Gas Servicing & Safety Checks Policy and Procedure

Approved: August 2019
Review Date: August 2022

If you have difficulty with sight, or if you require a translated copy of this policy, we would be pleased to provide the information in a form that suits your needs.
POLICY REF:

1. **GAS APPLIANCE SERVICING & NO ACCESS**

1.0 **INTRODUCTION**

The purpose of this Procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998 as amended.

2.0 **SCOPE**

This Procedure covers all tenanted properties managed by the Association containing gas appliances & fittings. It begins when an appliance or fitting has been identified in the service sequence and concludes when a service record has been produced, logged, filed and updated on the gas database.

3.0 **DEFINITIONS**

Gas appliance refers to: an appliance designed for use by a consumer of gas for heating, lighting, cooking or other purposes for which gas can be used but it does not include a portable or mobile appliance supplied with gas from a cylinder, or the cylinder, pipes and other fittings used for supplying gas to that appliance. Gas Appliances include; gas fires (with or without back boilers), wall mounted gas boilers, gas tumble dryers, gas cookers and gas hobs.

Gas fitting refers to: gas pipework, valves (other than emergency controls), regulators and meters, and fittings, apparatus and appliances designed for use by consumers of gas for heating, lighting, cooking or other purposes for which gas can be used (other than the purpose of an industrial process carried out on industrial premises), but it does not mean—
(a) Any part of a service pipe;
(b) Any part of a distribution main or other pipe upstream of the service pipe

GSC refers to: Gas Servicing Contractor

P&C and HADB refer to: Planned & Cyclical module and Housing Association Database respectively.

4.0 **REFERENCES**

- Govanhill HA "No Access & Forced Entry" Procedure as set out in paragraph 5.14-5.25
5.0 PROCEDURE

Register of Appliances

5.1 The Housing Services manager will maintain a record of all gas appliances installed in the Association's managed properties, their previous service date and copies of landlord's paper gas safety certificates, or approved electronic certificates. This will be the master copy of information from which budgets, and the annual planned geographical servicing programme will be derived.

Obligation to Service Appliances

5.2 The Housing Services manager will ensure that an annual service & safety check is carried out on all gas appliances in the Association's tenanted properties and in all properties managed by the Association. This obligation will be met through the implementation of a planned maintenance geographical servicing programme. Note: Void properties will also be serviced prior to commencement of any new tenancy agreements.

Programming and Preparing of Gas Appliance Service List

5.3 The planned programme of service visits is included in the gas database, and is determined by geographical postcode patch and last date of service. Each property falls within a postcode patch geographically and these will be divided according to the number of properties in each postcode sector. It is intended that properties will be serviced on a 10 month cycle, to allow for any no access or legal actions. There are 188 postcodes covering all of the Association's owned and managed properties. This programme will be maintained each year and will be programmed accordingly the following year.

Notification to tenants

5.4 The Housing services Manager will issue the planned programme to the contractor to letter all tenants within the following month's geographical postcode patch, no later than the first working day after the 15th day of the preceding month. These letters will give tenants a month's "window" of opportunity to allow or arrange suitable access for the service.

Implementation of Job Orders

5.5 Each month the planned programme of services will be created on the Planned & Cyclical (P&C) module on the Housing Association's Database (HADB). Each spread sheet will include all properties that have reached the 10 month service date for that month (except current void properties). Work orders will be issued for each property for that month's service with the completed spread sheet with job order numbers included being sent to the contractor. The job order number will be included on each completed annual gas safety certificate supplied by the contractor following the service.

Execution of the Works
5.6 On receipt of the work order from the Housing Services Manager, the Gas Servicing Contractor will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for servicing the gas appliances and supply pipework.

5.7 During the course of the gas service visit the Gas Engineer will carry out a safety inspection of any non-Association gas appliances in the property and check (or replace if required) the carbon monoxide detector (battery models only).

5.8 In the event of a no access, the Gas Engineer will complete a maintenance visit slip and deposit it at the premises in accordance with the “No Access and Forced Entry Procedure “. Following 2 access attempts, the tenancy details will be passed to the Senior Maintenance officer for further action. In normal circumstances, the Gas Engineer will phone the Senior Maintenance officer and provide and up-to-date situation.

Certification and Recording of Inspection

5.9 Following completion of the Appliance Servicing & Safety check the Gas Engineer will:
- complete a Landlord's Inspection Service Record (or CP12,), or electronic equivalent.
- issue an engineer and tenant signed copy record to the tenant;
- Gas Services Contractor will forward original copy to Senior Maintenance officer for recording and filing.

5.10 In the event of the property being void the Gas Services Contractor will ensure that the original landlord’s safety record is forwarded to the Senior Maintenance officer. A copy should also be provided for inclusion in the void pack that is passed to the relevant Housing Officer for issue to the new tenant as part of the sign-up process.

Notification and Rectification of Unsafe Appliances

5.11 In the event that a non-Association appliance is found to be unsafe the Gas Engineer will address the issue all as per Gas Safe Register working practices. In addition the Gas Engineer will inform the Senior Maintenance officer.

