



Eden Housing Association

Gas Safety Policy

Approved by Board:

21st July 2009

First Revision:

Second Revision:

1. Policy Statement

- 1.1. Eden Housing Association is committed to achieving the highest possible standards in the services it provides, providing properties of a standard which reflect legislative requirements, best practice and meets customers' reasonable expectations. This Gas Safety Policy supports the Repairs and Maintenance Policy, Void Control Policy and Lettable Standards Policy by establishing a set of challenging minimum standards which are comparable with or exceed those of other local providers of social housing.
- 1.2. The overall aim of this policy is to ensure the safety of people in properties owned or managed by Eden Housing Association and which have gas-fired appliances. We aim to protect the health and welfare of the occupiers of our properties, residents, visitors, staff, contractors and the general public so far as is reasonably practicable.
- 1.3. The objectives of this policy are:
 - To ensure compliance with current legislation and best practice, under Sections 35, 36 and 39, respectively, of the Gas Safety (Installation and Use) Regulations 1998 and the appropriate Codes of Practice for solid fuel, oil and LPG installations.
 - To identify and manage all risks involved
 - To provide relevant gas safety information and maintain a dialogue with our customers and work in partnership with our contractors.
 - To maintain all gas appliances that are Eden Housing Association's responsibility in safe working order and to manufacturers instructions
 - To ensure that all our properties are safe and suitable for letting from a health and safety perspective and comply with all legal requirements
- 1.4. For the sake of clarity, the prime objective of this policy is to ensure that:
 - All tenanted properties have a current, in-date Landlords Gas Safety Record (LGSR)
 - Any tenanted properties that do not have a current LGSR have been properly notified by the contractor to the Association, and are properly accounted for at some stage in the Association's No Access Procedures
 - It is the duty of the contractor and responsibility of the Association to ensure that there is no performance shortfall between number of tenanted properties, the number of valid in-date LGSR's and the number of no access properties.
- 1.5. The Chief Executive of Eden Housing Association is committed to ensuring that this Gas Safety Policy will:
 - Illustrate the Association's recognition of its duties.
 - State how it will discharge its duties.
 - State the standards it requires of those contractors acting on its behalf.
 - State how it will monitor those acting on its behalf, and their work, in order to fulfill its duty so far as is reasonably practicable.

1.6. This policy is supported by individual, modular gas safety procedures which cover the following areas:

- Qualifying Contractors and Operatives
- Uniformity of Documentation
- Unsafe Situations
- Gas Escapes
- Gaining Access
- Voids and Mutual Exchanges
- Quality Control
- Document Storage and Retrieval
- Database Management
- Gas Safety Training

2. References

2.1 External

Legislation and regulation

- The Housing Corporation's Regulatory Code and Guidance
- Health and Safety at Work Act 1974
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- The Landlord and Tenant Act 1985
- The Housing Act 1985

Guidance

- KLOE - Tenancy and Estate Management
- KLOE - Stock investment and asset management

2.3 Internal

- Repairs and Maintenance Policy
- Void Control Policy and procedure
- Lettable Standards Policy
- Gas Safety Management System procedures

3. Policy Content

- 3.1 The Gas Safety (Installation and Use) Regulations 1998 deal with the safe installation, maintenance and use of gas systems, including gas fittings, appliances and flues, mainly in domestic and commercial premises. They update, consolidate and replace the Gas Safety (Installation and Use) Regulations 1994. The Regulations generally apply to any 'gas' as defined in the Gas Act 1995. The requirements therefore include both natural gas and liquefied petroleum gas (LPG).
- 3.2 These Regulations place responsibilities on a range of people, including those installing, servicing, maintaining or repairing gas appliances or fittings, as well as landlords.
- 3.3 The enforcing authority for the Regulations is the Health and Safety Executive (HSE).
- 3.4 Within the scope of the Gas Safety (Installation and Use) Regulations, a landlord is defined as 'the person providing residential accommodation for occupation by others on the basis of a tenancy agreement for a periodic term.
- 3.5 For the purposes of this Policy, the Chief Executive of the Association has devolved the responsibility specific to the 'Duties' of a landlord to the Property Manager, who has a direct gas safety management remit and acts as the 'Client' taking on the responsibilities of the Chief Executive as being the landlord.
- 3.6 In respect of the landlord's 'Duties', this is specific in two of the current Regulations:
- Regulation 35:** Require an employer or self-employed person to ensure that any gas appliance, flue or installation pipework installed at a place of work they control is maintained in a safe condition.
- Regulation 36:** Require landlords, in specified circumstances, to ensure safe maintenance of gas appliances, flues and installation pipework installed in premises under their control, that annual safety checks are carried out on such appliances/flues and that a record is kept and issued (or in certain cases, displayed) to tenants.
- 3.7 In order to reduce the risks associated with the use of appliances and installation using gas, the Association will ensure:
- That gas installations and appliances are designed and installed by qualified and competent persons in accordance with the Gas Safety (Installation and Use) Regulations 1998.
 - That gas installations are maintained in a safe condition by carrying out annual safety checks and regular maintenance.
 - That a Gas Safety Management System is established.
 - That it operates a rigorous and robust process to gain access, using innovative ways to gain access where service users refuse it, using court action to seek an injunction as a last resort and only after taking appropriate legal advice.

