



## **GAS SAFETY PROCEDURE**

### **PROCEDURE**

1. This procedure should be read in conjunction with the Gas Safety Policy, in particular to Section 5 – Access for gas safety checks.
2. **Reporting procedure**
  - 2.1 Orders are placed on a 12 months' cycle with a 56 - day priority. These are raised automatically by SASSHA and checked by the Maintenance Manager.
  - 2.2 If the contractor fails to make an appointment within 10 working days of the order being placed, then the contractor should send a letter to the tenant on the 10th working day (day 10).
  - 2.3 The contractor must let us know about failures to make appointments by copying us in on the letter they have sent to the tenant. This should be by email on the same day as it is sent to the tenant.
  - 2.4 If the contractor does not receive a reply from the tenant within 5 working days of writing to them, the contractor must let us know.
  - 2.5 The Maintenance Manager must discuss with the Head of Housing, if there any other issues that need to be taken into account. This must be on the same day that the contractor informs us of there being no reply to their letter to the tenant.
  - 2.6 If there is still no contact, we should attempt to make contact with the tenant within five working days of the contractor letting us know of the no response (day 15).
  - 2.7 If no satisfactory response from the tenant, then solicitors should be instructed, by the Head of Housing, within 20 working days to warn of access or legal action (day 20).
  - 2.8 Any non-compliance to meet the 12-month required timeframe is reported to the Board as part of the Property Key Performance Indicators report and must be updated until the matter is satisfactorily resolved.

- 2.9 Legal action will be instigated by the Head of Housing by instructing our solicitors if access is still not forthcoming and there are no mitigating factors such as the property is under notice to terminate the tenancy, or an eviction has been arranged, and a date has been set etc.

First published: 28 June 2017

Reviewed/Approved: 27 November 2019 / 21 September 2022 / 23 July 2025

Next Review: July 2028