



**The Langstane Group**

**Gas Safety and Servicing Policy**

<b>Senior management team approval</b>	9 Feb 2021
<b>Board / Committee</b>	Board of Management
<b>Approval date</b>	28 April 2021
<b>Implementation date</b>	28 April 2021
<b>Review date</b>	April 2024
<b>Version</b>	Version 4

<b>Policy Version</b>	<b>Date of Approval</b>	<b>Changes made to Policy</b>
Version 1	-	New policy
Version 2	17 November 2017	-
Version 3	15 January 2018	SMT amendments
Version 4	28 April 2021	Amendments to job titles / responsibilities Reordering of sections and rewording to match legislative requirements Removal of duplicated sections

## 1. Introduction

Langstane Housing Association Ltd (LHA) is committed to maintaining the health and safety of residents, employees and members of the public.

The risks in relation to gas supplies are significant, from either the risk of fire/explosion or from the incomplete combustion arising out of poor maintenance. The Association will take all reasonable steps to ensure that residents, employees and members of the public are not put at risk from the effects of gas or carbon monoxide<sup>1</sup>.

The Association has 2416 (as of February 2021) properties with gas supplies which require to be maintained and serviced annually. A further 52 properties are served by communal boilers.

## 2. Policy statement

This Gas Servicing Policy aims to ensure that there is an effective and robust approach to compliance in relation to the Association's legislative and regulatory landlord obligations, providing customers and the Scottish Housing Regulator with the necessary reassurance in terms of gas safety requirements.

## 3. Objectives

The main objective of this policy is to ensure that all gas systems within the Association's control are properly managed and operate safely and that all new installations, maintenance and safety checks are carried out in accordance with the Association's duty as a landlord and as required by the Gas Safety (Installation and Use) Regulations 1998. To achieve this the Association will:

- Appoint a qualified, Gas Safe registered main contractor to carry out all gas servicing, maintenance and annual safety checks on the Association's behalf
- Have clear, regularly reviewed procedures to ensure that robust systems are in place to ensure compliance with the Regulations
- Engage a technical Gas Safe registered engineer or consultant to undertake random audits to ensure the main contractor is
- Ensure effective monitoring of the gas safety programme through regular reporting to Senior Management and Board of Management

---

<sup>1</sup> Carbon Monoxide (CO) is produced by the incomplete burning of natural gas or liquefied petroleum gas (LPG). This happens when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. It can also occur if flues, chimneys or vents are blocked.

Oil and solid fuels such as coal, wood, petrol and oil can also produce carbon monoxide. CO poisoning occurs when gas is inhaled and it replaces oxygen in the bloodstream. Even small amounts of the gas can cause CO poisoning, and long term effects can include paralysis and brain damage.

- Provide advice and information to tenants on the importance of the gas safety programme, fire safety and carbon monoxide safety

#### 4. Links to other policies

This policy should be read in conjunction with:

- Health and Safety Policy
- Planned and Cyclical Maintenance Policy
- Responsive Repairs Policy
- Asset Management Strategy
- Procurement Strategy and Policy
- Rechargeable Repairs Policy
- Asbestos Management Policy
- Privacy Policy
- Gas Safety and Servicing Procedures

#### 5. Legislative & Scottish Housing Regulator Requirements

##### 5.1. Legislative Requirements

The Association has a number of legal obligations it must adhere to and although not exhaustive the Association will comply with all relevant legislation and associated regulations, including:

- Gas Safety (Installation and Use) Regulations 1998
- Gas Appliances (Safety) Regulations 1995
- The Health and Safety at Work Act 1974
- Housing Scotland Act 2014
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015
- Occupiers Liability Act (Scotland) 1980
- Building Regulations and Building Standards (Scotland) Regulations

The Gas Safety (Installation and Use) Regulations 1998 set out the primary requirements for gas safety in homes. These require that landlords:

