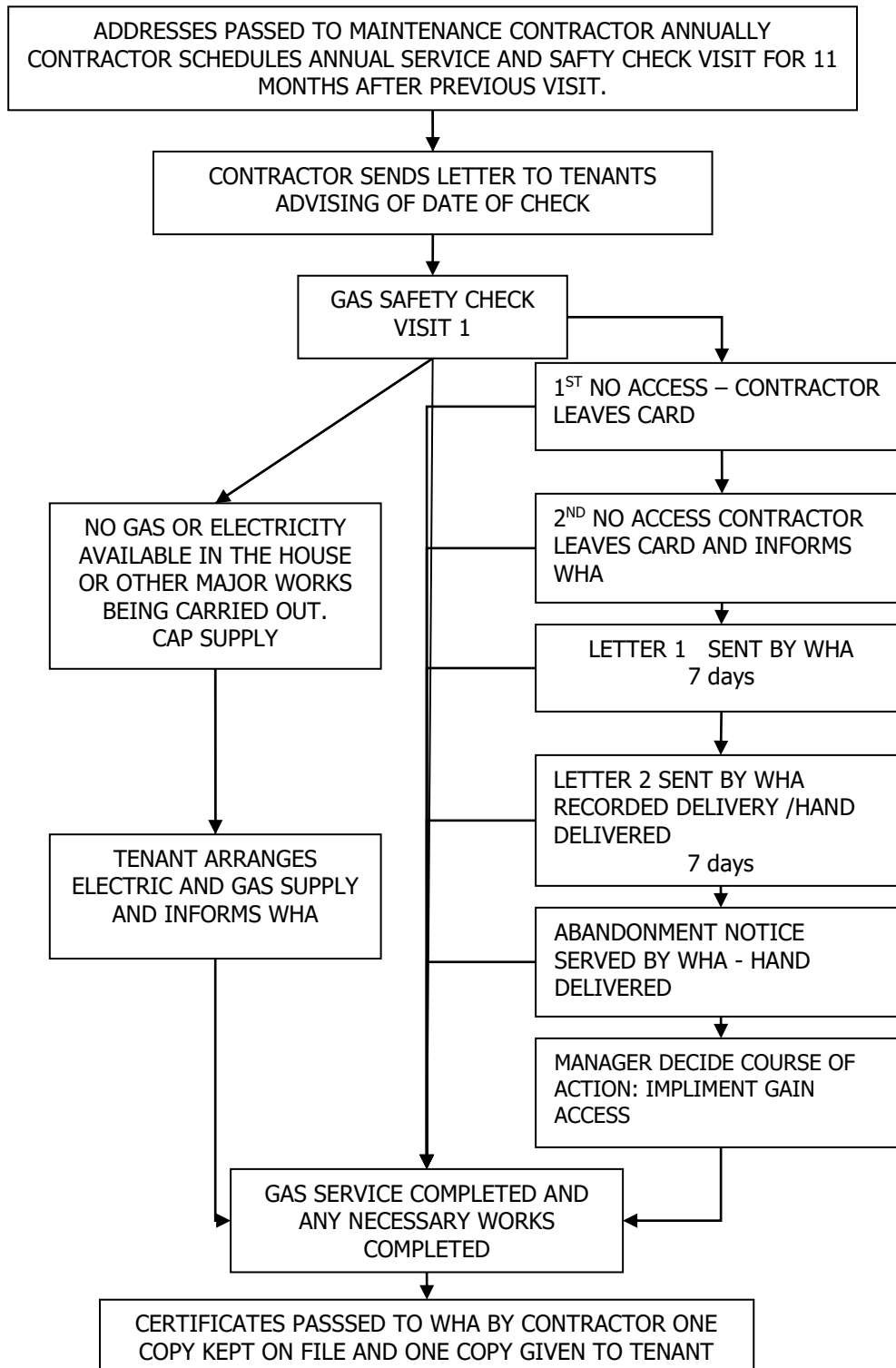
We will re-inspect your property in 4 weeks to ensure that the fan has been removed.

