

Gloucester City Homes



GAS SAFETY AND SERVICING POLICY

in partnership with



Gloucester City Homes Contact Information

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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
APPROVED	\\Gloscitys89\filestore\06_Policies_&_Procedures\06 Current GCH Policies & Procedures\04 Asset Management\Servicing including Gas\Gas Servicing Policy & Procedure CONTROLLED DOCUMENT.doc
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	05-09-2006			JR	
2	19-09-2006			JR	
3	17-10-2006	Amendments	07-11-06	AG	Services Committee
4	07-05-2007	Amendments		LR	
5	08-01-2008	Rewritten		AO/NS	
6	19-05-2008	Updated	18-06-08	AO	Services & Operations
7	08-09-2008	Further amendments		AO	
8	27-11-2008	Amendments 2 to 1 carded procedure		NS	
9	09-12-2008	Changes as a result of project board review of electrical properties	09-12-2008	NS	Services & Operations
10	31-12-08	Further amendments for 2 to 1 carded procedure		NS	
11	16-02-09	Further amendments		PS	
12	20-04-09	Additional changes	20-04-2009 27-05-2010	PS	Customer Forum Services & Operations Committee
13	16-02-10	Amendments		IH	

Summary of most recent changes:

Updated in Plain English
 Inserted procedure for repairing or replacing a potentially dangerous gas installation.
 Inserted procedure for repossession.
 Updated appendices with latest Gas Safe and Connaught pro-formas and GCH letters.

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GAS SAFETY AND SERVICING POLICY

OVERALL AIM

To protect the health and safety of our residents by carrying out an annual gas safety inspection and the servicing of all our gas appliances and boilers for of all our properties within 12 months of the anniversary of the previous inspection and service date.

SUPPORTING AIMS

Every year approximately 40 people die and 200 people suffer from carbon monoxide poisoning as a result of faulty gas fires, central heating boilers, cookers and other appliances. This could have been prevented in many cases if maintenance was carried out and a safety check performed every year.

In addition to our overall aim we will:

1. Ensure that the inspection and service is cost-effective and carried out to the highest standards.
 2. Ensure that gas inspections and services are completed in accordance with current law and best practice.
 3. Survey customers' views on the service they receive; take action to remedy any problems and use the results to continually improve our policies and procedures.
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RELEVANT LEGISLATION AND GUIDELINES

There is an extensive amount of law on Gas Servicing requirements including:

1. The Landlord and Tenant Act 1985.
2. The Health and Safety at Work etc Act 1974.
3. The Gas Safety (Installation and Use) Regulations 1998.
4. Management of Health and Safety at Work Regulations 1999.

We will comply with all legal requirements.

There is also a number of Codes of Practice and Guidelines issued by the Health and Safety Executive, including:

1. HSE Leaflet – LANDLORDS. A Guide to Landlords' Duties: Gas Safety (Installation and Use) Regulations 1998.
2. HSE Leaflet – NEW INFORMATION. It Could Save Your Life.
3. HSE Leaflet - GAS APPLIANCES. Get Them Checked. Keep Them Safe.

We will comply with HSE Codes of Practice and Guidelines.

Important Information:

Gloucester City Council requires that Certificates must be issued whether or not gas exists or is used at any of the following types of properties:

- Type A Full gas carcass and appliances
- Type B Full gas carcass, where there are no appliances
- Type C No gas to property (A property being any thing other than a block).

Gloucester City Council is not responsible for undertaking a Gas Safety Check on the following properties:

- Type D A block of flats where there is no gas supply to the block.

In accordance with Gas Safety law Gloucester City Council has no legal obligation for servicing portable gas heating appliances.

GENERAL PROVISIONS

Gas Safety Checks

Landlords are responsible for carrying out an annual gas safety check to their properties and must provide evidence of this by issuing a Landlord Gas Safety Certificate (**See Appendix B**). A registered Gas Safe engineer must carry out these checks. Gloucester City Council also requires a Gas Safety Check to be carried out every time the status of a property or its tenancy changes. This is usually when a property becomes empty (void) or when a mutual exchange takes place.