- Ensure gas fittings and flues are maintained in a safe condition. Gas appliances should be serviced annually
- Ensure an annual safety check is carried out on each gas appliance / flue. Before any new lease starts, ensure that safety checks have been carried out within one year before the start of the lease date. The Association exceeds this standard by carrying out a safety check prior to all new leases regardless of the date of the previous safety check.
- Keep a record of the gas safety check until two further checks have been carried out

- Issue a copy of the latest safety check record to the tenant within 28 days of the check being completed, or to any new tenant before they move in.
- Ensure that any work to gas systems is carried out by a Gas Safe registered engineer.

The Regulations require that landlords check and maintain landlord owned equipment, including equipment which serves a property but is not located in that property (such as communal boilers). They do not require landlords to check and maintain:

- Appliances owned by tenants
- Flues / chimneys connected solely to an appliance owned by a tenant

## 5.2. Scottish Housing Regulator Requirements

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The following charter outcomes are relevant to this policy:

- **Quality of housing:** that tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.
  - ESSH2 standards will require that no social housing is to be re-let below EPC Band D from December 2025. By December 2032 all social housing must meet, or be treated as meeting, EPC Band B or be as energy efficient as practically possible within the limits of cost, technology and necessary consent.
- **Repairs, maintenance and improvements:** that tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

**Value for money:** That tenant, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Annually, the Association must complete an Annual Return on the Charter (ARC) to allow the Scottish Housing Regulator to assess and report on landlord performance. The ARC breaks each of the above outcomes into performance indicators, the most relevant of which is:

Indicator 11 – the number of times in the reporting year that the statutory obligation to complete a gas safety check within 12 months of a gas safety appliance being fitted or its last check was not met

## 6. Roles and Responsibilities

Gas safety is a high risk area for the Association and it is important that everyone involved in the gas safety programme of works understands their role. The following table sets out roles and responsibilities for all parties involved in gas safety:

Function / Task	Responsibility
Overall duty to ensure the organisation has sufficient resources and systems in place to achieve and maintain statutory compliance	Chief Executive
Gas Safety and Servicing Policy – review, amendment and approval	Review and amendment - Director of Asset Management  Approval – Board of Management
Overall responsibility for delivering statutory compliance	Director of Asset Management
Responsibility for day-to-day delivery of the policy, gas compliance, contract management, budget management and continuous improvement of the gas safety programme	Asset Manager
Responsibility for communicating with tenants to ensure the main contractor can access properties and for maintaining gas servicing data (spreadsheets and database information and records of annual safety checks). Responsibility for alerting senior staff to any access issues which may impact on ability to carry out an annual safety check within timescales	Property Services Team Leader and Property Services Assistant
Responsibility for the servicing, remedial work and installations of new heating systems using a safe method of working and ensuring compliance with gas safety regulations	Gas Servicing Contractor.
Responsibility for carrying out random audits of the Gas Servicing Contractors works (or installations carried out by other contractors) to ensure a high standard of work is being delivered	External audit engineer / consultant

The Board of Management will receive quarterly updates on compliance with this Policy and will receive notification of any gas safety breaches.

#### 6.1. Responsibility for Appliances

The Association is responsible for the maintenance and annual safety checks of gas appliances it owns. The Association will maintain a register of gas appliances and keep a record of annual safety checks in accordance with the Regulations.

The Association is not responsible for the repair or servicing of tenants' own gas appliances (such as gas cookers).

However, where the gas safety contractor identifies that the tenant has their own gas appliance the contractor will carry out a visual inspection and where the appliance is identified as unsafe the contractor will terminate the gas supply to the appliance and advise the tenant on the required repairs. The Association reserves the right to rectify any damage that is caused to the gas system through this action and recharge the tenant for any remedial work carried out.

#### 7. All appointed gas safety contractors shall be registered with Gas Safe

All contractors working with Oil, Solid fuel and Commercial appliances will also be competent to do so.

