



Belmont House, 57 Belmont Road, Cambuslang, G72 8PG
www.wwhc.org.uk E: enquiries@wwhc.org.uk T: 0141 641 8628

Policy Name	Gas Safety Policy
Policy Author	Deputy Director
Approved by Sub Committee	N/A
Approved by Management Committee	October 2022
Latest date of Next Review	October 2025

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



HAPPY TO TRANSLATE

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014

1. Introduction

The Co-operative has a legal obligation under the Gas Safety (Installation and Use) Regulations 1998. It must ensure that all gas appliances are maintained to ensure the safety of tenants and their households. This policy aims to ensure that the gas boilers, and flues that WWHC provides for tenants' use are maintained in a safe condition at all times.

This Policy has been considered against the following legal and regulatory requirements:

- The Health & safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Gas Safety Act
- The Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
- The Gas Safety Management Regulations (GSMR)
- The Gas Safety Rights of Entry
- The Gas Appliance (Safety) Regulations (GASR)
- The Construction (Design & Management) Regulations (CDM) 2015.

We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

2. Policy Objectives

2.1 The objectives of the Policy are:

- To ensure that every property with gas central heating has a valid gas safety certificate
- To ensure that every property has an annual gas safety inspection carried out by a competent contractor
- To ensure that the gas safety checks are conducted prior to the expiry of the current certificate. (10 month cycle)

- Maintain the requirement to retain certificates for two years which would mean any current certificate plus the previous two.
- To ensure that proper procedures are followed by staff and tenants in the event of an emergency i.e. gas escape

In order to achieve these objectives the Co-operative will ensure that:

- The gas contractor employed is Gas Safe registered. The Co-operative will hold copies of each engineer's Gas Safe Register qualifications. This information is refreshed annually and is part of WWHC's quality assurance checks.
- The Co-operative will ensure that access for services will be sought on time.
- All gas certificates will be checked and logged on receipt. The certificate will then be filed electronically in the gas inspection folder held in the Property Section within the G Drive. The current certificate plus the previous two will be held on file.
- Tenants will be notified in advance of any visit and given the opportunity to rearrange.
- A procedure is in place to be followed in the event of a gas escape and this will be issued to all staff and tenants who have gas within their homes

3. Reactive Repairs

Reactive repairs will be reported to the Contractor and the priority set in line with the Co-operative's Maintenance policy and procedure for emergency, urgent and routine repairs.

4. Monitoring, Recording Procedures and Contractor's Responsibilities

4.1 Reactive Repairs

Job lines will be raised on the Capita System and completed in line with normal procedures as per WWHC's maintenance policy. The Contractor will be responsible for providing information on work carried out and completion dates. This will allow

performance to be monitored. All daily update on any re-active calls is to be provided by the contractor for recording purposes and any follow up work / post inspections that may be required.

4.2 Annual Checks

The Contractor will provide an annual programme for gas servicing. The Co-operative will then assist with arranging access as required.

A master schedule will be maintained detailing the date the service is scheduled, access difficulties and completion dates. The service schedule from the Contractor will be checked against the Co-operative's master list to ensure no property due its annual safety check is omitted.

It is the Co-operatives responsibility to ensure that the services are carried out on time and that safety checks are carried out within the twelve month anniversary date. The process to arrange access will commence 2 months before the expiry of the current certificate and will run on a 10 month cycle.

The Annual Check will include a check of the smoke detectors and carbon monoxide detector.

Access may be forced to properties where the tenant does not comply with access requests to ensure the safety of all other residents.

4.3 The Contractors Responsibility

The Contractors' responsibilities emanate from the Gas Safety (Installation and Use) Regulations 1998 and the Co-operative's current gas contract which state that:-

All engineers working on the WWHC's appliances are appointed by a Contractor who has been appointed by the Co-operative.

24 hour cover is provided for the maintenance of the WWHC's gas appliances and flues.

A safety check and service on WWHC's gas appliances is carried out within a 12 month period.

The contractor must also ensure that a carbon monoxide detector is installed and tested when the annual safety check and service is being carried out. Any faults with the CO alarm must notified by the engineer to WWHC and be raised as an emergency repair immediately.

A safety check and servicing programme will be provided by the Contractor to WWHC at least 3 months prior to the first safety check and service.