Logging of Completed Inspection/Servicing

5.12 The Repairs and Maintenance Administration Team will ensure that gas service job orders are logged as complete and the gas safety certificate returned to the Senior Maintenance officer within 7 working days of the completed service.
5.13 Following return of the Gas Appliance Service/Safety Record to the **Senior Maintenance officer** will at least weekly:

- log the Gas Appliance Inspection/Servicing date on to the gas safety database.
- file the Inspection Servicing Record in the relevant files.
- Produce daily reports for the **Senior Maintenance officer** detailing those over 365 days and where there are outstanding service/safety records to be provided by Gas Services Contractor.
- Update the gas servicing database to show new properties, change of ownership or appliances on a daily basis.

**No Access & Forced Entry Arrangements**

5.14 As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.

5.15 Between each of the actions detailed below, a maximum of 7 days should be allowed.

5.16 **Action 1** – All tenants within the appropriate geographical patch will receive a letter, issued on the 15th of the preceding month, to inform them that GSC Engineers will be in the area between the 1st and last working day of the following month, for the purposes of gas servicing. Tenants will be encouraged to make arrangements with Engineers onsite, and/or call Gas Services Contractor / **Senior Maintenance officer** direct to arrange a suitable appointment for the service to take place. (Copy of Letter at Appendix 1)

5.17 **Action 2** – Engineers onsite will attend each property within the gas geographical area, carding each time a visit is made, up to a maximum of two visits per property. No Access cards will again encourage tenants to call the Gas Services Contractor or **Senior Maintenance Officer** to arrange suitable access for this work.

5.18 **Action 3** - Within 48 hours after the 2nd no access visit by an Engineer, tenancies where access has not been provided or gained, will enter into the “No Access” process. At this point a letter will be sent normal 1st class mail to the tenant giving 7 days notice for them to contact the **Senior Maintenance Officer** to arrange access for this work. (Copy of letter at Appendix No.2)

5.19 **Action 4** – Failure by the tenant to contact the Repairs and Maintenance Administration Team within 7 days of the action 3 letter above, will result in the Repairs and Maintenance Administration Team contacting the Senior Housing Officer to ascertain if there are extenuating circumstances such as serious health issues which may impair the tenant’s ability to allow access, to assess any risks which may be present during forced entry, to gain alternative contact numbers/email addresses or to ascertain any other circumstances
why access has not been provided — such as abandonment, custodial sentences or long term hospital stays. (Copy of letter at Appendix No.3)

5.20 **Action 5** — Repairs and Maintenance Administration Team will attempt to contact the tenant by phone and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., on p.m. and one late call, and dates/times noted). These are recorded on the HADB

5.21 **Action 6** — Following the enquiries made by the Repairs and Maintenance Administration Team in point 5.19 above, and with no response, action will be taken to make forced entry and carry out the service. Where the intended action is to be taken to force entry, the standard pro forma (Copy at Appendix 5) should be fully completed and countersigned by Housing Services manager of the Association prior to proceeding with arrangements to force entry. In addition to this, clarification should be sought that a Scottish Secure Tenancy (SST) agreement has been signed by the current tenant and a copy is on file. Where no signed SST is present, the Gas Administrator will start the process to get a Sheriff’s Warrant and no attempt to force entry will be made until this has been awarded.

5.22 **Action 7** — Following the enquiries made by the Senior Maintenance Officer in point 5.19 above, and with no response, action will be taken to make forced entry and carry out the service. At this stage a letter (Copy at Appendix 4) giving at least 7 days' notice of the Association’s intention to force entry will be issued to the tenant. Copies of this letter will be posted normal 1st class and also hand delivered by a Sheriffs Officer. These letters will note the Association’s intention to gain entry by force if no access is provided on a specified date and time, the consequences and costs associated with non-cooperation and also the tenant’s legal obligations under their tenancy agreement with the Association.

5.23 **Action 8** — Ensure that Forced Entry procedure is fully adhered to during the action to force entry and carry out the gas service/safety check. In addition to this, the following actions should be carried out:

1. The lock changed (if tenant not present and entry has been forced).

2. Notification left pinned to the door (Copy at Appendix 4) that the locks have been changed and the service/safety check carried out, along with details of what the tenant must do next (contact the office to retrieve the new keys).

3. Minimum 2 staff members (inclusive of Gas Engineer) to remain in attendance whilst gas service is carried out, property vacated and secured all as Forced Entry Procedure.

4. Where there is no gas supply (quantum meter) present at time of forced entry and service, the supply piping from the meter will be disconnected and capped on the Association’s side of the meter.
The tenant will have to contact us direct to have this supply reinstated and the appliance serviced during the same visit.

5.24 Action 9 – When forcing entry a member of the Housing Association staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HA and/or its contractors as a result of the process of breaking in.

5.25 Action 10 – If a tenant makes, then breaks an arrangement for access the HA will move on to the next stage as if no arrangement had been made.