All services / works relating to gas appliances (e.g. installation of new heating systems, annual safety checks) will be procured in line with Langstane's Procurement Policy, procedures and relevant legislation. Contractors will comply with Langstane's Contractor Code of Conduct.

#### 8. Gas Safety Checks

Langstane currently carries out annual gas safety checks based on 12 month cycles from the date of the last check. To ensure that annual checks are achieved within timescale the process will begin with initial contact to the tenant 2 months in advance of the deadline.

To assist with this process the Association has fitted service programmers to all gas heated properties. The service programmer can be set to limit the functionality of the heating system if the tenant does not arrange a service date within a particular time period.

Where access is gained, the contractor will carry out the annual check and provide a copy of the Landlord Gas Safety Record (previously referred to as a CP12) to Langstane and the tenant.

Where a gas appliance fails the safety check the contractor will advise Langstane and the appliance will be isolated until a repair can be carried out. The tenant will be advised not to use the appliance.

Where the safety check cannot be carried out due to a lack of gas supply (for instance due to a lack of credit on the gas meter) the contractor will cap the gas supply until the tenant is able to arrange for their gas supply to be reinstated. The tenant should then contact Langstane to arrange for the gas supply to be reconnected and the annual safety check will be carried out at that time.

If a tenant fails to give access to the contractor after three attempts, access will be taken in accordance with the Master Key Procedure.

Where the tenant refuses to allow Master Key access, and there is an external gas meter to the property, the gas supply will be capped until such time as access can be gained.

The Gas Safety Procedures provide more detailed guidance on actions to be taken where access cannot be agreed with the tenant.

### 8.1. Reactive gas repairs

Gas repairs are reported to the Association and a Gas Safe contractor appointed to undertake the repairs on behalf of the Association within the allocated response time.

### 8.2. New Developments

Gas safety certificates for newly constructed properties will be passed to Property Services with an accompanying schedule giving information on Boiler type, location and date of installation. This information will then be passed to the Association's Gas Safe contractor to add to their database before properties are out with their defect period.

### 8.3. Voids and mutual exchanges

All void properties where there is an existing gas supply will have a gas safety check carried out before re-letting.

All tenants undergoing a mutual exchange will have a gas safety check carried out in their property on the day of exchange. The housing officer overseeing the exchange will ensure this is booked with a Gas Safe contractor via the property services assistant.



## 8.4. Tenant installed appliances

Any appliance which has been installed by a previous tenant will be removed before re-letting (and any remedial works in connection with the removal will be recharged to outgoing tenant if applicable). No gas appliance should be gifted to the incoming tenant.

## 9. Publicising the Policy

Langstane will publicise the Gas Safety and Servicing Policy to tenants and staff in a number of ways:

- Tenants' handbook
- Leaflets
- Tenants' newsletter
- The Association's website
- Policy and briefings
- Training

New tenants will be provided with a Gas Safety leaflet which gives them clear advice about the annual gas safety checks and what to expect, and also gives advice on the safe installation of their own gas appliances, such as gas cookers and actions to take if they suspect a gas or carbon monoxide leak.

## 10. Monitoring

In terms of gas servicing and safety the Association's Property Services team will monitor:

- Contractors compliance and performance
- Contractor Health and Safety
- Budgets
- Record keeping

100% of properties with gas appliances will be serviced and have a current Landlord Gas Safety Record annually, within the anniversary date.

The Asset Manager will regularly monitor and report on performance.

This Policy will be reviewed every three years or as and when changes to legislation require it.

## Right to complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of the Complaints Policy. This can also be viewed on Langstane Housing Association's website – [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk).

## **Equality and diversity**

The Langstane Group / Langstane Housing Association is committed to promoting equality and diversity across all areas of work. Discrimination or harassment of any kind is not tolerated.

If you would like this document sent to you in large print, please contact Support Services on 01224 423000