

LANDLORD FACILITIES SAFETY CONTROL MANUAL							
SECTION	8.7	REVISION	0	DATE	Sept 2024	PAGES	16
ASPECT	TOPIC SPECIFIC GUIDANCE – Gas Safety and Inspection						

Purpose

- 1.1 The aim of this Policy is to ensure the effective inspection, maintenance, and management of gas systems within premises controlled by the Association and to provide a servicing and repair regime which is legally compliant and provides excellent customer service. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.
- 1.2 All gas servicing, maintenance and repair work will be contracted to an external competent body.
- 1.3 The procedures detailed within this section are intended to facilitate the effective management of the contractor as well as all additional gas safety management issues, ensuring that all reasonable steps are taken to comply with the Health & Safety at Work etc. Act 1974 and the Gas Safety (Installation & Use) Regulations 1998, as amended.

Scope

- 2.1 The policy applies to all Board members, employees, workers, and agency staff responsible for the management of gas servicing and repairs with the Association.

3. Definitions

- 3.1 **Gas Appliance** – means an appliance for heating, lighting, cooking or other purposes for which gas can be used. In general, portable, or mobile appliances are not covered, except the use of portable or mobile space heaters (e.g., LPG cabinet heaters).
- 3.2 **Gas Fittings** – means pipework, valves (other than Emergency Controls), regulators and meters and fittings etc. designed for use by consumers of gas.
- 3.3 **Flue** – means a passage for conveying the products of combustion from a gas appliance to the external air.
- 3.4 **CP12** – means the gas safety check certificate.

4. HSE Advice

- 4.1 Health & Safety Executive (HSE) Gas Safety Advice Line. Open 9.00am to 5.30 pm Monday to Thursday and 9.00am to 5.00pm on Friday. Tel: 0800 300 363.

5. Relevant Legislation and Good Practice (see also Section 8.7 of the Topic Specific Guidance)

- Gas Safety (Installation and Use) Regulations 1998, as amended.

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- Gas Safety (Management) Regulations 1996
- Gas Safety Guidance (supporting this policy)
- Gas Safety (Installation and Use) (Amendment) Regulations 2018
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999, as amended.
- Housing (Scotland) Acts 2001, 2006 and 2010
- Scottish Secure Tenants (Right to Repairs) Regulations 2002
- Environmental Protection Act 1990
- Equality Act 2010
- Building (Scotland) Act 2003
- Control of Asbestos Regulations 2010
- Control of Asbestos Regulations 2012
- Control of Asbestos Regulations 2012
- Scottish Social Housing Charter
- SFHA Good Practice Guidance Repairs and Maintenance 2012

6. Competent Persons

- 6.1 The Organisation shall ensure no person is permitted to carry out any works on gas installations unless competent to do so. Current competency is approved by the “Gas Safe Register” (www.gassaferegister.co.uk).

7. Roles and Responsibilities

- 7.1 The Organisation has defined roles and responsibilities for named individuals with accountability for aspects of the gas safety management system as follows:

7.2 The Board

- 7.2.1 The Board has overall responsibility for monitoring performance on gas servicing and repairs, and for approval of this policy.

7.3 Chief Executive (CEO)

The Chief Executive, being the most senior level of executive control within the organisation, will hold ultimate accountability and responsibility for the development and implementation of this policy.

7.4 Director of Operations (DOO)

- 7.4.1 The Director of Operation holds the lead responsibility for this policy with implementation delegated to the Head of Property.

7.5 Head of Property (HOP)

- 7.5.1 The Association’s Head of Property will be responsible for the practical delivery and implementation of this policy and for identifying amendments / areas of improvement in relation the following areas:

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1. Delivery of the gas safety management programme
2. Administration of the gas safety management programme
3. Contractor selection, control, and monitoring
4. Repairs
5. Communications with tenants
6. Emergencies
7. Updates required in accordance with legislative changes.
8. Data Management
9. Quality Control/Assurance

Any suggested amendments will be escalated to the Director of Operations without undue delay.

