



Title	Gas Maintenance Policy
Purpose	This policy outlines the way in which the Association will carry out its legal responsibilities in terms of Gas Maintenance.
Scope	<p>The Policy and Performance Committee has delegated responsibility for monitoring performance on gas servicing and repairs.</p> <p>The Policy and Performance Committee also has responsibility for approving the Gas Policy.</p> <p>The Director of Operations holds the lead responsibility for this policy with responsibility for implementation delegated to the Head of Repairs.</p> <p>This policy applies to all Board and Committee members, members of staff whether employees of MHA, freelance , casual, or temporary agency staff irrespective of grade, position or length of service responsible for the management of gas servicing and repairs within the Association.</p>
Definitions	<p>For purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p style="text-align: center;">CP12-Gas Safety Check Certificate.</p>
Policy Statement	<p>Aims:</p> <ul style="list-style-type: none"> - To provide and maintain gas appliances that are safe, efficient and effective - To provide a gas servicing and repair regime which is legally compliant and provides excellent customer service. <p>Servicing and safety regime Maryhill Housing Association will inspect all gas appliances and associated pipework within its properties, in accordance with all relevant legislation. This covers 100% of all gas heating systems including boilers, fires etc. owned by the Association. All such systems will be checked for safety:</p>

- At least once every 12 months,
- When repairs are reported by tenants regarding any aspect of the system,
- When a property becomes empty.

Landlord responsibilities

Maryhill Housing has a duty to ensure that the gas appliances and flues provided for tenants' use are maintained in a safe condition at all times and are checked for safety within every 12 months of first installation or last service date by a Gas Safe registered engineer. The Association will provide a copy of the check/CP12 for the tenant and retain this record for a minimum of two years. Failure to comply with the legislation is an offence, unless the Association can show that reasonable steps have been taken to prevent that contravention.

Gaining entry to carry out gas servicing

Maryhill Housing Association will, where required and in accordance with agreed procedures, force entry to a property for the purpose of carrying out an annual Gas Safety check. This process will include raising legal action where required.

Repair timeframes

The Association will categorise repairs into emergency and routine. Full loss of heating would be classed as an emergency repair. Emergency repairs will be attended to within two hours and completed within 24 hours. Temporary heating would be provided by the contractor if the repair cannot be completed at the first visit or if there is likely to be a significant delay in the contractor attending the property, for example during extreme weather. Tenants will be compensated where temporary electric heating is provided at a rate of £5 per day. Routine repairs, including partial loss of heating, will be completed within seven working days.

Quality of repairs

The Association and its appointed contractors will complete gas servicing and repairs using high quality materials and an appropriately trained workforce with full Gas Safe qualifications in place. The Association will aim to complete all repairs as a first time fix and will return to complete any failed repairs within twenty four hours.

Customer focus

The Association and its contractors will provide a twenty-four hours a day, 365 days a year gas repairs reporting and delivery service. The Association will offer appointments for all non-emergency repairs and for gas servicing appointments. Appointments will be offered at times to suit the customer including evenings and weekends. The Association and its contractors will communicate with customers throughout the journey of a repair. The Association will fully involve customers in shaping its repairs and maintenance services.

	<p>Procurement of services and value for money The Association will procure gas services in line with its Procurement Policy and Toolkit to provide economically advantageous services for the Association. The Association’s procurement strategy will be produced annually. The Association will effectively client its gas contractor to deliver continuously excellent, value for money services.</p> <p>Compliance The Association’s gas services will be fully compliant with the requirements set out in the Scottish Social Housing Charter.</p> <p>Continuous improvement The Association aims to continuously improve its gas services and will adapt processes in response to customer complaints; customer satisfaction information; Scrutiny Group input; internal audit and sector best practice.</p> <p>Legal and Good Practice Requirements: This policy is compliant with the following legislation and good practice guidance:</p> <ul style="list-style-type: none"> • Housing (Scotland) Acts 20001, 2006 and 2010 • Scottish Social Housing Charter 2012 • SFHA Good Practice Guidance Repairs and Maintenance – 2012 • Scottish Secure Tenants (Right to Repair) Regulations 2002 • Environmental Protection Act 1990 • Disability Discrimination Act 1995 • Gas Safety Regulations 1998 • Building (Scotland) Act 2003 • Asbestos Regulations (Control of Asbestos at Work, 2002; The Asbestos (Licensing) Regulations 1983; The Asbestos (Prohibitions) Regulations 1992
Approval	<p>Policy and Performance Committee- 1st November 2016</p> <p>Implementation date – 1st April 2017</p>
Policy Owner	Head of Property
Review	<p>November 2020-Director of Operations responsible for review The policy may also be reviewed in light of changes to gas legislation; ACoP’s or changes to the Association structure or procedures.</p>