



Provanhall Housing Association Limited

POLICY

Gas Appliance Servicing

AUTHOR

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1.0 Introduction

Provanhall Housing Association (PHA) is a community based not-for-profit organisation located in the Provanhall area of Easterhouse. The Association is run by an elected and voluntary Management Committee. Policies of the Association are agreed and approved by the Management Committee with the implementation of these policies the responsibility of staff.

This document sets out the Association's policy on Gas Appliance Servicing in line with best current practice, guidance, and legislation.

2.0 Policy Context

Any domestic gas appliance can produce carbon monoxide (CO), a highly poisonous gas which occurs when natural gas or liquid petroleum gas (LPG) doesn't burn as it should. This is the result of a gas appliance being improperly fitted, repaired, or maintained, or when vents, flues or chimneys have become blocked.

The main risks that can arise from having an unsafe gas appliance are:

- Carbon monoxide poisoning - Carbon monoxide (CO) is a highly poisonous gas that can be especially deadly because you can't see, taste or smell it.
- Fires and explosions - Safe appliances burn gas in a controlled way, but a faulty appliance or pipework may leak gas which can then be ignited, causing a fire or explosion.
- Gas leaks - A gas leak can cause fires or explosions

3.0 Policy Objectives

The objective of this policy is to ensure that the Association complies with its legal obligations for Gas Safety as a landlord under the Gas Safety (Installation and Use) Regulations 1998. It is our policy to comply fully with these requirements.

4.0 Legislation and Best Practice

The Association's Gas Appliance Policy complies with all legislation; guidance and best practice encompassed in the current editions of:

- Gas Safety (Installation and Use) Regulations
- Gas Safety Management Regulations
- The Health & Safety at Work Act
- The Housing (Scotland) Act
- Public Health (Scotland) Act
- Environmental Protection Act
- Scottish Housing Charter

5.0 Equal Opportunities

Provanhall Housing Association is an equal opportunities organisation. The Association's Equality and Diversity Policy seeks to ensure that all suppliers are treated equally. The Gas Appliance Servicing Policy will not unfairly discriminate against any suppliers, individual, or group of persons on the grounds of:

- Race, ethnicity, national or social origin.
- Disability including physical, learning or mental health.
- Gender or marital status.
- Sexuality or sexual orientation.
- Religion, religious beliefs or opinions such as political opinions.
- Age, appearance or financial status.

PHA wishes to ensure there are no barriers in accessing its services. Relevant documents can be translated into a range of languages or formats on request. We will also make available translation services for those who wish more detailed information and to assist those who wish to make personal enquiries. For anyone with visual or hearing problems, documents can also, on request, be made available in larger print, on tape, in Braille or on any other format required.

All suppliers will be required to accept the association's Equalities Policy or to have developed policies of their own which are acceptable to PHA.

Any complaints received in relation to breach of this policy will be addressed via the Association's Complaints Policy.

(Cross reference: Equality and Diversity policy, Complaints policy)

6.0 Complaints

The Association has a Complaints Policy and Procedure which explains how tenants or suppliers who are dissatisfied with the operation of any service PHA provides may make a formal complaint. This policy also includes an appeals process.

(Cross reference: Complaints Policy)

7.0 Delegated Authority

Delegated authority for monitoring and evaluating the Appliance Service Policy has been passed to the Technical Services sub-committee.

The Technical Services Manager is responsible for ensuring that this policy and the Gas Safety Procedure is followed by all appropriate staff and that regular progress and KPI reports are submitted to the Management Committee through its Technical Services Sub-committee.

(Cross reference: Standing Orders)

8.0 Key Performance Indicators (KPI's)

The Association is aware of the importance of close monitoring of the cost, quality and performance of service provided. To this end, careful consideration will be given, in the preparation of each Key Performance Indicator (KPI), to the setting of targets and the method of monitoring performance in relation to the service requirements to demonstrate continual improvement. The following information will be provided to the Technical Services Sub-committee during and on completion of service contracts.

- Percentage of properties, which require a gas safety record, completed by the 12 month anniversary date of the previous record.
- Forced access occurrences
- Contract issues with the contractor
- Results of quality assurance checks

9.0 Annual Return on the Charter (ARC) Indicators

The following Annual Return on the Charter (ARC) Indicators are relevant to the Gas Appliance Servicing Policy:

9.1 Charter Indicator 11

“How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?”.