- 7.5.2 The HOP will provide all reasonable support (both management and technical) to the Property Manager (PM) to ensure their duties may be performed appropriately and within timescales.
- 7.5.3 The HOP will ensure appropriate lines of communication with the PM and will take all reasonable steps to comply with all reasonable requests and issues raised by the PM.
- 7.5.4 The HOP will escalate all relevant issues, non-conformances, policy breaches and other material events to the Director of Operations without undue delay.
- 7.5.5 The HOP will take all necessary steps to deal with gas emergencies, uncontrolled risks and required actions brought to their attention.

7.6 Property Manager

The Property Manager will be responsible for the day-to-day management and implementation of this policy and will be responsible for the following:

- Maintaining an effective regime of inspection and monitoring
- Contract management of the appointed gas maintenance and servicing and installation contractors including escalation of poor performance to the Head of Property and Director of Operations.
- Assisting the HOP to review and update the policy and procedures as necessary and update on their effectiveness to the senior management team as required.
- Providing compliance information to the quarterly Health and Safety Forum.
- Providing relevant information to interested parties, including enforcement authorities on gas incidents and maintenance / inspection, as required.
- Reporting any gas emergency to the HOP and carrying out any required investigation, with the support of the HOP. Where appropriate, ensuring the correct reporting of incident under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).
- Monitoring that all relevant staff are aware of their responsibilities under this policy.

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- Ensuring appropriate record-keeping of all servicing records for the timescales
- Ensuring that the data and systems support the monitoring and reporting of performance under this policy and escalating any issues to the HOP and DOO.

7.7 Customer Contact Team

The Customer Contact Team is responsible for the following:

- Fully administering the gas servicing process to ensure the Association is compliant with relevant legislation, including the administration of the forced access procedure
- Processing and raising repairs to gas appliances in line with agreed procedures and timescales.
- Running daily system-driven compliance reports and immediately notifying the Customer Experience Manager, Property Manager, Head of Property and Director of Operations of any non-compliances.

7.8 Procurement Manager

The Procurement Manager is responsible for carrying out an annual audit of the gas administration process.

7.9 Compliance Officer

The Compliance Officer is responsible for the following:

- Auditing and reviewing the gas report monthly.
- Producing the monthly KPI figures

8 Servicing and Safety Regime

8.1 Maryhill Housing has a duty to ensure that the gas appliances and flues provided for tenants' use are always maintained in a safe condition and are checked for safety within every 12 months of the first installation or last service date by a Gas Safe registered engineer. Failure to comply with the legislation is an offence, unless the Association can show that reasonable steps have been taken to prevent any contravention.

8.2 Maryhill Housing 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., whether owned by the Association or not. All such systems will be checked for safety, as follows:

- At least once every 12 months
- When a property becomes empty.

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- 8.3 Maryhill Housing will force entry to a property for the purpose of carrying out an annual Gas Safety Check, if this is deemed necessary. This will be done in accordance with agreed procedures. This process will include raising legal action if required.
- 8.4 In relation to properties which have been acquired by the Association (through purchase), the Association will cap the gas supply of the property if it is void on the day that sale has settled. Where the property will be sold with a sitting tenant a copy of the gas safety certificate will be requested in advance of the sale. If the certificate is out of date or not available a gas safety check will be carried out on the day the sale has settled.
- 8.5 Where the gas supply of an empty property has been capped, a new gas safety check will be carried out and a copy of the gas safety certificate will be provided to the incoming tenant when they sign for the tenancy.
- 8.6 The Association will retain a valid gas safety certificate for all properties regardless of whether they are void or not.
- 8.7 Requests by customers for alterations within their property for the installation of a gas appliance will be reviewed in line with the procedure on alterations. The appliance, if approved, will be checked, and serviced annually by the Association as part of the annual gas safety check.

9. Contractor Selection and Control

- 9.1 The Association will define a detailed scope of works for the annual gas servicing and maintenance contract and will procure gas services in line with its Procurement Policy and Toolkit to provide economically advantageous services for the Association.
- 9.2 Contractors will be required to demonstrate compliance with the competency requirements of the Regulations and will be, as a minimum, Gas Safe Registered.
- 9.3 The Association will effectively client its gas contractor to deliver high quality, value for money services. A formal system of contractor monitoring will be established and maintained to ensure the gas safety management system continues to operate in compliance with the agreed scope of works and with documented procedures, and that any non-conformances, ineffective arrangements and problem areas are quickly identified and actioned upon.
- 9.4 A defined 'no access' procedure is in place to ensure all reasonable steps are taken by the contractor and the Organisation to meet the 12-month deadline for landlords' gas safety checks.