6.0 QUALITY ASSURANCE

All contractors instructed by the Association to work with gas appliances will demonstrate to the Association that they are on the GAS SAFE register of gas installers.

Copies of Heating Engineer's Gas Safe registration cards will be provided to the Association annually. Only engineers who have submitted copies of their cards may work on Association's gas appliances.

This information will be requested by the Housing Services manager as part of the Approved List audit information, on an annual basis from each contractor who works on gas appliances for the Association, be it of a servicing or installation nature.

At least 10% of Gas services/safety checks will receive a quality assurance inspection from an independent competent inspector.

7.0 MONITORING AND REVIEW

7.1 The Housing Services Manager is responsible for ensuring that this Procedure is followed by all appropriate staff.

7.2 The Housing Services manager will ensure that this Procedure is reviewed at least every three years.
APPENDIX 1 – 1st Appointment Letter

Date Letter Sent
Dear Customer Name

APPENDIX 1 – 1st Letter

Dear,

REGULAR SERVICING OF GAS APPLIANCES

Our Gas Servicing Engineer is in your area from xxxxxxxx until the end of that month to carry out regular servicing of gas appliances.

Should you wish to make an appointment, please telephone: 0844 579 6493 or by email: ctscallcentre@citytechnical.co.uk and we will be happy to arrange a specific day and time slot. Alternatively if you see the Engineer in your area you may ask him directly for an appointment.

If you choose not to make an appointment, our Engineer will call during this period. If you are not at home a card will be left to let you know the Engineer called. The card will also advise you of a date when the Engineer will return to complete the Gas Service.

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.

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 when we are in your area. We will accommodate all reasonable requests for appointments.

Thank you in advance for your help and consideration.
Yours sincerely

 Alan McDonald
 Housing Services Manager
 Please Contact Gas Desk - 0141 636 3654
 Email – ccalder@govanhillha.org
Mr 7 Day Letter
Dear Mr,

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 from the Property Services Department that this would take place on but no access was provided twice and there has been no contact from you since.

The Association would like to offer either a Tuesday or Thursday appointment between 4.30pm & 7.00pm or a Saturday between 8.00am & 12.00noon.

I must now ask you to contact xxxxx xxxxx immediately to make access arrangements as a visit by the Gas Services Contractor is urgently required.

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, this could be in the region of £200.

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
///

Alan McDonald
Housing Services Manager
Please Contact Gas Desk - 0141 636 3654
Email – ccalder@govanhillha.org
APPENDIX 3– Letter Notifying tenant of Force Entry (Date & Time) & Letter to be pinned to door following lock change.

By 1st Class

Mr

Dear Mr,

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 appliances on DD/MM/YYYY at HH/MM

A member of Govanhill HA 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. Outwith working hours you will need to phone /// 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

Alan McDonald
Housing Services Manager

Please Contact Gas Desk - 0141 636 3654
Email – ccalder@govanhillha.org
Notice to be pinned to door following Forced Entry & Lock change

GAS APPLIANCE SAFETY AND SERVICING

LOCK CHANGE

ADDRESS:

A Service Engineer called to service your gas appliance and was UNABLE to gain access despite our advance notice, and previous 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 your Senior Housing Officer at //////1111111111, during office hours:

Office Opening Hours:
9.00am-5.00pm - MONDAY to FRIDAY

Outwith office hours, please phone ///////1111111111 to make arrangements 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.

Your Senior Housing Officer will be required to confirm your identity before issue of the new set of keys.

Alan McDonald
Housing Services Manager
0141 636 3636/69
APPENDIX 4 – Pro Forma for Authorisation to Force Entry

Authorisation for access by forced entry to carry out Gas Servicing Repairs

To: ______________________________ Housing Services Manager or (Depute)

The following tenant has failed to give us access to their home to enable us to carry out a gas service/safety check. Authorisation is sought to force entry to the property to carry out the outstanding gas works. The information provided below details our attempts to inform the tenant of our requirements to access their home.

Your authorisation is sought to force entry to the house on the date given below should the tenant not voluntarily give access that day.

<table>
<thead>
<tr>
<th>Tenant Address/Ref. No.</th>
<th>1 High Street</th>
<th>666</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenant’s Name</td>
<td>Mr F Bloggs</td>
<td></td>
</tr>
</tbody>
</table>

| Stage 1 – Date of Contractor’s first no access | dd/mm/yy |
| Stage 2 - Date of Contractor’s second no access | dd/mm/yy |
| Date of Final Warning Letter | dd/mm/yy |
| Stage 3 – Date 7 day letter issued to tenant | dd/mm/yy |
| Date checked with Housing Officer | dd/mm/yy |
| Housing Officer’s Notes | |

| Stage 4 – Date tenant was phoned to attempt to arrange access | dd/mm/yy |
| Stage 5 – I confirm that a signed copy of the SST is on file | dd/mm/yy |
| Stage 6 – Date of letter notifying date of proposed forced entry | dd/mm/yy |
| Stage 7 - Date and time of forced entry | dd/mm/yy hh/mm |

Request By
Signature
Position
Date

Approved By
Signature
Position
Date