



KINGDOM
Group

Gas Safety Policy

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Approved: 19 August 2019
Next Review: August 2024

GAS SAFETY POLICY

1. Statement of Intent

This policy aims to ensure that all gas systems within our properties are properly managed and operate safely and that all new installations, maintenance and safety check work is carried out safely and in accordance with our duties as landlords as required by the Gas Safety (Installation and Use) Regulations 1998 and the Gas Safety (Installation and Use) (Amendment) Regulations 2018.

This policy is intended to cover all assets owned by us, including housing stock, offices and other buildings. This includes all tenanted properties and most leased properties owned by us, where we have a responsibility for gas appliances through the terms of the lease. It does not apply to other tenures where we may have an interest in the property but the responsibility for maintenance lies with the sharing owner or another party.

The policy will cover the following works:

- New or Replacement Gas Installations and Gas Heating.
- Landlords Annual Gas Safety Inspection.
- Gas Servicing.
- Gas Repairs and Maintenance Work.
- Void Property Gas Safety Checks.

We are committed to sustainable development and will recognise sustainability aims and principles when implementing this policy. This will include, wherever possible, the use of sustainable materials, products and specifications, which will maintain properties to a high standard of energy efficiency.

We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

In line with our commitment to equality and diversity, this policy can be made available in a variety of formats, including large print, translated into another language or other media. We will make any reasonable adjustments to assist you if you have a disability.

2. Definitions

New or Replacement Gas Installations and Gas Heating includes the fitting of gas installations in new build properties as well as the replacement of installations through planned or reactive maintenance work. Gas installations cover gas central heating, gas fires, gas cookers, ovens or hobs as well as gas supply pipe work to feed future gas appliances.

Landlords Annual Gas Safety Inspection is the annual check required by the Gas Safety Regulations on all gas installations. In addition to the safety check we will also carry out an annual service on all gas appliances which we are responsible for.



Gas Repairs and Maintenance Work is the essential day-to-day repairs which are categorised as either emergency, urgent or routine which cannot be left to the next cycle of programmed or planned maintenance, without posing a threat to the safety or health of the tenant, the property or the landlord's repair obligations. Day-to-day repairs are reactive repairs mostly reported by tenants or arise from re-lets and inspections carried out by us.

Change of Tenancy Gas Safety Checks are checks carried out at the start of a new tenancy either at a change of tenancy or a mutual exchange.

Emergency Repairs covers any situation where works are required to make a property safe, where there is a safety risk to the tenant or members of the public.

Urgent Repairs are works which are not classed as emergencies but which would cause a high degree of unavoidable inconvenience to the tenant and where there is no immediate threat to health, safety or the security of the property. This includes a significant loss of heat or hot water or water leaks from the system that could damage the occupant's personal property or property belonging to us. If action can be taken by us or by the tenant in the short term to remove or reduce the major inconvenience, then this would be done and the repair would then follow as a routine category repair.

Routine Repairs (1) are works identified as not being urgent and not causing any immediate danger to the tenant or the public but which do have a significant effect on heating or hot water output.

Routine Repairs(2) are works identified as not being urgent and not causing any immediate danger to the tenant or the public and having no significant effect on heating or hot water output.

Defects are faults occurring with a new building or a major repair or renovation project within the defects liability period of the completed project. This period is generally 1 year but for smaller projects may be less. These faults are generally due to material failures or workmanship issues or other issues within the control of the contractor or developer and so must be put right by them at no additional cost. The full definition of a defect will be found in the conditions of contract for the relevant project.

Gas Safe Registration – Gas Safe Registration or such other registration scheme approved by the Health & Safety Executive for the purposes of showing appropriate qualification and competence under The Gas Safety (Installation and Use) Regulations.

Contractor refers to all external contractors who carry out gas safety checks, servicing, repairs and maintenance work and also the Kingdom In-House Repairs & Maintenance service, should they ever carryout gas related work with appropriately qualified and competent engineers.

3. General Principles

To ensure all of our gas installations and appliances are operated and maintained in a safe and useable condition.



To provide a prompt, efficient and effective service which is also sympathetic to the customer's needs.

To ensure compliance with all relevant legislation and regulations and to ensure our gas installations and appliances are maintained in accordance with the landlord responsibilities set out in the tenancy agreements.

To clearly define the levels and standards of service for the installation and maintenance of gas systems and appliances.