10. Record Keeping

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- 10.1 Under current legislation Landlord Gas Safety Records must be kept for a minimum period of 2 years. The Organisation will record all activity in relation to gas servicing, maintenance, repairs, installations, emergencies, and all other relevant gas safety management data on its integrated housing management system. The Association will provide a copy of the gas safety check certificate to the tenant.
- 10.2 In relation to the annual gas safety inspection programme, the Organisation will hold the following records as a minimum:
- Inspection records, findings, and actions
 - Reports and communications from gas contractors
 - No access reports and actions (audit trail)
 - Properties beyond 12 months
 - Intermediate safety checks on properties (voids).
 - External Audit Reports
 - Maintenance and repair records
 - Emergency situations and actions taken.
 - Letters of complaint
 - Gas Appliances at Risk or Dangerous

11. Information to tenants

- 11.1 On an annual basis (and at the time of new tenants being housed), the Organisation will outline the pertinent issues of gas safety to tenants by way of written communication. This will include:
- Emergency contact numbers and reporting procedures
 - The Organisation's commitment to gas safety.
 - Tenants' responsibilities under their Tenancy Agreement.
 - Key health and safety risks.
 - The importance of the annual safety check and the need for access to premises.
 - Key points on the safe use of gas and gas appliances including action to be taken if a gas leak is suspected.
 - The requirement to ensure that all gas related work must be carried out by a Gas Safe registered engineer.
 - Articles in newsletters and information on the website and social media platforms.
- 11.2 Formal 'rules' setting out tenants' gas safety obligations and duties will be clearly set out in their Tenancy Agreements. The Organisation will define a procedure for dealing with unauthorised gas installations, repairs, disconnections, and other gas related activities which fall foul of the Tenancy Agreement.

12. Gas Safety Internal Monitoring

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12.1 A formal system of monitoring the gas servicing is established and maintained with properly defined reporting, escalation, and action procedures. Records will be retained until there have been two further checks carried out or, in respect of an appliance or flue that is removed from the premises for a period of 2 years from the date of the last check of that appliance or flue.

12.2 The monitoring system will include, as a minimum, timeous review of:

1. [All servicing and repair certificates](#)
2. [Unsafe gas systems](#)
3. [No access procedure, notices and problems](#)
4. Properties 'over 12 months'
5. Void properties
6. [Quality assurance / quality control reports](#)
7. [Repairs and maintenance reports](#)

13. Reactive Repairs and Emergencies

13.1 The Association and its contractors will provide a 24 hour a day, 365 days per year service for gas repairs reporting and delivery. The Association will offer appointments for all non-emergency repairs and 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.

13.2 Maryhill will categorise repairs into emergency and routine categories. Full loss of heating will be classed as an emergency repair. Emergency repairs will be attended within 2 hours and completed with 24 hours. Temporary heating will 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. Routine repairs, including partial loss of heating, will be completed within seven working days.

13.3 As well as carrying out annual servicing to gas appliances and raising landlord's gas safety records the contractor will provide a full reactive repairs and emergency response service. All gas servicing and repairs will be completed using high quality materials and an appropriately trained workforce with full Gas Safe qualifications in place. The Association aims to complete all repairs as a first-time fix and will return to complete any failed repairs within 24 hours.

13.4 Where the contractor has been unable to obtain access to undertake necessary repair work, the contractor must bring the situation to the attention of the Organisation. The Organisation will ensure that the tenant is contacted as quickly as the situation demands.

13.5 Gas Leaks:

- SGN have a statutory duty to attend gas escapes reported to them within two hours of receipt.

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- In the main, gas escapes are likely to occur within individual properties and tenants should in the first instance contact SGN Emergency Services by calling 0800 111 999.
- Recognising that SGN will normally shut down the gas supply to an individual property where a leak is found and will not carry out any further works the Association will follow up a report of a gas leak by instructing the gas contractor to attend.
- Where repairs cannot be readily made and the heating system remains switched off, the contractor will be asked to provide temporary heating and will advise the Association of the repair problem in order to agree remedial work.