3.8 The Association will establish a Gas Safety Management System that:

- Identifies key senior managers with overall responsibility for ensuring that gas safety policy implementation, and ongoing policy development, is carried out.
- Establishes responsibilities of individual managers in relation to both employers and landlords duties where gas installations are present in premises under their control.
- Commits senior managers to the provision of appropriate financial resources to ensure that annual gas safety checks and maintenance are carried out.
- Includes detailed operational procedures and guidance in the following key areas:
 - 2.1 Qualifying Contractors and Operatives
 - 2.2 Uniformity of Documentation
 - 2.3 Unsafe Situations
 - 2.4 Gas Escapes
 - 2.5 Gaining Access
 - 2.6 Voids and Mutual Exchanges
 - 2.7 Quality Control
 - 2.8 Document Storage and Retrieval
 - 2.9 Database Management
 - 2.10 Gas Safety Training

4. Equality and Diversity

- 4.1. Through the annual servicing of our gas appliances we aim to treat all customers fairly, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status.
- 4.2. To enable all residents to have clear information and equal access to our available properties, the Association will publish its service standards for gas safety and servicing in a range of appropriate languages and formats and through a range of media, upon request.
- 4.3. The Association will apply these standards flexibly in the case of vulnerable and disabled tenants and may, at their discretion, choose to exceed or amend the standard to meet the needs of a particular individual or family.
- 4.4. Full details of our approach are set out in our Equality and Diversity Policy.

5. Customer Involvement

- 5.1. Eden Housing Association recognises the importance of working in partnership with our customers to develop and continuously improve our services and raise standards.
- 5.2. To demonstrate this commitment, this policy:

- Makes a commitment to asking every tenant to give their feedback on the service delivery standards laid out in this policy.
- Publishes information in relation to performance against the aims and standards set down by this policy;
- Will be reviewed in consultation with service users and customers.

6. Policy Monitoring and Review

6.1. Performance monitoring will be undertaken in the following areas to assess the impact of the policy:

- No more than 10 Landlords Gas Safety Certificates out of date at the 1st of any calendar month
- No more than zero Landlords Gas Safety Certificates in excess of 3 months out of date at the 1st of any calendar month
- 100% of all customers receiving the service will be surveyed for feedback
- Target return/response rate of 50%
- Target satisfaction rate of 90% for overall customer satisfaction with the delivery of our gas servicing programme

6.2. This policy will be reviewed on an annual basis or in line with legislative or regulatory changes.

6.3. Monitoring results will be used by Eden Housing Association to inform future policy review in this area. All reviews will consider whether:

- the current policy adheres to legislative and regulatory requirements, and reflects current good practice;
- the aims and objectives of the policy being met;
- the current policy outcomes meet the needs and aspirations of our customer base;
- service users are aware of and understand the policy and believe it to be consistent and fair;
- the service offers value for money;

6.4. Overall monitoring and review of the policy will be undertaken in consultation with :

- staff groups;
- board members;
- existing service users;
- Tenant groups;
- Relevant partners, local voluntary agencies and other statutory services as relevant.

7. Responsibility

- 7.1. The Chief Executive retains the overall responsibility for the implementation of this policy.
- 7.2. The Director of Operations is responsible for ensuring that adequate resources are made available to enable the objectives of the policy to be met.
- 7.3. The Property Manager is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.