

OPS018 - Gas Safety Policy

MONITORING FORM	
Department	Operations
Department Director	Diana MacLean
This policy is applicable to	Gas Safety
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Internal /external consultees (if required)	

1. INTRODUCTION

Weslo Housing Management (WHM) has a responsibility to maintain all appliances owned by it within its stock to the required standard. This policy explains how the maintenance requirements for Gas, solid fuel and oil burning appliances will be met. The policy will be supported by a Gas and Carbon Monoxide Safety Management Plan providing detailed guidance, procedures and process maps.

2. TENANT CONSULTATION

This policy is based on legislative and regulatory requirements. There has been consultation with internal teams within WHM and tenant representatives.

3. SCOPE

For the purposes of this policy it is deemed to include WHM housing stock, all employees (permanent, temporary or contracted) and any other stakeholder if relevant to the Policy.

4. OBJECTIVES

The key objective of this policy is to describe how WHM will meet its statutory and regulatory requirements in relation to the safety and maintenance of gas, solid fuel and oil appliances. It also covers how WHM Board of Directors, will receive assurance of statutory and regulatory compliance.

This policy covers both domestic and commercial (e.g. communal and district heating systems) appliances including:

- gas-fired;
- solid fuel including biomass;
- oil-fired;
- air and ground source heat pumps;
- solar thermal hot water;
- properties with a gas supply or a readily available gas supply (but no gas appliances); and
- other activities that are undertaken at the same time as servicing/inspection of the above appliances.

WHM will comply with all current and relevant legislation and specifically as detailed in the following:

- The Gas Safety (Installation and Use) (Amendment) Regulations (GSIUR) 2018;
- Current Building Regulations; and

- There is no similar, specific legislation for solid fuel or oil-fired appliances. However, other legislation e.g. the Health and Safety at Work Act 1974 and the Housing (Scotland) Act 2006 applies.

In addition, as a Registered Social Landlord, WHM must meet the requirements of the Scottish Housing Regulator's Scottish Social Housing Charter and the Scottish Housing Quality Standard (SHQS).

Failure to properly discharge WHM's legal or regulatory responsibilities may result in:

- Prosecution by the Health and Safety Executive under Health and Safety at Work Act 1974;
- Prosecution under Corporate Manslaughter and Corporate Homicide Act 2007;
- SHR's serious detriment judgement;
- Reputational damage; and
- Loss of confidence by stakeholders in the organisation.

In order to comply with regulatory standards and legal obligations, and to ensure the safety of its customers, staff, contractors and other visitors to their properties, WHM will:

4.1 Process

- i. Provide clear lines of responsibility for the safety and maintenance of all appliances and heating systems within the scope of this policy supported by written guidance in the Gas and Carbon Monoxide Safety Management Plan.
- ii. Ensure that a clear and consistent process including front-line engagement and enforcement is in place to obtain access to properties to conduct the annual gas safety checks, which shall include legal action when required.
- iii. Proactively assess available data for relevant information about the customer to help gain access (disability, vulnerability, local connections, etc.).
- iv. Maintain a process for dealing with unsafe situations in accordance with the Gas Safety Regulations.

4.2 Delivery

- i. Set a target which stipulates that all domestic properties with gas appliances, gas supplies, oil or solid fuel appliances have a valid Landlord Gas Safety Record (LGSR) and/or Solid Fuel or Oil Safety Certificate.
- ii. Inspect all properties with air source, ground source and solar thermal heating/hot water annually and obtain appropriate documentation.
- iii. Carry out an annual safety check on all other properties with the potential to have a gas supply to confirm that no gas supply has been installed since the last check.
- iv. Landlords do not have a legal responsibility for carrying out a safety check to appliances owned by the tenant. However, at the time of the annual safety check, WHM will also check all tenant owned gas appliances for safety.
 - This will either be done as a visual check or a full safety check in line with Gas Regulation 26(9). This is in order to ensure that any works completed by the tenant that have been undertaken since the last safety check are identified.
 - Any safety critical faults found on a tenant owned appliance will result in the appliance being disconnected and the tenant informed.
 - WHM will not be liable for repairs to tenant owned appliances.
- v. Ensure, where required, that commercial systems and pressure vessels have a written scheme of examination
- vi. Set a target that all commercial systems and pressure vessels are inspected and serviced in accordance with manufacturer's requirements and the written scheme, but in any event at intervals of not more than 6 months and have a valid Landlord Gas Safety Record.
- vii. Disconnect the gas supply at the meter and make safe upon a property becoming void. When the property is let the gas is reconnected and a new gas safety inspection will take place. If a property is void for more than a 12 month period a service visit will be made on the anniversary, (unless the gas has been terminated at the highway outside the property by the transporter and we are in receipt of a disconnection certificate).
- viii. Prioritise remedial works arising from annual gas safety checks and apply a timescale for action, as detailed within the Gas and Carbon Monoxide Safety Management Plan.