Gas Servicing

The safety checks will include full servicing of all the appliances owned by the Landlord. This will be recorded on the Landlord Gas Safety Certificate. Servicing and checks must be carried out on or before the expiry date of the current certificate. Servicing dates are planned for at least six weeks before expiry of the current certificate to ensure that adequate time is allowed for missed appointments, no access and, if necessary, legal action.

Gas Safety Database

Connaught will maintain a gas safety database of all properties by address and UPRN (Unique Property Reference Number) and hold details of the current certificate and the unique certificate reference number. GCH repairs and maintenance staff will have access to Connaught's databases (the spreadsheet containing all the information on gas safety checks and CONNTROL which holds the gas safety certificates and servicing information) and be able to take electronic copies as and when required.

Customer Owned Appliances

Gloucester City Council doesn't have to service appliances owned by its customers, however we do require Connaught to check the installation is correct and appliances are safe to use.

Potentially Dangerous Installations

If the Engineer thinks the installation, or any part, section or appliance of the installation is unsafe, the Engineer will advise the Tenant and Landlord accordingly and will leave a Warning or Advice Notice (**See Appendix C**). This will happen whether Gloucester City Council or the Tenant owns the equipment. The Engineer will leave a copy with the Tenant and place a Warning Label / Sticker (**See Appendix D**) on the installation / appliance and carry out work to stop it being used.

If the customer owns the condemned appliance the engineer will contact National Grid (Gas) to complete a disconnection of the unsafe appliance from the gas supply.

The engineer will explain to the customer why the appliance must be disconnected and inform him/her of what needs to be done either to:

- repair the appliance and have it re-installed (if this is possible); or
- replace the appliance and have it installed.

In both cases the customer will be advised that the installation or re-installation must be by an appropriately registered Gas Safe installer.

SERVICE STANDARDS

Gloucester City Homes wants to ensure that all homes owned by Gloucester City Council are checked annually for the presence of a gas supply, pipe work or appliances and if Council owned appliances are found they will be serviced.

Where customer owned appliances are found these will be checked to ensure they are appropriate and safe; and safely connected connection to the gas supply.

Our staff and the staff of home improvement partners working on our behalf will:

- Give you at least 2 weeks notice before the annual inspection and service is required.
- Leave all customers with a valid Landlord Gas Safety Certificate.
- Try to rectify the fault or replace the appliance within 14 days if we find a fault on our fittings / installations and have to suspend your supply.
- Provide proof of identity before entering your home.
- Wear uniforms that display the company name.
- Ensure that the work is carried out to a high standard.
- Give appropriate extra help to customers with special needs.
- Ensure you are not left overnight without electric and essential facilities.
- Leave your home clean and tidy.
- Carry out a survey at the end of the gas inspection and service to ensure you are satisfied with the service, so that we can continue to improve the way we do things.
- Invite you to take part, if you wish to, in a project team, to oversee and monitor the progress of the gas safety and servicing contract.

SERVICE PRINCIPLES IN THE EVENT OF FAILURE TO GAIN ACCESS

Suspending Housing Benefit

If GCH has been unable to obtain access to the home of a tenant who is in receipt of Housing Benefit, consideration will be given to suspending housing benefit on the basis that:

- The tenant may not be living at the property and may be claiming benefit fraudulently.
- The property may be sub-let and this has not been disclosed to the Gloucester City Council housing benefit team.

GCH will only take this action after the letter shown in **Appendix I** has been issued and there has been no further response from the tenant concerned.

The relevant officer will liaise with the Income Management Team who will liaise with the Housing Benefit Team when suspension is considered.

Fitting Gas Inhibitors

Where access is not gained to a tenanted property within two visits, an inhibitor will be fitted when access is gained.

The gas inhibitor will be installed so that when the anniversary of future inspections approaches, the tenant will be warned by an alarm that they can hear from the inhibitor.

If the tenant fails to act on the warning and arrange an appointment for the inspection and service, the supply of gas to the boiler will be intermittently interrupted.

This will cause the boiler to act in a way which makes it seem as if it is malfunctioning and will prompt the tenant to report the "fault" and allow an engineer to check and service the appliance.

