



**WILLIAMSBURGH**  
HOUSING ASSOCIATION LTD

## **Gas Maintenance Policy**

### **Approval/revision history**

**Date approved : August 2022**

**Next review date: May 2028**

<b>Review date</b>	<b>Reviewer</b>	<b>Amendments</b>	<b>Approved</b>
May 2025	Head of Property Services	Amendments following Review of Policy by Gas Management System Auditor	Operations and Performance Committee

## **1 Aim of this Policy**

This policy outlines the way in which Gas Safety will be managed by Williamsburgh Housing Association (WHA). This document sets out responsibilities and methods that will be employed to ensure that the Annual Gas Safety checks and maintenance of gas systems is carried out in accordance with gas safety legislation and good practice.

This Policy applies to the following workstreams:

- Gas Safety Checks
- Gas Maintenance
- Gas installations
- All Gas Appliances owned by WHA

Note: No other fuel types e.g. oil, solid fuel, LPG systems are installed by WHA.

## **2. Legislation**

WHA is responsible for properties under our ownership containing gas appliances installed by WHA which require to be managed, maintained and inspected on a regular basis in order to comply with:

- The Health and Safety at Work Act 1974
- 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
- Control of Substance Hazards to Health Regulations 2002 (COSHH)
- Control of Asbestos at work Regulations 2012
- Control of Asbestos at work Regulations 2012
- The Construction (Design and Management) Regulations 2015

WHA is also responsible for duties under the Health and Safety at Work Act (1974) to ensure the Health and Safety and wellbeing of Staff and other persons (Tenants, visitors and Contractors) in relation to Gas Safety.

The Health and Safety Executive (HSE) is responsible for the regulation of Health and Safety at Work. The HSE will implement Regulatory Interventions should WHA be found to not fulfill all Legal requirements relating to the Management of Gas Safety.

Gas Safe Contractor engaged by WHA undertakes the role of Principle Designer to ensure all aspects within the Management of Gas Safety Legislation are implemented.

### **3. Defined Roles**

Roles relating to the Management of Gas Safety:

- 3.1 The **Duty Holder** with responsibility for the Management of Gas Safety Is the Chief Executive.
- 3.2 The Chief Executive delegates responsibility for the Management of Gas Safety to the Health and Safety Administrator (HSA). The HSA is the Head of Property Services.
- 3.3 The Property Services Team includes the following roles who manage the Operational aspects relating to the Management of Gas Safety:
  - Maintenance Manager who is responsible for the Management of the Gas Service and Maintenance Contractor
  - Maintenance Assistant who is responsible for the delivery of Operational Processes with support from the Maintenance Manager.
- 3.4 Additional support is provided by the Housing Services Team who assist in the Management of access to properties to carry out Gas Management processes.

### **4. Responsibilities – The Association**

- 4.1 The Association has a legal duty to ensure that all pipework, boilers, gas fires and associated flues are maintained to the highest standards annually and that this work is carried out in accordance with Regulation 36 of the Gas Safety (Installation & Use) Regulations 1998
- 4.2 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. The Association will undertake an annual Gas Safety check on Gas Hobs installed by the Association. Should Gas Hobs fail, they will be replaced with electric hobs.

- 4.3 When newly developed properties are first built/refurbished and first let, the developer/builder will be responsible for maintaining the installation for one year from handover/commissioning of the system. The property is added to the schedule for Annual Gas Service visits 10 months from date of build to ensure the responsibility for WHA is established for Gas Service and Maintenance.
- 4.4 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.

## **5. Responsibilities – Tenants of The Association**

- 5.1 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.
- 5.2 Should Tenants be advised of an appliance which is At Risk or Immediately Dangerous, they must follow the advice given by The Gas Engineer and where required, not use the appliance until The Association carries out a repair/replacement.

Where a gas leak is suspected, tenants will be advised to open windows and doors and exit the building. Once safe residents should phone Scottish Gas Network <https://www.sgn.co.uk/extra-help> and report the suspected gas leak to The Association.

- 5.3 Tenants must ensure access is made available to deliver all Gas Safety and Maintenance services. Access will be forced to properties and costs of forcing access may be re-charged to the Tenant where required.

## **6. Procedures**

### **6.1 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. CP12 certificates will be retained for 2 years.

Further records maintained by the Maintenance Section will include:

- Records of appliances found to be At Risk or Immediately Dangerous;
- Copies of any 'no access' procedures implemented, including correspondence, will be recorded centrally on the database, against the property concerned;
- Contractor qualifications and Gas Safe Registration;
- Contractor Insurances;
- Records of properties with Gas Capped.

## **6.2 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.

The Gas Safety check, maintenance and service of appliances owned by The Association, a tightness test of the gas supply and visual inspection of gas pipework are carried out during this visit.

## **6.3 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 and Landlords Gas Safety Record on completion of the work.

At the end of the guarantee period, the properties will be added to the Association's ongoing safety check and maintenance programme.

## **6.4 Responsive Repairs**

We will appoint competent Gas Safe registered contractors to carry out day-to-day responsive repair 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;
- Routine repairs carried out within 10 days as reported;
- Right to Repair criteria will be met and recorded appropriately;
- 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.

### **6.5 No access procedure**

The contractor shall letter every tenant prior to the annual maintenance safety visit, giving a minimum of seven 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. 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' may 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.

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 Maintenance Assistant will be in attendance along with the contractor.

## **6.6 Void Properties**

Where properties become void, we will ensure a full valid Landlords Gas Safety Check is carried out. All At Risk and Immediately Dangerous works will be undertaken. All gas systems will be in working order prior to the Tenant moving into the property. 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 are the responsibility of the Association, where this is the case, they will be tested to ensure their safe operation and use.

## **6.7 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. The specialist firm will be independent of the Gas Safety 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 by the Maintenance Team.

## **7 Targets and Reporting**

- 7.1** The Association has a Legal Duty to maintain 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.
- 7.2** The Head of Property Services will report quarterly performance in relation to gas servicing/maintenance, to the Association's Operations and Performance Sub-Committee.

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
- Percentage of post AGSV audit/inspections undertaken
- Number of At Risk (AR) or Immediately Dangerous (ID) occurrences.

## **8 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.

## **9 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.

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