To ensure that the works carried out through this policy are undertaken safely, effectively and efficiently, in compliance with recognised good practice.

To have in place an effective monitoring system of both staff and contractors performance taking into account tenant and resident feedback.

To exercise tenant and resident consultation, encouraging them to monitor the service and provide constructive feedback.

To have appropriate procedures in place to ensure the aims of this policy are implemented.

To report regularly to the Board of Management (KHA) or Board of Directors (KI) on performance, costs and other relevant issues.

Where we lease properties then the relevant works will be undertaken in accordance with the terms of the lease and this policy may not necessarily apply.

4. Legal Framework

The Gas Safety (Installation and Use) Regulations set out the requirements for landlords to inspect and service gas installations on an annual basis and to only allow qualified and approved gas engineers to work on any gas appliances or installations. These sit within the wider context of the Health & Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Under the terms of this legislation, the Landlords specific responsibilities are as follows:

- To ensure that all gas appliances (in their ownership or adopted by them), flues and gas installation pipe work are maintained in a safe condition.
- To ensure that all relevant gas fittings receive a safety check every 12 months
- To keep all records for a minimum of two years.
- To ensure that any work carried out on our behalf is carried out by a Gas Safe registered engineer.
- To give a copy of the Landlords Safety Certificate to the tenants within 28 days of the safety check.
- To ensure that all new tenants are given a copy of the Safety Certificate prior to occupancy.



5. Selection and Appointment of Contractors

Only qualified and competent gas contractors and engineers will be allowed to work on or install any of our gas systems and appliances. These companies and engineers must be registered on the Gas Safe Register.

All contractors will be required to show evidence of their Gas Safe Registration where required and provide written confirmation of the Gas Safe Registration for individual engineers that will be working on any of our gas systems. Such written confirmation will also confirm which areas of gas work the individual engineers are qualified and certified to carry out.

Questionnaires will be issued to all new contractors prior to their appointment to gather the above information.

6. New or Replacement Gas Installations and Heating

Only qualified and competent contractors or sub-contractors will be allowed to carry out installation works.

We will ensure that we receive a completion/commissioning certificate for each property prior to handover signed by an approved engineer. The certification must confirm that the installation has been:-

- Installed as per the manufacturer's instruction and in accordance with the Gas Safety (Installation & Use) Regulations 1998.
- Installed by a competent person.
- The system has been fully commissioned in accordance with the manufacturers requirements.
- Rust inhibitor of suitable concentration has been added to the system.
- That the following checks have been carried out and recorded:-
 - The effectiveness of any flue.
 - The adequate supply of combustion air.
 - The operating pressure and/or heat input.
 - That it is operating safely.

7. Landlords Annual Gas Safety Check

Annual safety checks must be carried out on all appliances every 12 months to comply with the current legislation. To ensure this we work on a 10 month cycle for safety checks where the process to carry out the next safety check will be started 10 months after the date of the previous one and follow a robust non-access procedure that will ensure that the safety check will be completed within the required 12 month period.

A robust non-access procedure is in place to cover the non-access process. This process will allow for up to 3 attempted appointments/visits to be made to each property to carry out the safety check and service.



On the 3rd visit if access is not provided the gas supply will be capped where the meter is external. For properties with internal meters entry will be forced to allow the safety check and service to proceed. If access is gained on the 3rd visit but no live gas or electric supply is available due to lack of credit in the meter or for any other reason then the gas supply will be capped to make it safe.

Once credit is obtained the tenant will be required to contact us to have the gas uncapped and the safety check and service completed before they will be able to use the gas system in the property.

Where tenants are identified as being vulnerable additional measures will be considered depending on the circumstances, this may include offering the use of temporary heaters for a reasonable period after the gas supply is capped to allow the safety check to be carried out.

The appointed contractors will provide a programme at least two months before services visits are due which we will check to ensure it complies with the policy and procedure timescales and includes all appropriate properties.

The safety check will be carried out in accordance with the current regulations by a qualified and approved engineer. On completion the engineer will issue a Safety Check Certificate. The certificate will record the required statutory information and any additional information required under the contract. This will be issued to us and a copy left in the property for the tenant.

In accordance with The Gas Safety (Installation and Use) (Amendment) Regulations 2018 the safety check certificate, if the check was carried out up to 2 months before the expiry of the current one, will be dated as having been done on the anniversary date of the current certificate.