4.3 Additional Safety Measures

- i. Install Carbon Monoxide Detectors where required, as detailed within the Gas and Carbon Monoxide Management Plan, and carry out an annual detection test.
- ii. Test smoke alarms, where fitted, in conjunction with the safety check visits and record such on the Landlord Gas Safety Record.
- iii. Require that all tenant alterations should be subject to prior agreement before they are undertaken. Approval will not be unreasonably withheld
- iv. Neither install, nor give permission for tenants to install, wood burning stoves or open fires.
- v. Any unauthorised installations will be required to be removed at tenant's own expense by WHM's appointed contractor.

4.4 Contractors Competency

- i. Only engage with Gas Safe registered companies and Gas Safe registered engineers, with the appropriate **Nationally Accredited Certification Scheme (ACS)** to undertake any gas related works.
- ii. Ensure that contractors working with solid fuel appliances are competent to do so and hold current **HETAS** registrations.
- iii. Carry out an assessment of all contractor competencies annually or at change of contract /contractor, as detailed within the Gas and Carbon Monoxide Safety Management Plan.

4.5 Internal Competency

- i. Maintain a skills/training matrix to ensure that all staff undertaking key roles within the scope of this policy have appropriate training.
- ii. Operate a detailed competence framework including regular appraisals as part of the Gas and Carbon Monoxide Safety Management Plan.

4.6 Data

- i. Maintain an up to date Master Database of all properties that have a gas supply including those that may not have a live gas supply but can be readily connected to the gas grid
- ii. Record and maintain for each relevant property up to date data confirming which of the appliances within the scope of this policy exist and WHM's associated responsibility.

- iii. Hold data and certification where there is a requirement, relating to the last two safety checks and the next due date.
- iv. Where a requirement does not exist hold appropriate evidence.
- v. Maintain current and up to date records of remedial works for the entire portfolio which will detail all recommendations from the annual gas safety check.
- vi. The records will include; address and risk profile of the property, detail of the work item required, priority and target completion, person responsible, the date the work was completed and who it was signed off by, and evidence of completion.

4.7 Assurance

- i. Ensure that all persons involved with the installation, inspection and servicing of gas, solid fuel and oil appliances are properly trained and accredited in accordance with this policy.
- ii. Where necessary, operate a permit to work system when safety critical work is being carried out near to appliances and flues by engineers that are not Gas Safe Registered /HETAS or OFTEC approved.
- iii. Carry out works-based assurance activity including checks on certification and post-inspection of works to the level stated in the Gas and Carbon Monoxide Safety Management Plan.
- iv. Make arrangements for a proportion of such checks to be carried out by an independent party
- v. Set a timetable for the review of the Gas and Carbon Monoxide Safety Policy and the associated Management Plan.

4.8 Communication

Encourage customers, through the provision of publicity information on the importance of gas and other heating safety, to allow access to carry out annual gas safety checks and maintenance works.

4.9 Monitoring Performance

- i) Performance will be managed and monitored using clearly defined and measurable Key Performance Indicators (KPIs). The following KPIs will be reported:
 - % of Properties with a valid LGSR within the past 12 months;
 - % of Properties with other heating type covered by this policy with a valid certificate within the relevant period; and

- % of Commercial Boilers and Pressure Vessels with valid certification within the relevant period.
- ii) Commentary will be provided for any properties with annual gas safety checks out of date; to include the date they became overdue, number of days overdue, and their position within the access legal process to bring them back into a compliant position.
- iii) Additional context commentary will also include information on the proportion of activities within the reporting period that were undertaken before and after their due date.
- iv) In addition to the above KPIs, a detailed suite of Performance Indicators (PIs) will be defined and set out in the Gas and Carbon Monoxide Safety Management Plan.
- v) The following assurance activity will be undertaken and reported in line with the Management Plan:
 - Internal audit;
 - Strategic review; and
 - 3rd Party Assurance

4.10 Scheme of Delegation

- i) The responsible authority for approving this policy is the **Board of Directors**.
- ii) The **Operations Director** is responsible for ensuring the effective implementation of this policy.
- iii) The **Responsible Person** for formulating this policy, reviewing and monitoring its implementation and managing performance against this policy is the **Technical Manager**.

5. EQUALITY & DIVERSITY

This Policy will always be carried out in accordance with WHM's Policy of Equality & Diversity which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

An Equality Impact Assessment has been carried out and actions identified are incorporated into the Gas and Carbon Monoxide Safety Management Plan.

6. PUBLICISING AND AVAILABILITY

This policy is available on the WHM website, to Board of Directors and staff members and any other key stakeholders. Copies are available free of charge. A summary of this policy can be made available in other formats and languages on request.

7. MONITORING & REPORTING

This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice.

8. COMPLAINTS

Anyone wishing to make a **formal** complaint about the services provided by the organisation should do so using our Complaint Procedure.

Further information on how to make a complaint can be found at:

<https://www.weslo-housing.org/wp-content/uploads/How-to-Make-a-Complaint.pdf>

9. OTHER RELEVANT POLICIES AND PROCEDURES

This Policy relates to:

- i) The Landlord Compliance Strategy and;
- ii) The Gas and Carbon Monoxide Safety Management Plan

The above must be read in conjunction with this Policy.