Regular reports, including daily electronic updates will be received during the safety check and servicing programme period. Details on the units completed, non access to property and planned dates for the outstanding appliances will be provided to WWHC by the Contractor.

The Contractor is required to advise the Co-operative immediately when an unsafe appliance is identified. The Contractor will apply a warning label to the unsafe appliance. The label should not be removed until repairs are complete.

When working on the Co-operatives appliances the Contractor will at all times comply with legislation and amend practices and procedures in accordance with changing legislation.

The Contractor will attend regular meetings with the Co-operative as required.

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 WWHC. Any unsafe appliance should have warning labels attached. The tenant will be advised that the labels should not be removed until repairs are complete. They will also be advised of the action that they should take to rectify the fault. Quality assurance checks will focus on these properties.

The contractor will provide a Landlords Gas Safety Certificate which will record:

- the date the appliance was checked
- the address of the installation(s)
- a description of the location of each appliance and flue checked
- any defects identified
- any remedial action taken
- the effectiveness of the flue
- the supply of air
- the operating pressure
- the heat input
- the safe functioning of the appliance
- the name and signature of the operative completing the check
- the Gas Safe (formerly CORGI) registration number of the operative or his/her employer

5. Dealing with reported faults identified by Contractor

If a defect is noted with a landlord's appliance, action will be taken to rectify this defect under our normal reactive repairs procedure.

If a defect is noted with a tenant's appliance, the tenant will be aware as a copy of the safety certificate will be left with them at the time. It is up to the tenant to rectify this defect.

If a Warning Notice is issued detailing that the landlord's appliance is "Not to Current Standards", this will be noted and rectified if deemed appropriate by the Maintenance Officer and / or the Property Manager

If a Warning Notice is issued detailing that a tenant's appliance "Not to Current Standards", the tenant will be aware as a copy of the notice will be left with them. The Co-operative will also follow this up with a letter and advise that it is the tenant's responsibility to rectify this if they wish. The Co-operative will not enforce "Not to Current Standard" notices.

If a Warning Notice is issued detailing that a landlord's appliance is "At Risk", the Contractor will label the appliance and turn it off at source. The Co-operative will take action to rectify as a matter of urgency.

If a Warning Notice is issued detailing that a tenant's appliance is "At Risk", the Contractor will label the appliance and turn it off at source. A copy of the Warning Notice will be left with the tenant. The Co-operative would follow this up with a letter to advise that the tenant should take appropriate action as a matter of urgency. This letter will advise that the responsibility to ensure that the responsibility lies with them if they fail to comply.

If a Warning Notice is issued detailing that a landlord's appliance is an "Immediate Danger", the Contractor will label the appliance and advise the tenant that the gas supply should be capped until the matter is dealt with. If the tenant refuses, the Contractor will leave the premises and advise SGN (Scottish Gas Network) and the Co-operative immediately. The Co-operative would then take immediate action to turn off the tenant's supply i.e. two members of staff will attend and turn the gas control off to ensure the safety of all other residents.

A letter will be signed and witnessed and left with the tenant to advise that this has been done and that the gas should not be turned back on or the tenant will be held liable. SGN will also take appropriate action to shut off the supply. The Co-operative would then take the appropriate action to have the appliance replaced or repaired to an acceptable standard.

If a Warning Notice is issued detailing that a tenant's appliance is an "Immediate Danger", the Contractor will label the appliance and if required, advise the tenant that the gas supply should be capped until the matter is dealt with. If the tenant refuses, the Contractor will leave the premises and advise SGN (Scottish Gas Network) and the Co-operative immediately. The Co-operative would then take immediate action to turn off the tenant's supply i.e. two members of staff will attend and turn the gas control off to ensure the safety of all other residents. A letter will be signed and witnessed and left with the tenant to advise that this has been done and that the gas should

not be turned back on or the tenant will be held liable. SGN will also take appropriate action to shut off the supply. The tenant will be given 5 working days to remove the appliance or have it repaired to an acceptable standard. A follow up visit will be arranged to ensure this has been complied with.

6. Faulty Carbon Monoxide Detectors

During the Annual Gas Safety Check, the contractor must also ensure that the hard wired carbon monoxide detector (BS EN 50291 certified) is installed and have the battery renewed when the annual safety check and service is being carried out.

