



## Gas Safety Inspection & Servicing Policy

### Introduction

As a responsible landlord we have a legal responsibility to ensure that all gas appliances and installations within our homes, schemes and commercial buildings are safe, in good order and are inspected annually by a competent engineer who is registered with a body approved by the Health and Safety Executive (HSE).

This policy sets out the approach that we will adopt when discharging our Gas Safety duties. In doing so, we also seek to ensure that we fully comply with the statutory requirements as defined within the Gas Safety, Installation and Use Regulations 1998.

In certifying all gas appliances, colleagues should also follow the procedure to ensure the safety of our customers.

### Policy

The purpose of this policy is to provide clear guidance to ensure effective Gas Safety practices and regulations are adhered to by colleagues and customers.

#### Gas Safety Objectives

We aim to:

- Ensure that gas fittings are maintained and are in a safe condition
- Ensure that annual safety checks are carried out on each gas appliance/installation (to ensure that the annual legal requirement for testing is met)
- Ensure that all installation, maintenance servicing and safety checks are carried out by a competent engineer, registered with a body that is Gas Safe registered.

We Will:

- Keep a record of every Landlord's Gas Safety Record (LGSR) for a minimum of two years.
- Issue a copy of the LGSR to each existing customer within 28 days of the safety check being undertaken.

#### Gas Servicing Programme

A Gas Servicing Programme will be scheduled, in accordance with Gas Regulation 36(a), commonly known as Gas MOT servicing, where a set anniversary date is set and access is attempted from 60 days ahead of the set date. If access is successful, the anniversary date is kept 12 months later. All homes are contacted for their 1<sup>st</sup> appointment 60 days before the anniversary date of the last

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annual Gas Safety inspection. This will only be overridden in cases of new tenancy, or a new gas boiler has been installed.

The annual servicing schedule should not be allowed to extend beyond the anniversary dates. Should there be a need to re-align the schedule to maintain a logical approach, then servicing dates should be brought forward.

### Early customer notification of intention to carry out safety check

We will inform customers of our legal duty to carry out gas servicing through our website, social media and written correspondence.

Gas related articles within our communication vehicles will positively promote the need for gas safety and stress the legal obligations placed upon Irwell Valley Homes to inform customers of security of tenure implications for failing to provide reasonable access.

New customers are to be provided with gas servicing information and a copy of the GSIF (gas cap off certificate), as part of the 'sign up' procedure.

### No access procedure

The HSE requires Irwell Valley Homes (IVH) to ensure that all reasonable steps are taken to gain access. However, it must be stressed that only a court can determine what "reasonable" steps are so for this reason, we will be proactive in ensuring a range of actions are employed to maximise access. These actions are as follows: -

On creation of the annual gas service order a contact is created on the housing management system, all future notes relating to this are recorded against the contact.

- No Access – Stage 1

All customers will be written to advising them of their Gas Safety Inspection appointment. At least 7 working days' notice will be given. The appointment will be attended by a gas engineer as per the scheduled appointment.

If there is no access, a card will be left by the gas engineer, advising the customer that an alternative appointment has been scheduled. If a No Access card cannot be left, a letter will be sent out a day after 1<sup>st</sup> No Access, advising of a second appointment, again 7 days' notice will be given.

The gas servicing database/housing management system will be updated to reflect the date and time of the failed visit. Consideration will also be given to customers who may be in full time employment or training. Evening, early morning and Saturday appointments are available and advertised to customers in the letters sent.

- No Access – Stage 2

The gas engineer attempts a second visit, at the appointed date/time made after the first No Access, and if again there is no access another card will be left. The Planning and Support Team will be notified whilst engineer is on site (next working day for evenings and weekend appointments).

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- No Access – Stage 3

Once notified of the 2<sup>nd</sup> no access visit, the Planning and Support Team will attempt all forms of contact to make a new appointment. The customer is notified of the second No Access in the form of the 2<sup>nd</sup> no access letter requesting contact, 7 days after No Access 2 letter is sent the legal proceedings will commence.

