



Craigdale
HOUSING ASSOCIATION

GAS MAINTENANCE POLICY

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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1. Introduction

Craigdale Housing Association (Craigdale) has a responsibility to ensure that as far as practically possible our tenants will not be exposed to risks to their health and safety. This policy in particular focuses on the threat from gas services and appliances.

This document states Craigdale's policy in relation to dealing with all aspects of gas safety and gas management.

The key areas covered are:

- Competency of Gas Contractor
- Annual Gas Service
- Reactive Gas Maintenance
- Accurate Record Keeping
- Non-Access to Properties
- Void work
- Gas Escapes

2. Legal and Regulatory Framework

Craigdale has a number of legal obligations it must adhere to and although not exhaustive the Association will comply with all relevant legislations and associated regulations. These include:

- The Gas Safety (Installations and Use) Regulations 1998
- Gas Safety Regulations 1993
- The Health & Safety at Work Act 1974
- Housing Scotland Act 2014
- The Management of Health & Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2015
- Occupiers Liability Act (Scotland) 1980
- Building (Scotland) Act 2003
- Scottish Secure Tenancy Agreement
- SFHA Legal Guidance on Forced Access 2009

In terms of the Scottish Social Housing Charter, the Scottish Housing Regulator has identified key indicators relevant to housing maintenance by which it will measure landlord performance including:

Outcome 4: Quality of housing: "that Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing by 2020

Outcome 5: Repairs, maintenance and improvements: that tenant's homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

Outcome 13: Value for money: "Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay."

Craigdale's Landlord Responsibilities

Under the terms of the current legislation Craigdale, as Landlord, is required to:

- **Carry out annual safety checks within a twelve-month period**
To ensure compliance with this, Craigdale will work on a ten-month annual cycle for gas safety checks
- **Ensure that any and all work carried out on Craigdale's behalf is carried out by a registered Gas Safe engineer**
- **Ensure that all gas appliances (owned by Craigdale), flues and gas safety installation pipe work are maintained in a safe condition**
- **Craigdale will maintain computerised maintenance records showing the repairs history of the flues and appliances for each property.**
- **Accurately record the annual gas safety inspection including specific information on the results of the tests carried out.**
- **Provide a copy or electronic copy of the gas safety record/certificate to the existing tenants within 28 days of the check being completed (CP12)**
- **Provide new tenants with a gas certificate before they move into the property**
- **Keep copies of the certificates for two years.**
This means the new certificate and the previous two certificates must be kept for each property at any one time.

3. Contractor Competence

Craigdale will only approve the use of competent contractors for gas servicing or the installation of new appliances.

Craigdale will carry out the following checks to ensure Contractor competence:

- Verification of registration - we will require a copy of their GAS SAFE accreditation and will contact GAS SAFE direct to confirm.
- Ensure that all engineers working on Craigdale Housing Association appliances have the appropriate ACOPS (approved codes of practice) qualifications or equivalent.
- Checking of the Contractor's method statements and procedures by a qualified third party.
- Undertake third party quality control checks to check 10% of the work carried out by the Contractor
- Ensure the Contractor has adequate insurance liability cover.

4. Reactive Maintenance

Craigdale engages a gas service contractor to deliver its reactive maintenance services relating to its Landlord responsibilities as outlined in Section 3 above.

Tenants report repairs directly to Craigdale's office or to the gas service Contractor directly via our out of hours services.

Additionally, the Contractor will be expected to follow standard conditions of contract.

In respect of suspected gas leaks, Scottish Gas Network (SGN) will be notified immediately.

5. Void Maintenance

When a property is vacated, Craigdale will ensure that the gas fittings and flues are safe before re-letting and that a safety certificate is provided.

6. Annual Gas Service

Craigdale will carry out the annual gas safety check 11 calendar months after the date of the previous inspection.

As part of the annual gas safety inspection, the gas services contractor will:

- Be formally appointed by Craigdale in compliance with the Procurement Policy.
- Comply with legislation and amend their practices, procedures and employee training, to reflect latest best practice and current legislation.
- Allow for three visits. Where access is not obtained after two carded visits the Contractor shall keep Craigdale informed, and the Association will contact the tenant and agree a date for a third visit.
- Where required the contractor will show the tenant how to operate the central heating boiler and controls.
- Immediately telephone and subsequently confirm to Craigdale any breakdowns or problems where safety cannot be maintained, in order that appropriate action can be instructed or arranged by the Association.
- When working in occupied properties carry out all work without undue inconvenience and without danger to occupants.
- Take all reasonable precautions to avoid damage or defacement, staining of furniture or floor coverings or other effects. Remove all rubbish and debris on completion of works.
- Not use any of the tenant's appliances or equipment such as ladders, stools, brushes etc.
- Provide annual confirmation to the Association of adequate third-party liability insurance cover.

7. Quality Control

In order to ensure high level of performance in respect of annual gas servicing and reactive gas maintenance, Craigdale will:

- Engage the services of another suitably qualified gas services contractor to carry out a 10% quality control check on all annual gas servicing carried out by the Association's main gas servicing Contractor.
- Hold regular meetings with the gas servicing Contractor to discuss quality control and any other aspects of the gas servicing/maintenance contract that may arise.

8. Annual Inspection Procedures

Craigdale will take the following steps to ensure that annual inspections are carried out on all properties that have gas appliances within the 12-month period.

