



Gas Safety Inspection & Servicing Policy

Introduction

As a responsible landlord we have a legal responsibility to ensure that all gas appliances and installations that we are responsible for 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 to ensure that we fully comply with the statutory requirements as defined within the Gas Safety, Installation and Use Regulations 1998.

When certifying all gas appliances, colleagues should follow the procedure to ensure the safety of our customers. At the same time, we will also endeavour to check, maintain and replace smoke detection units within our homes.

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 will:

- Ensure that gas fittings are maintained and are in a safe condition.
- Carry out an annual safety check on each gas appliance/installation that IVH is responsible for, to meet the annual legal requirement for testing.
- Visually inspect customer's appliances, notifying them of any concerns and decommissioning an appliance if concerns are identified, providing this in writing in the form of their Landlord Gas Safety Record and if applicable a warning notice.
- 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.
- Ensure that all installation, maintenance servicing and safety checks instructed by IVH are carried out by a competent engineer, registered with a body that is Gas Safe registered.

Gas Servicing Programme

GAS SAFETY, INSPECTION AND SERVICING POLICY	RESPONSIBLE: CHIEF EXECUTIVE OFFICER	AUTHOR: HEAD OF ASSET MANAGEMENT	PAGE 3 OF 5
APPROVED BY/WHEN: LEADERSHIP TEAM 26/09/2024	NEXT REVIEW DATE: 26/09/2026		

A Gas Servicing Programme will be scheduled, in accordance with Gas Regulation 36(a), where an 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 will be contacted about their 1st appointment 60 days before the anniversary date of the last annual Gas Safety inspection. This will only be overridden in cases of new tenancy, where a new gas boiler has been installed, or where we need to bring forward dates to help mitigate seasonal demands.

The annual servicing schedule should not be allowed to extend beyond the anniversary dates. If there is a business need to re-align the schedule, servicing dates will be brought forward.

Where dates are exceeded, this will be reported to our Senior Leadership Team and Board in line with risk triggers and our governance framework/reporting.

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 direct correspondence.

We communicate appointments through a combination of letters, emails and text messages.

We 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 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 with details of the appointment and how to rearrange it if needed. A text message is sent the day before the appointment and the appointment will be attended by a gas engineer as per the given date.

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

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

GAS SAFETY, INSPECTION AND SERVICING POLICY	RESPONSIBLE: CHIEF EXECUTIVE OFFICER	AUTHOR: HEAD OF ASSET MANAGEMENT	PAGE 3 OF 5
APPROVED BY/WHEN: LEADERSHIP TEAM 26/09/2024	NEXT REVIEW DATE: 26/09/2026		

offered to customers in the letters sent.

- No Access – Stage 2

The gas engineer will attempt a second visit, at the appointed date/time made after the first No Access. If again there is no access another card will be left. The Gas Planners will be notified whilst engineer is on site (next working day for evenings and weekend appointments) in order for them to complete the next stage of the process.

- No Access – Stage 3

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

Colleagues in the Neighbourhoods Team are made aware of the failed access and asked to visit the property and provide any information they may have concerning the customer. The Neighbourhood Officer will make two attempts to contact the customer within 5 working days to notify them of the re-arranged appointment.

- No Access – Legal Stage

If the customer fails to make an appointment within 5 working days of No Access 2 letter, then IVH will send out a Solicitors Letter notifying the Customer of our intention to take legal action. On receipt of the letter, the customer has 5 working days to make an appointment. If there is still no response, IVH 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, a gas engineer will visit the property on date of expiry, or next working day if weekend or Bank Holiday to ‘cap off’ the 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 Bank Holiday, a card will be posted informing the customer of this action.

Throughout the process every effort will be made to ensure appropriate measures are in place to identify and make specific access arrangements for customers; considering their needs and vulnerabilities, working patterns, communication needs and other points within the Equality & Diversity Act 2010 – *Note, this is not an exhaustive list.*

Throughout the process flexibility will be given for the above in line with reasonable working practices and working hours. The process will continue through all stages until the gas service has been completed.

Responsibility

Irwell Valley Homes’ 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 with the Head of Repairs and Estates having operational oversight of performance.

GAS SAFETY, INSPECTION AND SERVICING POLICY	RESPONSIBLE: CHIEF EXECUTIVE OFFICER	AUTHOR: HEAD OF ASSET MANAGEMENT	PAGE 3 OF 5
APPROVED BY/WHEN: LEADERSHIP TEAM 26/09/2024	NEXT REVIEW DATE: 26/09/2026		

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.

The Gas Engineers are responsible for ensuring they carry out their work to appropriate regulations and professional standards.

The Neighbourhood's team are responsible for completing their activity under the access procedure in the stated timeframes.

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

Performance Indicators/Targets/Standards:

Our main gas safety duties are to:

- Protect our customers and our homes by adhering to gas safety regulations and achieving 100% compliance with Gas Safety Regulations.
- Progress in terms of completion of the programme will be reported to the Leadership Team on a weekly basis. Any exceptions will be reported to SLT and Board through our Governance structure in line with appropriate risk triggers (> 1% non-compliance).
- Provide new customers with a valid gas safety certificate prior to starting a tenancy agreement to confirm that all gas appliances and installations have been tested and are safe.
- Ensure that gas fittings, appliances, pipework and flues are maintained and are in a safe condition.
- 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 Leadership Team on a weekly basis.
- Provide daily reports 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 newly built homes at the handover stage.
- Produce a safety certificate in the event of a cap off of the mains supply.
- Produce a Gas Safety Certificate proving safe and working order during time property void.
- Report any Health and Safety incidents to the appropriate party.
- Collect and report on the following Tenant Satisfaction Measures:
 - Gas Safety checks are completed (%)
 - Satisfaction with the gas service

Equality, Diversity and Inclusion Implications:

Irwell Valley Homes is committed to treating people with honesty, dignity, respect, and trust. This

GAS SAFETY, INSPECTION AND SERVICING POLICY	RESPONSIBLE: CHIEF EXECUTIVE OFFICER	AUTHOR: HEAD OF ASSET MANAGEMENT	PAGE 3 OF 5
APPROVED BY/WHEN: LEADERSHIP TEAM 26/09/2024		NEXT REVIEW DATE: 26/09/2026	

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.

All Colleagues 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 Unsafe Situations Procedure – Gas Safe
- Gas Safety Access / No Access Process Map
- Tenancy Agreements

GAS SAFETY, INSPECTION AND SERVICING POLICY	RESPONSIBLE: CHIEF EXECUTIVE OFFICER	AUTHOR: HEAD OF ASSET MANAGEMENT	PAGE 3 OF 5
APPROVED BY/WHEN: LEADERSHIP TEAM 26/09/2024		NEXT REVIEW DATE: 26/09/2026	

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 Service. This includes any RIDDOR reportable incidents.

Incidents will be reported through our governance structure and reviewed at Health and Safety Committee meetings.

Document Review:

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

GAS SAFETY, INSPECTION AND SERVICING POLICY	RESPONSIBLE: CHIEF EXECUTIVE OFFICER	AUTHOR: HEAD OF ASSET MANAGEMENT	PAGE 3 OF 5
APPROVED BY/WHEN: LEADERSHIP TEAM 26/09/2024	NEXT REVIEW DATE: 26/09/2026		