At any time, if a tenant contacts The Co-operative to advise that the CO Detector is bleeping and the fault light is flashing, an emergency electrician will be immediately arranged to attend to rectify the fault.

7. Procedure in the event of a Gas Escape

The following procedure will be followed in the event of a gas escape. (This procedure will also be given to all tenants with gas within their homes)

If a tenant calls either the main office or Concierge Station to report a possible gas leak, they should be advised to call 0800 111 999 and report a suspected gas leak.

The following general advice should also be given as detailed:

"You will be given specific advice when you call this number on what to do. However, meantime: Please do not smoke; Please do not turn light switches or sockets on or off; Open windows if you can; Leave the premises once you have reported the fault; Turn your gas valve off if you feel confident in doing so. The gas valve is located in your meter box outside and should be labelled with an on/off tag."

If a tenant reports that their carbon monoxide detector is bleeping, this should be treated as a possible gas escape and the procedure above should be followed and an emergency repair line will be raised.

8. Procedure in the event of No Access to carry our Annual Gas Safety Check

The Contractor will refer matters back to The Co-operative following 3 attempts to gain access.

The Co-operative will then write to the tenant requesting that they make contact immediately to arrange access (a copy of this letter is included under appendix 1).

Failure by the tenant to respond will result in a second and final letter being issued to give 7 days' notice that The Co-operative will force entry in order to take works forward. (a copy of this letter is included under appendix 2).

If the tenant should break any access arrangements made following the initial letter, a second and final letter will be issued giving 7 days notice that The Co-operative will force entry in order to take works forward. If there is no money available on the tenant's gas and/or electric meters to complete the gas annual safety check during the forced access, the gas meter will be capped which achieves the Landlords Gas Safety requirements.

Police attendance will be requested for any forced entries.

Where Housing Services staff believe a property has been abandoned, and serve the appropriate Notice, they will inform Property Services staff in order that efforts to secure access can be coordinated. If the service falls during the Notice period, the above forced access procedure will be carried out.

9. Quality Control

In order to monitor the performance of all gas servicing engineers and the gas servicing / maintenance contracts WWHC will:

- Ensure that a 10% quality control on servicing and day to day repairs is carried out by the Contractor at the expense of the Contractor. Details of each inspection will be supplied to WWHC on a quarterly basis.

- Set up a monitoring system to ensure that their 10% targets are being met
- 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. WWHC will employ a Quality Assurance Consultant to check 10% of the work carried out by the Contractor.
- 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.
- Post inspections as required will be undertaken by WWHC's Maintenance Officer and will include work undertaken by the gas contractor.

In the event of a grievance arising from the monitoring process or where discrepancies and deficiencies are uncovered, WWHC will require the contractor to instruct at the contractor's own expense, Gas Safe, to carry out an investigation with all findings copied to the Co-operative. Any further action against the contractor will be considered by the Management Committee, following a report from the Property Manager / Deputy Director

10. Void Properties

WWHC will instruct a Gas Safety Check on all void properties when keys are received. Any defects will be reported and rectified by the gas contractor prior to the property being re-let. A certificate for the Gas Safety Check is provided to WWHC and kept on file as required.

This also applies to a mutual exchange. To ensure the property is safe a new certificate will be obtained prior to the exchange date.

11. WWHC Roles and Responsibilities

The overall accountability and responsibility for statutory compliance with the Gas Safety (Installation and Use) Regulations, is held by the Co-operatives Director, who will ensure that the requirements of the duty holder's responsibilities are upheld. The Property Manager is identified as the Co-operatives duty holder.

The responsibilities of the Director include:

- Responsibility for the implementation of the relevant statutory requirements contained within the Gas Safety (Installation and Use) Regulations
- Ensuring adequate resources are made available to establish and maintain arrangements and manage the legal requirements for the Gas Safety (Installation and Use) Regulations.

