



POLICY: GAS SAFETY AND SERVICING

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Copies of this Policy are available in alternative formats.

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POLICY: GAS SAFETY AND SERVICING

All reference to 'we', 'our' or 'us' in this Policy should be read as meaning Sandbourne Housing Association.

1. Purpose and aim of the Policy

- 1.1 We aim to provide our tenants with homes that are safe, comfortable and well maintained. The Gas Safety (Installation and Use) Regulations 1998 require housing associations to undertake a gas safety check of all of its domestic gas appliances on an annual basis. In addition we will carry out a gas appliances service in conjunction with the gas safety check and complete all necessary repairs and replacements promptly.
- 1.2 We will, where reasonable, take into account our tenants' needs when scheduling gas safety checks, services and repairs. These will normally be during our working hours/days. Appointments can also be made on Saturday mornings, if required.
- 1.3 All appliances will be maintained to a safe standard through the use of Gas Safe registered gas installers.
- 1.4 All gas safety checks and servicing will be carried out by prior appointment with the tenant. We will make every effort to work with tenants to gain access at a time which is mutually convenient.
- 1.5 The gas servicing programme will run over an 11 month period to allow for any problems we may have with gaining access to any properties. Consequently some properties may have two services carried out within a 12 month period.
- 1.6 We will take all reasonable steps to achieve access and complete a gas safety check; however in incidents where access to the property cannot be obtained or is refused by the occupier, we will pursue legal action, as necessary, in order to fulfil our legal obligation as a landlord. Failure to allow access to undertake this work is a breach of tenancy.

2. Legislation and regulation

- The Defective Premises Act 1972
- The Landlord and Tenant Act 1985
- The Housing Act 1988
- Disability Discrimination Act 1995

- Section 121 of the Leasehold Reform, Housing and Urban Development Act 1993
- Gas Safety (Installation and Use) Regulations 1998

3. Guidance

- KLOE3: Stock Investment and Asset Management
- Gas Safety Guidance for Landlords (2005) Audit Commission
- The Health and Safety Executives Code of Practice on Domestic Gas Safety 2004, and Proposals for Change: procedural requirements

4. Definitions

- 4.1 Gas appliances include gas boilers, gas fires, gas cookers and hobs.
- 4.2 Gas fittings include: gas pipe work, valves, regulators and meters, fittings, apparatus and appliances designed for heating, lighting, cooking or other purposes.

5. Annual gas safety check

- 5.1 Under Gas Safety Regulations all appliances, including tenants' own appliances, need to be checked in relation to gas soundness, ventilation and flue provisions.

6. Record keeping

- 6.1 We will maintain a comprehensive record of:
- all properties with gas supplies;
 - details of the association's own gas appliances in the property;
 - details of any newly installed gas appliances, including date of installation;
 - accurate records of all servicing work and gas safety checks completed.
- 6.2 All records will be retained for a minimum of two years.

7. Access to property

- 7.1 We actively promote the importance of allowing access for the annual gas safety checks to tenants through tenants' newsletters, information leaflets and sign-up procedures.
- 7.2 Access will be arranged on an appointment basis and every effort will be made to arrange access with the occupier for a mutually convenient time. Once work is completed, all tenants will be offered a copy of the Gas Safety Record Certificate.
- 7.3 We will take all reasonable steps to gain access to the property, including personal visits to explain why access is important. Where a tenant fails to respond to requests, or consistently refuses to allow access to the property,

we will commence legal proceedings to obtain a court order to enter the property in order to fulfil our legal obligation as a landlord. Legal action will only be taken if it is deemed by us to be both reasonable and proportionate to do so.

- 7.4 Where access to the property is obtained through the court, we will be responsible for securing the property and making good any damage caused by entering the property. The cost of this work will be re-charged to the tenant.

8. Tenant's own appliances

- 8.1 Under Gas Safety Regulations landlords are obliged to check all appliances, including the tenant's own. Where the tenant's own appliance is found to be defective the appliance will be disconnected and labeled as dangerous. The tenant will be advised immediately of the defect and advised it is their responsibility to carry out the necessary repair. Where the tenant refuses to allow the appliance to be disconnected the gas contractor will immediately inform us and TRANSCO under Regulation 34 Unsafe Appliances of the 1998 regulations.

- 8.2 Where a tenant wishes to install his or her own appliances, such as a fire or cooker, the appliance must be fitted by a Gas Safe registered Installer and prior permission must be obtained from us.

9. Damage to appliances

- 9.1 Where an appliance is found to be unsafe as a result of wilful neglect or deliberate damage the tenant will be responsible for repair or replacement of the item damaged. We reserve the right to carry out the necessary work and recharge costs to the tenant, in line with the rechargeable repairs policy and procedures.

10. Void properties

- 10.1 We will carry out a gas safety check on all void properties, where gas is present.

11. New tenants (including mutual exchanges)

- 11.1 We will ensure that all gas fittings and flues are safe before re-letting a property, and a copy of the Gas Safety Certificate will be given to all new tenants as part of the sign-up procedures.

12. Policy monitoring and review

- 12.1 We are committed to completing 100% services and safety checks to our properties. The patch maintenance manager is responsible for the performance of the gas servicing programme, and will monitor the gas servicing and safety inspection programme to ensure that all risks are minimised and our legal obligations are met.

12.2 The monitoring of outcomes is essential for us to track the impact of our approach to gas safety. Monitoring of the implementation of the Gas Safety and Servicing Policy and the associated procedures will consider:

- how easily tenants can access the gas service;
- the performance against service standards and targets set out in the procedures;
- the cost of our gas servicing and safety programme;
- tenant satisfaction and level of complaints, reviews and appeals.

12.3 Monitoring information will be reported to the Board, normally as part of the quarterly Key Performance indicators (KPIs), and details of any breaches under the standing Health and Safety agenda item.

12.4 Refer to the 'Gas Safety Management' procedure for operational implementation of this policy.

13. Responsibility

13.1 The Chief Executive is ultimately 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 tenants.

14. Equality impact assessment

Age	Neutral
Being or becoming a transsexual person	Neutral
Being married or in a civil partnership	Neutral
Being pregnant or on maternity leave	Neutral
Disability	Neutral
Race including colour, nationality, ethnic or national origin	Neutral
Religion, belief or lack of religion/belief	Neutral
Sex	Neutral
Sexual orientation	Neutral

15. Consultation arrangements

15.1 We will consult all tenants and recognised tenants' bodies on this Policy and their views will be taken into account by the Board before adopting it. Our staff will also be consulted on this Policy and any reasonable suggestions will be taken into account before the Policy is approved by the Board.