On receipt all Safety Check Certificates will be checked for accuracy and will be filed safely and will be retained on file for a minimum of 2 years from the date of the check.

Daily non-access reports will be provided by the contractor showing all properties where safety checks were due each day but were non-accessed.

Monthly management reports will be prepared to monitor the annual gas safety check programme, the non-access procedure and the contractors' performance in relation to the agreed programme. These reports will monitor the following:-

- Number of Safety Checks due and completed by the anniversary date.
- Number of properties at the second or third visit stage.
- Number of properties passed for legal action.
- Number of properties capped.
- **Number of properties having had entry forced**
- Contractors' performance in relation to the agreed annual safety check programme.
- Contractors performance in relation to the timescales achieved for arranging second and third visits where required.

Progress and performance reports will be provided to the Board of Management (KHA) or Board of Directors (KI) as part of the agreed reporting cycle.



8. Gas Repairs and Maintenance

This applies to all day to day repairs required to gas installations or heating systems up to but not including complete replacement of systems or appliances.

Only qualified and competent contractors and engineers will be used.

The appointed contractor will run a call handling service to deal with all day time and out of hours repairs calls made directly by tenants or through our staff team.

The repairs will be categorised into one of the following four categories. For emergencies and urgent categories the timescale is from the time of reporting the repair, for all other categories the timescales are from the first working day after the repair is reported.

- Emergency Attend within 4 hrs and repair or make safe.
- Urgent – Same Working Day for all calls received before 8pm.
- Routine (1) – 2 Working Days.
- Routine (2) – 10 Working Days for Non-Urgent Repairs or situations where parts or materials cannot be obtained within Routine (1) timescales.

In accordance with our approach to continuous improvement the above response times will be reviewed on a regular basis.

The category into which a repair is categorised will be solely determined by us based on the type of work required and the effect the problem is having on the occupants and the property and the availability of parts or materials.

Delays and exemptions to the above timescales may occur in circumstances out with our control or the control of our contractors, such as extreme weather or non-availability of parts and materials, or where the extent of the work is so large that the timescale cannot realistically be achieved. In such cases the response time will be extended to allow for these events. Effectuated tenants will be notified of any delays or extensions to target timescales as soon as possible.

Flexibility may also be introduced in respect of the above categorisation of work or timescales, particularly in the case of vulnerable tenants with particular needs. In such cases repairs may be classified with a more urgent timescale or the target timescales for the particular repair may be reduced. The decision to apply this flexibility will be at our discretion.

For routine repairs (Type 1 & 2) where the nature of the repair cannot be ascertained from the information available or where other factors require it then a pre-inspection will be carried out before the repair work can be instructed. If this is required then the target timescale for the work will be extended by the time need to carryout the pre-inspection.

In all other respects gas installation and appliance maintenance will be in accordance with our Reactive Maintenance Policy.



9. Change of Tenancy Gas Safety Checks

A gas safety check will be carried out on the gas installation and any appliances owned by us prior to the start of each new tenancy.

Only qualified and competent contractors and engineers will be used.

Safety checks will be completed within the timescales set in the contract. The engineers will complete the appropriate certificate required by the regulations and contract and submit this to us.

The timescale will only be deemed to have been met once the properly completed Safety Check Certificate is received by us along with the return of any keys issued.

The tenants' copy of the completed Safety Check Certificate will be passed to the Housing Department for issuing to the new tenant at allocation.

Properties with gas installations will not be allocated without a current gas safety certificate.

10. Gas Appliance Register

We will hold a central register of gas appliances and service/safety check information. This will detail:-

- A description of the appliance.
- The make, model and where possible the location.
- The date of installation.
- The date of the current safety check.

When appliances are added or replaced we will update the register accordingly. Installing new or replacing existing gas systems should be done through Asset Management or Development, however should any other section or department commission the installation or replacement of appliances they must notify Asset Management of the changes to enable the register to be updated.

11. Quality Control

Under our gas servicing and maintenance contract it will be a requirement of the appointed contractors to carry out in-house quality control inspections on a percentage of the work of all their engineers who work on the contract.

The contractors will be required to regularly produce details of the quality control inspections carried out to allow us to monitor that the checks are being done and that any issues identified are being dealt with appropriately.