Colleagues in the Communities Team will also be contacted to make them aware of the failed access, and to request they visit the property and provide any information they may be aware of with the customer. This team will make a number of attempts during the 5 days to make contact with the customer and arrange an appointment.

- No Access – Legal Stage

If the customer fails to make an appointment within 5 working days of No Access 2 letter, then IVHA will send out a Solicitors Letter & Notice Seeking Possession. On receipt of the letter, the customer has 5 working days to make an appointment. If there is still no response the Planning and Support Team will commence legal proceedings for an injunction.

During this process, if the customer has refused to engage with IVH, they will be sent a letter warning them that if they refuse access or to engage then a gas engineer will visit the property on date of expiry, or next working day if weekend or BH and carry out the ‘capping ‘off’ of an external gas meter in the interests of Health & Safety. This visit will take place between 8am & 12:30pm on date of expiry, or next working day if weekend or BH, a card will be posted informing the customer of this.

Throughout the process every effort will be made to ensure appropriate measures are in place to identify and make specific access arrangements for our diverse range of customers; considering vulnerabilities, working patterns, language barriers – *Note, this is not an exhaustive list.*

Throughout the process flexibility will be given for the above. The process will continue through all stages until the gas service has been completed.

### Responsibility

Irwell Valley’s Chief Executive is ultimately responsible for ensuring that IVH complies with all statutory Gas Safety requirements. This responsibility is delegated down the line through the management chain. The Homes Team Manager (Gas & Electrical) is the responsible person for the effective implementation and monitoring of this policy, including that all statutory requirements and obligations are met.

All colleagues are responsible for promoting Gas Safety awareness and assisting the Planning and Support Team to carry out their Gas Safety requirements.

### Performance Indicators/Targets/Standards:

Our main gas safety duties are to:

- Provide new customers with a valid gas safety certificate prior to commencing a tenancy agreement to confirm that all gas appliances and installations have been tested as safe

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- Ensure that gas fittings, appliances, pipework and flues are maintained and are in a safe condition
- Protect our customers and our homes
- Ensure that all installation, maintenance servicing and safety checks are carried out by a competent engineer, registered with a body approved by the HSE (Currently, the Gas Safe Register.)
- Keep a record of each Landlord's Gas Safety Record (LGSR) for a minimum of two years
- Progress in terms of completion of the programme will be reported to the Senior Leadership Team on a weekly basis
- Provide daily report to all applicable colleagues on the status of gas compliance.
- Ensure that all void properties that have incoming gas supplies are capped off at Emergency Control Valve for the duration of void stage. This includes new build handovers.

### Equality, Diversity and Inclusion Implications:

Irwell Valley Homes is committed to treating people with honesty, dignity, respect, and trust. This applies to colleagues, customers potential customers, contractors, and Board Members. At IVH:

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents.
- Diversity is recognising difference and responding positively to those differences.
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

IVH will be mindful of the Equality Act 2010 in all its actions and will consider all the protected characteristics of the Act which are: Race, Sex, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Age, Marriage/Civil Partnership and Pregnancy and Maternity explicitly. Further to the protected characteristics, IVH will be mindful of socio-economic disadvantage and will do everything in its power to minimise this and other forms of disadvantage.

Community Co-ordinators and the Planning and Support Team can provide support to customers who have difficulties understanding the content of letters/correspondence from the Irwell Valley. Translation and interpretation services can be provided on request.

A flexible service is available to all customers including servicing carried out of normal working hours and weekends where necessary for example: Offering 8am appointments and calling 30 minutes ahead. Daytime appointments are available until 4:30pm as well as weekends.

### Cross Reference Documents:

- Gas Safety Installation and Use Regulations 1998.
- Gas Safety Procedure Guide
- Gas Safety Access / No Access Process Map
- Tenancy Agreements

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### Health & Safety:

All incidents and accidents shall be reported to the Homes Team Manager (Gas & Electrical), who in turn shall report to Health & Safety Manager and Head of Repairs & Estates Maintenance. This includes any RIDDOR reportable incidents.

### Document Review:

Shall be reviewed November annually by the Homes Team Manager (Gas & Electrical) any amendments to be signed off by Leadership Team

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