If the tenant transfers to another property the inhibitor will follow the tenant to the new property.

Recovery Of Legal Fees

If legal proceedings are required to gain access to your home, Gloucester City Homes will seek to recover from you any legal costs incurred. To avoid this tenants will be advised to contact us as a matter of urgency. See: Gloucester City Homes' Recharge Policy and Procedure for further details.

Communications and Publicity

Gloucester City Homes will regularly communicate and publicise to customers the importance of gas safety inspections and servicing requirements under Health and Safety law.

Regular media releases will provide preventative information and publicise individual cases where injunctions have been obtained.

PERFORMANCE TARGETS

Our target is to carry out 100% of the annual gas safety inspections and servicing before the anniversary date of the last inspection.

The **Gas Safety (Installation and Use) Regulations 1998 (GSIUR 98)** state that:

- (2) Every landlord shall ensure that there is maintained in a safe condition -

- (a) Any relevant gas fitting; and
- (b) Any flue which serves any relevant gas fitting,

So as to prevent the risk of injury to any person in lawful occupation or relevant premises.

(3) Without prejudice to the generality of paragraph (2) above, a landlord shall -

- (a) Ensure that each appliance and flue to which that duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety (whether such check was made pursuant to these Regulations or not);

PERFORMANCE MONITORING

The following actions will help us to monitor the performance of Gas Safety and Servicing:

- The gas-servicing partner will submit regular performance reports in accordance with the contract for the provision of gas inspection and servicing works.
- The performance reports will measure whether all inspections have been successfully completed within 12 months of the previous safety check and the inspection and certification before the expiry of the existing Landlord Gas Safety Certificate.
- The performance reports will be detailed enough to allow us to audit and verify the completion of Landlord Gas Safety Certificates within the required 12 month period.
- We will maintain a database showing the progress and status of all properties referred to us because the gas-servicing partner has been unable to gain access.
- We will monitor the progress and status of all properties referred to us because the Gas-servicing partner has been unable to gain access.
- The gas-servicing partner will provide details of all properties where any unsuccessful attempts at access have been made.
- We will report performance within teams, to the weekly project board; and all other committees meetings and board meetings as required.
- We will arrange for an independent audit of 10% of all Landlord Gas Safety inspections carried out. The gas-servicing partner will be sent the results and will be provided with information about performance, this policy and any other regulations or guidelines relevant to the service provision.

DATA MANAGEMENT

The gas-servicing partner will ensure, where required to do so under the contract, that management and administration provides for:

- A complete database of all properties owned by GCH and details of the tenants living in them.
 - A complete record of all previous and existing Landlord Gas Safety Certificate details and dates recorded on a yearly basis.
 - All documents will be kept in accordance with the service contract, any other GCH policy by which the gas-servicing partner is bound; and any other regulation or guideline relevant to the service provision.
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CONTRACT MANAGEMENT AND INSPECTION

The gas-servicing partner, or appointed persons, will set up and maintain a programming database for the data storage of all inspection information. The gas-servicing partner will also provide a secure way of recording information and a means of planning an inspection programme to ensure checks are carried out in advance of the expiry dates.

The inspection regime will be complimented or added to by the contract and/or regulations or guidelines relevant to the provision.

The gas-servicing partner's database will be provided to GCH by the end of Thursday each week. GCH will conduct a desktop check of the performance information provided and use the database to provide additional information to support the performance report.

The gas-servicing partner will ensure that all received and completed certificates are entered on to the database within 3 working days of completion. Information on the progress of incomplete inspections will be entered onto the database within two working days.

GCH will validate the information provided about inspections referred to us because of "no access".

GCH and the gas-servicing partner will hold a contract meeting at least every two weeks.

The gas-servicing partner will check all certificates before passing them to GCH and will ensure that all completed certificates are handed directly to GCH within 3 days of completion.

The gas servicing partner's appointed person will have signed and dated the top left corner (or electronically authorised) to show the record is accurate.

GCH's appointed person will also check all certificates are accurate and bring any deficiencies to the attention of Connaught for rectification.