GAS SAFETY PROCEDURES

1. INTRODUCTION

* 1. This document sets out the Association’s procedure for administering the annual cyclical gas safety contract. It should be read in conjunction with the Association’s Gas Safety Policy.
1. RECORD KEEPING

2.1 An important element of the gas servicing procedure is the recording and upkeep of Information and the maintenance of service records to ensure that all servicing work is carried out and recorded within the terms of the “Gas Safety (installation and Use) Regulations 1998”

2.2 In this regard the Association will maintain a manual register of servicing work as

Well as an electronic record.

2.3 The role of the Property Services Officer is as follows:

Ensure that all landlord certificates received are filed in the gas maintenance lever arch file.

* Act upon any recommendations for additional work recorded on the certificate.

- Write to the tenant notifying them of any observations related to their own appliances.

* Ensure that all certificates are kept for a minimum of two years.
* Keep the register of properties with gas appliances up to date.
* Provide an updated list to the contractor annually or as changes take place.
* Monitor the service list and liaise with the contractor to ensure that the process for access for servicing commences 8 weeks prior to the expiry of the current service due date.

3 NEW GAS HEATING SYSTEMS

3.1 Where new properties are added to the gas maintenance register through the

Completion of new build properties full details should be recorded and passed to the contractor to allow them to programme the relevant property into their service schedule.

4. DEALING WITH CERTIFICATES

4.1 When certificates are passed to the Association from the contractor they should be recorded on the register and the following action taken:

CHECK CERTIFICATE IS UNQUALIFIED (passed inspection)

##### YES

### NO

**Order follow up work and record instructions**

**On completion of work order attach copy to certificate**

**Repairs other than smoke alarm get certificate updated by gas contractor**

**If defect relates to tenants appliance notify tenant of defect**

**Update manual and electronic registers**

**Attach any related “no access” letters and place certificate in register order**

**Update Annex 1 (access progress) if required**

**Attach any void safety certificate to landlord’s certificate**

5. ACCESS TO PROPERTIES

* 1. The following steps will be taken to ensure that the Association can either obtain a valid certificate, or failing that, be able to prove that it has taken reasonable steps in order to gain access for the gas service work:

|  |  |
| --- | --- |
| ACTION | RESPONSIBLITY |
| Issue gas safety information annually (annexe 1) | Housing Services Manager |
| Eight weeks prior to service expiry date, post letter giving 7 days’ notice of a specific service date (am/pm)  | Heating Contractor |
| 1st no access, engineer to leave no access card giving 7 days’ notice of a specific service date (am/pm)  | Heating Contractor |
| 2nd no access, engineer to leave a no access card advising tenant to contact Association  | Heating Contractor |
| Minimum 4 weeks prior to due service date, heating contractor to advise Association of no accesses and provide copies of correspondence/no access for inspections report  | Heating Contractor |
| Attempt to contact tenant by telephone, home visit; liaise with Housing Manager/Housing Assistant in case there is a reason for no access e.g. tenant in hospital etc. | Property Services Officer  |
| Issue letter (Annex 6) minimum 3 weeks prior to service due date | Property Services Officer  |
| Minimum 2 weeks prior to service date issue letter (annexe 7) to tenant, retain hard copy in certificate folder; update annexe 1 | Property Services Officer  |
| Attempt to contact tenant by telephone, home visit; liaise with Housing Services Manager/Housing Assistant in case there is a reason for no access e.g. tenant in hospital etc.  | Property Services Officer  |
| Where the tenant has not responded and the current certificate runs out within 7 days the intention would be to force access and carry out the service. A letter giving at least 7 days’ notice of the Association’s intention to force entry will be issued to the tenant (annexe 8). The letter will inform the tenant of the Association’s intention to force entry if access is not provided on a specified date and time, the consequences and costs associated with non-co-operation and also the tenant’s legal obligations under their tenancy agreement. | Housing Services Manager/ Property Services Officer  |

6. PERFORMANCE MONITORING

* 1. The Association will meet with the contractor as the need arises to discuss items related to:
* key performance indicator measurement
* priority dates for services
* outstanding services and status
* quality control
* documentation
* properties added or deleted from the contract
* change in tradesmen’s details

7. REPORTS TO COMMITTEE

7.1 The Committee will receive a monthly report on the gas servicing contract. This will detail the following:

* number of properties with a valid gas certificate
* number of properties without a valid gas certificate and reason for this

ANNEXE 1 – DRAFT TENANT INFORMATION

GAS SAFETY IN YOUR HOME

ANNUAL GAS SAFETY CHECK

If you have a gas supply in your home, it is vital that you give access to Ruchazie Housing Association’s gas contractor, Glasgow City Building, to carry out an annual service of your heating appliances. The Association as landlords are required by law to carry out this service every 12 months. This service work is for your own safety and the Association rely upon your co-operation to undertake this important task.

Glasgow City Building will contact you in writing giving a specific date when an engineer will call to carry out the service. If this date is not suitable, the Association would appreciate if you could contact the contractor by telephone on 0800 595 595 to make alternative arrangements. All engineers carry identification and will be pleased to produce this for you. If you are still unsure, please do not hesitate to contact our office. The annual service takes approximately 45 minutes to carry out. The types of things the engineer will assess as follows:

* Are gas fumes being drawn away from the gas boiler in accordance with current standards?
* Is there sufficient ventilation in the property to allow circulation of air?
* If the system has a combi boiler, is the pressure gauge working?
* Are the radiators working properly?
* Is there any visual evidence of damage to the pipe work or flue?
* Also, an overall assessment is made of whether the boiler is safe to use.

Please note that the check only covers the appliances that are owned/installed by Ruchazie Housing Association i.e. Boilers and Radiators. Your gas cooker is not included in the service and is your own responsibility.