In addition to the contractors in-house quality control we will also appoint a qualified gas quality control assessor to do an audit of 10% of all work carried out by the contractors.



These third party inspections will mainly cover landlords' annual safety checks but will also include an element of reactive repair work and replacement installations.

The third party quality control audit will be done on a regular basis and the results of the inspections and any recommendations that are made will be passed to the gas contractor involved. Where necessary feedback will be obtained from the contractor on any improvement measures necessary to address any failings or shortcomings identified by the audit.

12. Roles and Responsibilities

In relation to Gas Safety Management, the principle responsibilities are:

The Asset Management Department has overall responsibility for managing all aspects of gas safety. This includes the provision of adequate human and financial resources to ensure, as far as is reasonably practicable, that gas systems are installed and maintained in compliance with the Gas Safety (Installation and Use) Regulations 1998. The Director of Asset Management will therefore have overall responsibility for gas safety and will identify specific responsibilities within the Department. The Director will also ensure that procedures are in place and that resources are made available to provide training to staff to enable them to fulfil their duties in relation to gas safety.

In relation to our existing stock, offices and other staff locations. The Technical Services Manager will ensure that the Gas Safety Policy and operational procedures for our stock, offices and staff locations are kept up to date with any legislative or good practice changes. The Technical Services Manager will ensure that these are communicated to all staff involved with this element of gas safety management.

The Technical Services Manager will ensure that contractual arrangements are made with qualified and competent contractors to carry out gas installations, servicing, safety inspections and reactive repairs that comply with all current legislation and good practice.

In relation to our new build development programme, the Director of Development will ensure that the Gas Safety Policy and operational procedures for the development programme are kept up to date with any legislative or good practice changes. The Director of Development will ensure that these are communicated to all staff involved with this element of gas safety management.

The Director of Development will ensure that contractual arrangements are made with qualified and competent contractors to carry out new gas installations that comply with all current legislation and good practice.

The installation of new or replacement of existing gas systems and appliances in our existing properties should be organised through Asset Management, however should any other department directly commission any gas related work the terms of this policy must be followed.

13. Funding

The gas servicing and reactive maintenance works will be funded through the rental income and service charges.



New installations will be funded as part of the total project cost from grant funding / private finance.

Gas system major replacements and planned maintenance work will be funded through the rental income and from provisions set aside for these purposes.

Gas related improvement works to housing will be funded by us through budgeted expenditure or through grant income where applicable. The rent for the property will be reassessed in accordance with our rent policy to reflect the improvements carried out.

Gas installations and heating works to non housing assets will be funded by us through budgeted expenditure.

Where possible, grant funding will be identified and sourced to try and minimise the need to fund the works from our own financial resources.

14. Complaints

If there are any complaints from tenants or any others affected by work covered by the Gas Safety Policy, a complaint can be made in accordance with our Compliments and Complaints Policy in order to have their concerns investigated.

15. Monitoring and Review

This policy will be reviewed 5 years from the date of implementation, latest review date, or any change in legislation, which will be the date the policy is approved by the Board of Management/Board of Directors, or earlier if deemed appropriate. In the event that this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.

In reviewing the policy, feedback from customers about their satisfaction with the quality and effectiveness of the servicing and repairs service will be taken into account.



KINGDOM HOUSING GROUP

GAS SAFETY POLICY

This policy has been prepared in accordance with the Plain English principles and has been reviewed by a Plain English Champion in the reviewing Department: Yes / No

Policy drawn up with reference to:

- The Gas Safety (Installation and Use) Regulations 1998 and 2018 Amendment Regulations.
- Approved Code of Practice L56, Safety in The Installation and Use of Gas Systems and Appliances.
- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.

The regulations will be also recognised as part of the development and implementation of the relevant procedures and when contracts are awarded.

Reference made to the following sources and other guidance:

- Good practice and other RSL and Local Authority policies, which are available on the internet
- SFHA Raising Standards in Maintenance.
- Scottish Housing Regulator's Charter Outcomes and Standards.
- Outcome and Standards 2 Communication; 3 Participation; 4 Quality of Housing; 5 Repairs, maintenance and improvements; 13 Value for Money.

Prepared by: Alan Simpson, Director of Housing and Asset Management.

Previous Policy: This policy supersedes Kingdom's Gas Safety Policy February 2015.

Review Process:

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