Yours sincerely

WILLIAMSBURGH HOUSING ASSOCIATION LIMITED

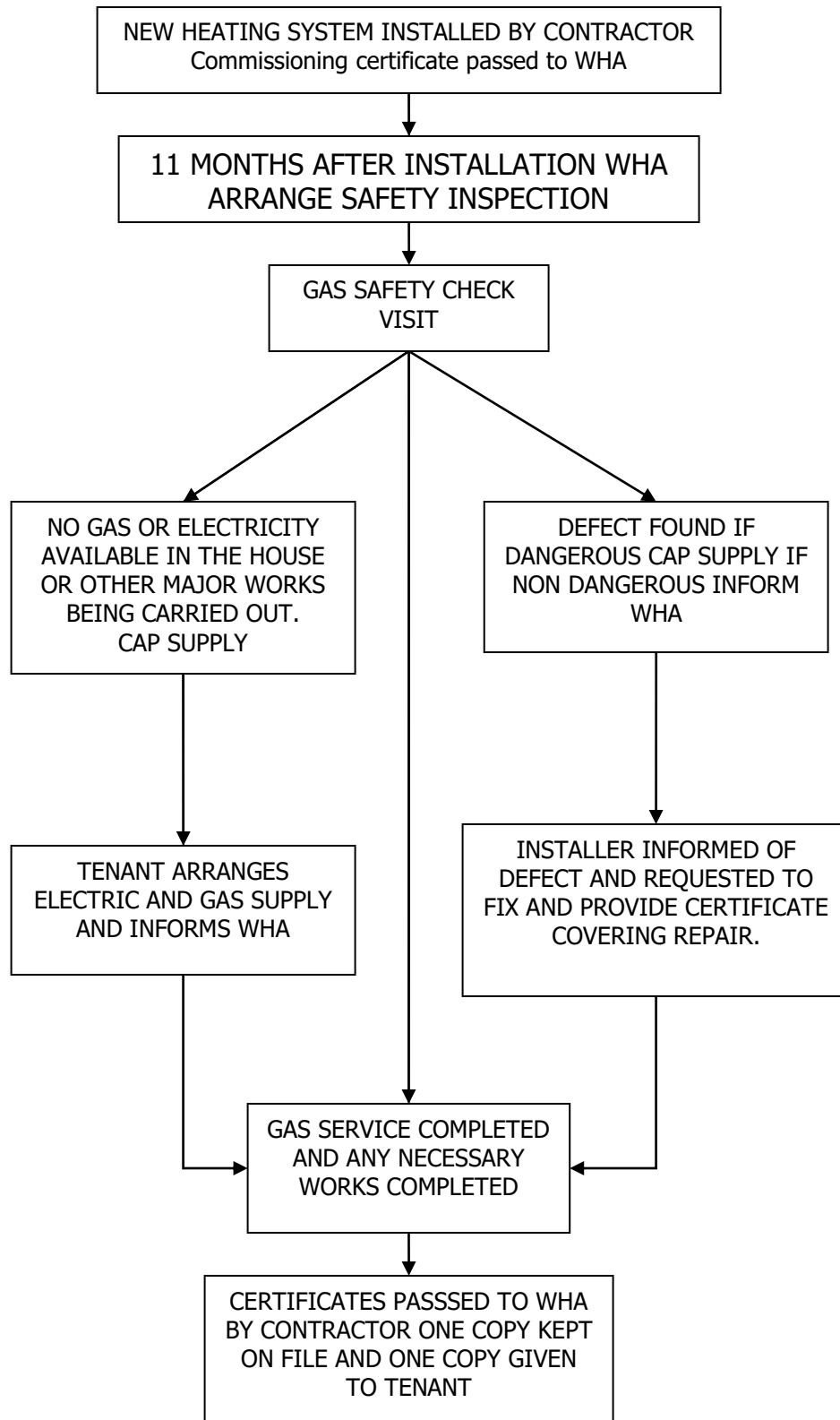
MAINTENANCE ASSISTANT

Flow Chart - Annual Service



ANNUAL GAS SAFTEY CHECK FLOW CHART

Flow Chart - New Installations



Void Gas Safety Check Flow Chart

