



Gas Safety Policy

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V.07 (Code: PS07)

Our Vision, Mission Statement and Values

Shettleston's vision statement *'Thriving and prosperous local communities where all residents enjoy great homes and services, an attractive physical environment, and good life chances. This statement is the foundation for Shettleston Housing Association's commitment to its residents and the communities they live in.*

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Shettleston's values are fundamental to how we carry out our day-to-day activities.

Our values are:

- **Customer service**
- **Make a difference in the community.**
- **Teamwork**
- **Fairness**

Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's Equality & Diversity Policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

Gas Safety Policy

1. Purpose of the Policy

To ensure the effective inspection, maintenance and management of all gas installations, fixtures and appliances within premises controlled by Shettleston Housing Association.

2. Introduction

Shettleston Housing Association attaches great importance to ensuring the safety of its tenants, their families, visitors and the general public. This policy outlines how the Association will carry out its legal responsibilities in terms of Gas Maintenance and Servicing.

Shettleston Housing Association will maintain and inspect all gas appliances within its properties, in accordance with current gas safety legislation. This covers 100% of all gas heating systems including boilers, fires etc. owned by the Association:

- being checked for safety and serviced at least once every 12 months.
- repairs reported by tenants regarding any aspect of the systems.
- all systems being checked when a property becomes empty.

The purpose of this policy is also to ensure that the Association's procedures comply with following legislation and best practice requirements:

- The Gas Safety (Installations and Use) Regulations 1998, in particular Part F(36) 'Duties of Landlords'.
- The Housing (Scotland) Act 2001
- Procedural Note on Housing Associations Duties as Landlords: Procedures for Access to undertake Annual Gas Safety Checks, SFHA (July 2004)
- Checklist to Accompany the Procurement Guide for Gas Services, SFHA (July 2004)
- Opinion of Counsel (Derek O'Carroll, Advocate, Murray Stable, 20 September 2009)
- Procedure for Gas Appliance Servicing, SFHA (November 2009)

The regulations and best practice guidance are designed to ensure the safe and effective installation, inspection, maintenance and management of gas systems within the Association's stock. The Association will adopt the definitions and interpretations set out in the Regulations, including those defining the application of Part F.

3. Risk Management - Gas Safety

The Chief Executive of the Association is responsible for ensuring that the Association complies with its obligations under the Gas Safety Regulations. This responsibility is delegated to the Property Services Manager and Repairs Co-Ordinator / Maintenance Officers who are responsible for ensuring that the obligations are complied with in respect of properties falling within their allotted maintenance areas, particularly the annual production of a Landlords' Gas Safety Certificate for all the installations in their stock, and for the day-to-day management of the gas safety servicing contracts and gas repairs for their areas.

By having a detailed policy and set of procedures the Association is able to ensure that a uniform and professional approach is maintained throughout the Association and that the service is delivered in compliance with legislation and best practise.

4. Installation

In order to comply with the Regulations, the Association will adopt the following practices:

- No new open flued appliances will be installed in any room in any premises covered by the terms of the regulations. All new installations, whether provided as part of a new build, rehabilitation, planned replacement programme, or 'one-off' replacement, shall be room-sealed installations.
- In new build projects, rehabilitation and other replacement projects the installation should be in the kitchen wherever possible or in a cupboard adjacent to an outside wall. Where a room sealed installation cannot be provided, e.g., due to inadequate flue arrangements, an equivalent electric installation should be provided instead.
- In developing planned replacement programmes, the Association will prioritise the replacement of open flue installations with room sealed installations.
- The Association will include in all contracts relating to the installation of gas systems a requirement that the contractor demonstrate that all employees comply with the terms of the Regulations in respect of their competence to carry out work specified under the contract and that the appropriate Gas Safe Register registration is in place.
- No properties containing new installations will be accepted from the contractor without valid commissioning certificates and a valid Landlords Gas Safety Certificate being provided. Details of any new installations will be entered into the Gas Safety Servicing database on handover and programmed for servicing again within one year of handover.

5. Maintenance and Annual Servicing

- The Association will require all contractors appointed to carry out reactive maintenance to the Association's gas installations to present their Gas Safe Register Registration documents to the Property Services Manager on request. Such requests shall be made at least annually.

- The Association will ensure that an annual safety service of all installations is carried out under the terms of Section F (36) of the regulations.

A servicing programme, designed to ensure that all installations are serviced within one year of their installation or previous service will be developed by the Repairs Co-ordinator, prior to any contracts being let and will be appended to the contract documentation.

- The Association will adopt a set of rigorous procedures to ensure that access is gained to all properties to carry out the annual gas service within 12 months of the last annual service. If no access is provided after all reasonable steps have been taken in line with the procedures, the Association will commence action to force access to the property for the purpose of carrying out the gas service. The procedures will ensure that the required steps for securing access for carrying out the annual gas service are commenced with sufficient time to ensure the service is completed before the anniversary of the last gas service.
- Tenants will be recharged all costs incurred in connection with abortive visits and forcing access, changing locks, etc.
- The Association will ensure that attempts to contact tenants to arrange access to have the annual gas service carried out are made in a variety of formats in order to satisfy the needs of all tenants. This includes written correspondence; phone calls and home visits and records will be maintained of all contact with the tenant. The Association will also ensure that tenants are made aware that they can in turn contact the Association regarding the annual gas service and access arrangements in a variety of formats including email, via the website, by phone or in person at the Association's offices.
- The Association will ensure that where required and in reasonable circumstances, appointments to access tenant's homes to carry out the annual gas service are arranged with flexibility to suit individual requirements. This may in some exceptional circumstances include evening and weekend appointments.
- All tenants will be provided with a copy of the gas safety certificate following the completion of the annual gas service or following the installation of a new boiler. All new tenants will be provided with a copy of the current gas safety certificate when signing up for a property.
- The Association will keep gas safety certificates for a minimum of 2 years.
- The Association will employ a qualified external contractor to undertake a quality control audit of a minimum 10% sample of properties following the annual gas service in order to ensure that all works have been carried out in accordance with statutory, regulatory and contractual requirements.
- The Association will ensure that any property newly purchased or acquired will have a gas safety check and record completed on the day the keys are received by the Association.

6. Tenant Engagement and Satisfaction

SHA aims to achieve a high level of tenant satisfaction within the maintenance and repairs service, which it provides.

All tenants will be sent an SMS text message survey when the service is completed to encourage them to provide feedback on the service provided.

Tenants have the right to make a complaint if they feel we did not deliver our service to their satisfaction. We aim to handle complaints and comments in accordance with the expectations of the Scottish Public Services Ombudsman (SPSO), and full details of the complaints process are contained within our Complaints Handling Procedure.

7. Performance Monitoring and Reporting

It is a legal requirement that 100% of Association owned properties that require a gas safety record have a safety check completed annually. The Association will report to the Scottish Housing Regulator as part of the Annual Return on the Charter (ARC) against the following indicator:

Indicator 11: *How many times in the reporting year did you not meet your statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check?*

A report will be presented quarterly to the Property Services Committee detailing compliance with the ARC indicator, progress with the annual gas servicing contract and any other relevant matters concerning the Gas Safety Policy and procedures.

8. Review

The Policy will be reviewed within three years or earlier if there is a requirement to do so.