



PO33 Gas Safety Policy

Approval

Approved by Tenants' Forum	Reviewed January 2011
Approved by Board	Originally Approved April 2008 (Reviewed November 2010)
Due for Review	November 2013

Review undertaken

Resident involvement <i>As agreed with Tenants' Forum</i>	Discussion at Tenants Forum. Tenants involved at project meetings. Reviewed by Portfolio Holders in December 10.
Equality Impact Assessment	8 April 2008, approved by Director of Property and Development.
Other consultation	n/a

1.0 Scope of Policy

1.1 The Policy applies to all activities connected with the servicing and maintenance of gas appliances owned by Soha.

2.0 Aim

2.1 The overall aim of the policy is to ensure both Soha and our contractors comply with the legal requirements laid down in The Gas Safety Regulations 1998 thereby ensuring the safety of our tenants.

2.2 Regulation 36 details the landlord's duties "to ensure that each appliance and flue to which duty extends" has been checked and serviced within a 12 month period.

2.3 We aim to apply this policy constantly and fairly and will not discriminate on grounds of race, colour ethnic or national origins, religion, sexual orientation, disability, gender, age or any other matter which may cause a person to be treated with injustice.

3.0 Definitions

3.1 Gas Safe Register is the body charged by the Health & Safety Executive (HSE) to maintain a register of competent gas installers in Great Britain, Northern Ireland & the Isle of Man. Gas Safe has taken over from CORGI in this regard.

3.2 Gas Safety (Installation and Use) Regulations 1998. The main legislation for Gas Safety and residential properties. The Health and Safety Executive (HSE) will prosecute breaches of this legislation.

4.0 Policy Statement

4.1 Soha believes that the regular maintenance and servicing of gas equipment within its properties is of paramount importance in ensuring the safety of our residents. We recognise the potential dangers posed by gas and gas fired appliances and therefore treat gas safety as a fundamental objective. Soha has a target of obtaining 100% current gas certificates serviced within a 12 month period.

4.2 Soha recognises it has a legal responsibility to ensure that all our gas appliances are checked and serviced annually using approved Gas Safe registered personnel in accordance with the Gas Safety Regulations 1998.

4.3 Soha has detailed gas safety procedures to complement this policy which explains our approach, in particular to "no access" issues, breakdowns, quality checks, gas leaks, void properties and the mechanism by which data is recorded.

5.0 Implementation

- 5.1 Soha has a both a robust and flexible approach to ensure gas servicing is carried out within a 12 month time frame. Where access has been denied Soha will maintain accurate records detailing specific dates of when the contractor visited the property.
- 5.2 Properties will be serviced based on the anniversary of the previous year's gas servicing expiry date to ensure value for money. In addition, properties will be serviced when they become void and during a mutual exchange.
- 5.3 We will ensure our Contractor pre-books all gas servicing appointments with tenants and confirms the date and time in writing.
- 5.4 We will work proactively with the contractor to establish contact with any tenants failing to provide access to their home. Soha's Housing Management team will provide assistance with our more vulnerable tenants to ensure we provide a tailored and effective service.
- 5.5 Tenants will be given the option of booking a gas service appointment out of hours, (ie. early evenings or Saturday mornings).
- 5.6 Soha will highlight the importance and necessity of annual gas safety checks to its tenants using clear forms of communication.
- 5.7 Information relating to gas servicing will be provided on language cards ensuring all tenants have equal access to the works.
- 5.8 Incentives will be given to tenants for allowing access by linking gas servicing to the Tenant's Reward Scheme and annual prize draws.
- 5.9 Where access has proved difficult during the previous year we will put in place a range of proactive measures to reduce the possibility of this reoccurring.
- 5.10 In extreme cases Soha will seek court injunctions to gain access to properties failing to provide access.
- 5.11 When installing new and replacement heating systems Soha will use condensing Sedbuk A rated boilers which are more environmentally friendly and more economical for tenants than the basic legal requirement.

6.0 Monitoring and Reporting

- 6.1 The Gas Compliance Supervisor will monitor the programme for gas servicing to ensure that Soha's obligations are met. Accurate statistics will be kept on the number of services completed and any that remain outstanding. A report on progress will be submitted to the Asset Manager

and Director of Property & Development on a monthly basis. The contractor's performance will also be published in the monthly Management Report. This will be reported to the Board on a quarterly basis.

- 6.2 Soha will involve tenants during the selection of contractors and the monitoring of both the installation and servicing projects. We will seek feedback from tenants and ensure this is used to help shape the service we provide.
- 6.3 The Gas Compliance Supervisor will carry out quality control inspections to a proportion of both gas services and newly installed gas heating systems. The Gas Servicing contractor will also be instructed to undertake their own quality control audits.
- 6.4 Soha will also appoint external consultants to carry out quality control inspections to a proportion of both gas services and gas heating repairs.

7.0 Responsibility

The Director of Property & Development is responsible for the effective implementation of this Policy.