A copy of the programme is to be provided to the Contractor at least 2 months prior to the first scheduled visit. A timetable for completion of the contract must be agreed with the Contractor.

The first visit is scheduled to take place 1 month prior to expiry of the current certificate.

The Association will adopt the following procedures to minimise the risk of non-access:

The Association will, when appropriate, commence the access progress 2 months prior to the expiry of the current certificate, for tenancies that association staff experience difficulty gaining access too or have concerns about access with.

The Association will promote the importance of the annual gas safety check through sign ups, new tenant visits, website, newsletters and the Tenants Handbook.

- Letter 1 Contractor advises the tenant of the date of their next service. The option is given to re-arrange the access time if necessary. If no access is obtained staff will attempt to re-arrange access by telephoning/contacting the tenant.
- Letter 2 is issued where the Contractor fails to gain access following letter 1. The tenant is given 7 days to contact the Association to re-arrange access.
- Letter 3 (warning of legal action) gives a further 7 days for the tenant to contact the Association. Letter to be hand delivered.
- Letter 4 (24 Hours' Notice) action is being raised by the association for a forced access to carry out an annual gas service within the property and advises that the tenant will be liable for any costs associated with the forced access. Letter hand delivered.
- Under Regulation 39 (Exception as to Liability) of GSIUR, the Association will be deemed not to be guilty of an offence under Regulation 36 should it be able to show that all reasonable steps were taken to prevent the offence from taking place, to have documented evidence of access attempts. Should a tenant refuse to provide access under the terms of the tenant's Scottish Secure Tenancy Agreement the Association will arrange for force access after serving 7 days' notice with a further 24hr hand delivered notice on the tenant to carry out the annual servicing. In addition, there are other obligations placed on the Association under the Health & Safety at Work Act 1974 and

the Housing (Scotland) Act 2001. In formulating and implementing this policy, the Association is committed to meeting statutory requirements.

9. Gas Register

The Association will hold centrally on computer a register of gas appliances. The register will detail:

- A description of appliance
- The make, model and location of appliance
- Date of installation
- Servicing history
- Smoke Detectors
- Heat Vents
- Carbon Monoxide Detectors

10. New Schemes and Ad-hoc Additions

Should Craigdale add new properties through a new build scheme, a practical completion certificate for each new build property at handover will be required including a gas safety certificate.

Where other ad-hoc properties are purchased, a gas safety check will be carried out prior to letting the property.

11. Staff Training

Relevant staff will be trained in the implementation of this policy and accompanying procedures.

12. Responsibility

Responsibilities are detailed in the table below. Where the Housing Officer (HO) has been delegated authority for tasks ultimately, it is the responsibility of the Senior Housing Officer (SHO) to ensure compliance.

Area	Responsibility
Approving Gas Service Contract	Board
Ensuring that a copy of the Contractors Gas Safe registration is verified by Gas Safe	HO
Ensure that all Contractors engineers ACOPS certificates are received	HO
Ensure that the annual service programme is agreed 2 months prior to service	HO
Ensure that the 10% quality control target is met	SHO
Examining, checking and securely filing certificates	HO
Ensure that the gas register is kept up to date	HO
Ensure that the Board receive quarterly performance reports on meeting legal obligations	SHO
Ensure that that policy and procedures are adhered to	SHO

13. Board & Committee Reporting

The Board will be notified **immediately** where a service has not been carried out within the 12-month timescale and the remedying action which has been taken. This is also a notifiable event.

14. Equal Opportunities

- 14.1 We are committed to ensuring equal opportunities and fair treatment for all people in its work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

15. Performance Management

- 15.1 Gas safety will form part of the Tenants Health and Safety Compliance report, which will be reported to the Board quarterly.

16. Tenant Participation

- 16.1 We are a tenant focussed organisation and as such we are committed to involving tenants in all aspects of our work and ensuring that tenants are included, informed, and consulted about decisions that have an impact on the way their homes are managed.

- 16.2 As part of this commitment we will involve our tenants in the development of our policies and seek feedback where appropriate. We will ensure that any significant changes to this Policy and other Policies which will affect our tenants will be the subject of consultation.

17. Risk Management

- 17.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our material risks which are regularly monitored by our Management Team and Audit & Assurance Committee.
- 17.2 Key to the mitigation of the risks associated with Gas safety is having a comprehensive policy in place to manage the process. This policy sets out Craigdale's approach to the management of the risk associated with gas safety.
- 17.3 To ensure we continue to manage the associated risks we will periodically review this Policy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

18. Complaints Procedure

- 18.1 We aim to get things right first time and provide a good quality service to our tenants and other customers. However, we acknowledge that things can go wrong and that some tenants or other customers may be unhappy with the service provided.
- 18.2 We promote our Complaints procedure through our website and periodic articles in our newsletters. This information leaflet is also issued to all new tenants as part of the signing up pack.
- 18.3 We are required to report specifically to both our Board and the Scottish Housing Regulator on any complaints concerning equalities issues.

19. Data Protection

- 19.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the UK General Data Protection Regulation (GDPR).
- 19.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees, and Board. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.

- 19.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 19.4 We will only keep and process Personal Data for the original purpose we gathered it for, and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 19.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g., does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 19.6 Full copies of our Privacy Policy are available upon request at our office or from our website www.craigdaleha.co.uk

20. Policy Review

- 20.1 This Policy will be reviewed at least every three years or sooner to ensure it continues to reflect current thinking and practice and to comply with legislative requirements and regulatory guidance.