14. Quality Assurance (QA)

- 14.1 An external third party shall be appointed to carry out a minimum inspection of 10% of completed annual services.
- 14.2 The contractor undertaking the QA work will require to be Gas Safe registered and employ fully qualified engineers.
- 14.3 Where a QA check identifies non-compliances or where unsatisfactory performance of the primary gas contractor is being observed details of the problems and suggestions for rectification will be clearly set out in the QA contractor's report.
- 14.4 Where the QA contractor identifies situations that pose an immediate or imminent risk to health, the contractor will notify the Organisation as soon as practicable. These notifications should be in addition to the regular reporting regime.
- 14.5 The Association aims to continuously improve its gas services and will adapt processes in response to customer complaints, customer satisfaction information, input from the Service Improvement Panel, internal audit and sector good practice.

15. Void/Re-Let Procedures

- 15.1 The gas supply to all void properties will be capped at the start of the void. A new gas safety check will be carried out and will be provided to the incoming tenant when they sign for the tenancy.
- 15.2 The Association will retain a valid CP12 for all properties with a gas supply regardless of whether they are void or not.
- 15.3 A Gas Safety check is carried out in any properties owned by the Association prior to a Mutual Exchange being completed. This will be done even if the Gas safety check is not due. The mutual exchange cannot proceed without the gas safety check.
- 15.4 For properties subject to assignments and successions, the annual gas safety check will be carried out in line with the normal gas servicing programme.

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16. Closing Up

16.1 Where a property is to be closed up on a long term or permanent basis then the existing gas supply shall be disconnected from the pipework within the flat. The gas supply shall be physically disconnected at the meter point, and both cut ends blanked. Where appropriate, SGN will be advised and requested to remove the meter supply from the property.

17. RIDDOR

17.1 In relation to gas safety there are duties imposed upon gas conveyers, suppliers, etc. to report cases whereby death or a major injury (as defined by regulations) occurs out of or in connection with the gas supplied.

17.2 It is also recognised that a contractor will have a duty to formally report certain situations where it is deemed likely that the gas installation may cause death or major injury. The types of faults likely to cause death or major injury and would be reportable include: -

- i. A dangerous gas leak arising, for example, from the use of unsatisfactory materials or bad workmanship.
- ii. A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation
- iii. An appliance which is not suitable for use with the gas supplied
- iv. An appliance in which a safety device has been made inoperative
- v. Use of unsatisfactory materials in gas connections
- vi. An appliance installation which has become dangerous through faulty servicing

17.3 Further information on RIDDOR is contained within the Accidents Policy of the Organisation's Health & Safety Manual.

18. Temporary Heating

18.1 LPG or other bottled gas heating sources will not be provided to tenants as a temporary source of heating.

18.2 Where electrical heaters are provided as a temporary source of heating, the Electrical Safety policy should be consulted. Where temporary electric heating is provided, tenants will be compensated at an initial allowance of £30 per week. If the heaters are still required after 7 days a further £30 will be made and every week thereafter whilst the equipment is in use.

19. Appliances

19.1 The Organisation will not knowingly use or permit the use of any unsafe gas appliance within its premises.

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- 19.2 The Organisation will **not**:
- (i) install a gas appliance in a room used or intended to be used as a bathroom or a shower room **unless it is a room-sealed appliance.**
 - (ii) install a gas fire, other gas space heater or a gas water heater of more than 14kW in a room used or intended to be used as sleeping accommodation, **unless it is a room-sealed appliance.**
 - (iii) install a gas fire, other gas space heater or a gas water heater of 14kW or less in a room used or intended to be used as sleeping accommodation, **unless it is a room-sealed appliance or incorporates a safety control designed to shut down the appliance before there is a buildup of a dangerous quantity of the products of combustion in the room concerned.**
- 19.3 The Organisation will not convert any room into sleeping accommodation which contains an appliance that would contravene points ii or iii in 2.2.
- 19.4 The Organisation will install room sealed appliances in preference to non-room-sealed appliances with control systems, wherever reasonably practicable.
- 19.5 Where a new or replacement gas combustion appliance is installed (excluding an appliance solely used for cooking) a Carbon Monoxide detection system will be installed.