IDENTIFIED DEFECTS

You will be left with a copy of the inspection sheet, which the engineer will ask you to sign. The Association also receives a copy of this sheet. The contractor will undertake any necessary work required at the time of the service, if possible. However, it may be necessary to return at a later date if parts require to be ordered.

During the course of the annual gas safety check the contractor will identify any defects within the heating system and record these on the certificate. The following three categories are used:

1. “Immediately Dangerous” - If any aspect of the system is deemed to be

Immediately dangerous, the contractor will disconnect the appliance, seal the gas supply and issue a warning label on the appliance. The contractor will advise the Association of the defect to allow us to instruct repair work.

2. “At Risk” – If any aspect of the system is deemed to be potentially dangerous, the contractor will put a warning label on the appliance and advise the tenant not to use the appliance. The contractor will advise the Association of the defect to allow us to instruct repair work.

3. “Not To Current Standards” – If any aspect of the system is deemed to be “not to current standards” the contractor will record this on the certificate which will be passed to the Association. There is no need to carry out repair work in such cases. The Association may however decide at a later date to undertake this work as part of a planned or cyclical repair programme.

NB: If there is any threat to tenant safety, the defect will be marked as immediately or potentially dangerous.

GAS LEAKS

If you smell gas please follow the procedure outlined below:

* switch off any working gas appliances
* put out cigarettes and do not use matches or naked flames
* Do not use lights, electrical switches or doorbells.
* open doors and windows to ventilate the property, keep them open until the leak is fixed
* Phone the emergency TRANSCO number (currently 0800-111-999); it should be noted that if you phone TRANSCO about a gas leak they will respond within a few hours and will require someone to be present to allow them access.

CARBON MONOXIDE POISONING

Carbon Monoxide poisoning can be caused by faulty gas appliances. Signs of carbon monoxide poisoning are not always obvious, although symptoms such as drowsiness, headaches and tiredness can occur. It is important that you remember the following:

* Never use a gas appliance if you think it is not working properly
* Some signs to look for include yellow flames, soot or stains around the appliance or pilot lights that frequently blow out.
* Never cover an appliance or block the vents
* Never block or cover outside flues

- Never block or cover ventilation grilles (window/wall)

If you have any doubts about the safety of your gas heating system, please contact the Association without delay.

ANNEXE 6: FIRST CONTACT – LETTER

Ref:

Date:

To:

Dear

**ANNUAL GAS SERVICING**

The Association has been advised by our Gas Maintenance Contractor that they were unable to gain access to your property to carry out the annual gas service on ……………………….. And ………………………..

Regular Servicing of gas is a statutory requirement and it is essential that we gain access to your home to complete this safety work. Providing access for this work is a requirement of your tenancy agreement.

I must therefore insist that you contact our office within 5 days of receipt of this letter providing a firm date and time when the contractor can gain access. If you fail to provide access, you may be recharged for all subsequent visits.

In cases where we have difficulty in gaining access we will take action to enter your home and complete the service. Your tenancy agreement explains our rights to access the property after giving you notice of our intention. All costs incurred will be recovered from you. We would ask that you avoid the need for this and give us access. We will accommodate all reasonable requests for appointments.

Yours sincerely

**Property Services Officer**

ANNEXE 7: SECOND CONTACT – LETTER

Ref:

Date:

To:

Dear

GAS SAFETY CHECK - URGENT

The Association requires access to fulfil its legal duty to carry out annual maintenance to your gas appliance. You were given notice that this would take place but no access was provided twice and there has been no contact from you since.

Under the terms of your tenancy agreement with the Association, you must provide access for this work to be carried out. Failure to allow access or contact us within the next 7 days will result in the Association taking steps to force entry for this work. Following this action you will be billed for costs associated with this work.

PLEASE NOTE: Until we receive reasonable access to carry out the annual service of the gas installation in your home we will not carry out any repairs other than those required to meet our legal obligations.

PLEASE DO NOT IGNORE THIS LETTER.

Yours sincerely

Property Services Officer

Annexe 8 –Letter notifying tenant of force entry (date & time) & Letter to be pinned to door following lock change.

Hand Delivered by two members of staff

Dear

GAS SAFETY CHECK – FORCED ENTRY

We refer to previous correspondence regarding the above and note that you have not provided access for this work to be carried out.

Arrangements have now been made for our Gas Engineer to access the property to service the gas appliance on DD/MM/YYY AT HH/MM

A member of Ruchazie Housing Association staff will be in attendance. Should access not be made available to us, our tradesmen will be instructed to open the door, by forcing entry if necessary. If we have to force entry then the locks to the property will be changed. The keys for the new locks will be available at our office during normal working hours. Out with working hours you will need to phone XXXXX to make arrangements to get the keys.

You will have to provide identification in order to be given your new keys.

YOU WILL BE BILLED FOR ALL COSTS ASSOCIATED WITH THIS WORK.

Yours sincerely

Property Services Officer

Notice to be pinned to door following forced entry & lock change

GAS APPLIANCE SAFETY AND SERVICING

**LOCK CHANGE**

ADDRESS:

A Gas Service Engineer called to service your gas appliance and was UNABLE to gain access despite our advance notice, and correspondence.

In order to carry out this work, entry has now been forced to the property and the locks have been changed.

You may collect the new set of keys from the Association’s office at 24 Avondale Street, Ruchazie during office hours:

 Office Opening Hours:

8.30am – 4.30pm – Monday to Thursday

8.30am – 3.30pm – Friday

Out with office hours, please phone XXXX to make arrangement to get the new keys.

You chose not to give us access despite various requests. As a result, the association is not responsible for any inconvenience which you experience as a result of the lock change.

You will be required to confirm your identity before issue of the new set of keys.