10.0 Definitions

Gas Appliance: wall mounted or back boilers, fires, appliance flues, cookers, ovens and hobs.

Gas Supply: pipe work and the gas meter.

CP12: Alternate name for a Landlord Gas Safety Record or Gas Safety certificate.

11.0 Landlord Responsibilities

As a landlord, the Association has responsibilities under the Gas Safety (Installation and Use) Regulations 1998 to all appliances that the Association has installed. In order to comply fully with these requirements the Association will ensure the following are maintained and fit for purpose and in a safe condition:

- All gas fittings
- Gas pipework
- Gas appliances
- Gas flues

The Association will not service or maintain any appliances the tenant has installed. This includes for example; fires, cooker hoses, cooker bayonet connectors.

Maintenance and safety checks will only be carried out by Gas Safe Registered trades, the Association should hold evidence of this annual Gas Safe accreditation.

A Landlord Gas Safety Record or Gas Safety certificate (CP12) should be obtained for each of property that has a gas supply. CP12 certificates should be held for a minimum of 2 years

Where possible, provide tenants with a copy of the latest CP12 for their home within 3 days of the service being carried out (COVID-19 being an example where paper copies may not be shared, electronic copies are available)

Void properties, irrespective of when a CP12 was last obtained, will be subject to a Gas Safety check. The certificate will be given to the new tenant as part of the sign up process.

12.0 Quality Assurance

All contractors instructed by the Association to work with gas appliances will demonstrate to the Association that they are Gas Safe Register compliant.

Copies of individual engineers Gas Safe registration cards will be provided to the Association annually and only engineers who have submitted copies of their cards may work on Association's gas appliances. This information will be requested by the Association on an annual basis from each contractor who works on gas appliances for the Association, be it of a servicing, maintenance, installation or repair nature.

In accordance with the Association's procurement policy, contractors who work with gas appliances will have adequate and relevant insurance cover. This will be checked annually to ensure compliance.

One completed safety check, from each quarter, will be chosen at random to receive a quality assurance inspection from an externally appointed independent and competent inspector. The results will be monitored and reported to the committee in accordance with Clause 6.

13.0 Business Plan

In keeping with the Associations Business Plan the approach to Gas Safety should reflect the Associations core values, in particular;

- Open and accessible
- Responsible
- Accountable to the community
- Fair & trustworthy

Our Business Plan reflects that gas servicing is a key landlord responsibility. We seek to mitigate against business risk through managing our gas maintenance service in an efficient, effective and economic manner.

(Cross reference: Business Plan)

14.0 Risk Strategy

All aspects of this policy will be undertaken using current legislation and good practice to ensure exposure to risk is kept to a minimum. In accordance with the Association's 30-year financial projections clear amounts of capital have been budgeted for to allow the repair, servicing and renewal of components within PHA properties.

As with all other aspects of the business activity the Association wants to ensure that meeting our Gas Safety obligations is carried out in a safe and cost effective manner. Actions to minimize risk include;

Procuring appropriately qualified contractors to service gas appliances within the homes of tenants in line with legislative requirements;

Ensuring that essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements;

Operating an effective gas servicing monitoring system, including audit trails and reporting systems that ensure compliance with the gas servicing process;

Applying the same process to Commercial properties in keeping with Health & Safety at Work legislation.

(Cross reference: Risk Assessment and Strategy)

15.0 Measuring Outcomes of the Policy

Provanhall Housing Association will use the following measures to ensure as far as possible that the best value outcomes are achieved.

- Programme and progress monitoring
- Evaluation of current & future contracts
- Health & Safety monitoring.
- Quality Assurance feedback & reports.

When the policy requires amendment the Technical Services Sub-committee will receive a report assessing the outcomes of the policy and confirming the rationale for any proposed revisions.

16.0 Policy Review

The Policy and related procedures will be reviewed 3 years from the date of approval, or earlier should the need arise to reflect changing circumstances or changes in legislation or good practice standards. The next review will take place in August 2027.

17.0 Cross reference: Documents

Standing Orders

Conditions of Contract

Complaints Policy

Gas Safety Procedure

Procurement of Suppliers Policy

Equalities Policy