The Gas Safety Policy should identify tasks and persons responsible for the policy's implementation and their specific duties. They are as follows:

- Maintaining a record of all gas appliances installed in WWHC's managed properties, their previous service date, and copies of landlord's gas safety certificates.
- Ensuring that an annual service and safety check is carried out on all gas appliances in WWHC's tenanted properties. This obligation will be met through the implementation of a planned service programme. Void properties will also be checked prior to commencement of any new tenancies.
- Ensure reports are compiled which advise of the number of properties with current gas safety certificates
- Ensure that reactive repairs are dealt with and recorded accurately along with any follow up work that may be required.

<u>Task</u>	<u>Job Holder Responsible</u>
1. Ensuring that a copy of the contractors GAS SAFE (Council For Registered Gas Installers) registration is verified by GAS SAFE.	Property Maintenance Officer / Gas Quality Assurance Consultant
2. Ensuring that all the contractor's engineers' ACCC (Accepted Certificate of Competences) certificates are received.	Property Assistant / Maintenance Officer
3. Signing the Gas Contract.	Deputy Director and Director
4. Ensuring that the service programme is received three months before the servicing commences.	Property Assistant
5. Ensuring that the specified volume of quality control is carried out by the contractor.	Property Assistant / Maintenance Officer
6. Issuing and Checking the landlord certificates, the work orders and the Quality Control Sheets.	Property Assistant / Maintenance Officer
7. Examining, checking and filing certificates	Property Assistant / Maintenance Officer
8. Ensuring that landlord certificates and job sheets are submitted on a regular basis	Property Assistant
9. Post inspection surveys of the contractors work on site	Gas Quality Assurance Contractor
10. Ensuring that the gas register is	Property Assistant

kept up to date.	
11. Ensuring that the Committee are given reports on the gas safety checks /servicing completed and the level of non-access	Property Manager
12. Ensuring that all of the above is complied with	Property Manager



Belmont House, 57 Belmont Road, Cambuslang, G72 8PG
www.wwhc.org.uk E: enquiries@wwhc.org.uk T: 0141 641 8628

Appendix 1

Date

Cambuslang
Glasgow
G72

Dear

Annual Gas Safety & Smoke Detector Check

Our servicing contractor wrote to you providing a date when the above would be carried out. They have now attempted to access your property twice and have left calling cards on each occasion requesting that you contact them to arrange access to carry out the above annual check.

It is a **legal requirement** that the Co-operative arrange an annual check of your Gas Central Heating System and Smoke Detectors and non-compliance for access is in breach of your Tenancy Agreement and could result in forced entry to your property.

Obviously this is not a route that the Co-operative would wish to go down, therefore please contact us within 7 days of receiving this letter to provide a suitable date.

This inspection will take approximately one hour and will involve a check of your central heating system, Carbon Monoxide Detector and Smoke Detectors.

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014



HAPPY TO TRANSLATE

I look forward to hearing from you.

Yours sincerely,

Property Assistant



Belmont House, 57 Belmont Road, Cambuslang, G72 8PG
www.wwhc.org.uk E: enquiries@wwhc.org.uk T: 0141 641 8628

Appendix 2

Date

Cambuslang
Glasgow
G72

Dear

Gas Safety (Installation and Use) Regulations 1998 Annual Gas Safety & Smoke Detector Check - Notification of Arranged Forced Entry

I refer to previous communications regarding your Annual Gas Safety and Smoke Detector check and your continued failure to provide access to your property.

You have now left The Co-operative with no option but to force entry to carry out these checks. We have therefore arranged for access to be forced to your property on "Insert Date" at "Insert Time" with our engineer and appropriate police presence required.

You will also be recharged for the cost of this. Your keys will be left at the Concierge station. To collect your keys you must provide photographic identification.

This is not a step The Co-operative takes lightly and therefore your co-operation in being home at the above date and time will allow us to carry out the checks, ensuring your ongoing safety without any requirement to take access by force.

Registered with the Scottish Housing Regulator No. 203
Registered Charity No. SCO38737, VAT Registration No. 180223636
Registered society under the Co-operative and Community Benefit Societies Act 2014



HAPPY TO TRANSLATE

This inspection will take approximately one hour and will involve a check of your central heating system, Carbon Monoxide Detector and Smoke Detectors.

The legal right to gain access is in accordance with the Scottish Secure Tenancy Agreement, clause number 5.12:

'We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas, electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused. In an emergency, we have the right to make forcible entry to your house without notice.'

Yours sincerely,

Property Manager