

HOUSING SOLUTIONS LIMITED

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| | FIRST ISSUED: June 2015 |
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| | OWNER: Customer Services Director |
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Housing Solutions Limited

**Gas Safety and Solid Fuel Policy and Management
System**

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FOREWORD

This document details the system for the management of Gas safety and solid fuel appliance risks in properties owned and/or managed by Housing Solutions Limited.

The document has been revised in line with current legislation.

This document illustrates the general procedure for installations, maintenance and servicing of domestic gas and solid fuel appliances in accordance with associated manufacturer's statutory and regulatory legislation.

Housing Solutions recognises Gas Safe Register as the approved body and its registration number is 131832.

Please read this document and ensure you understand all the issues dealt with. If you have any doubts or questions about this policy or procedures, please contact your manager who will be able to provide you with advice or further information.

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POLICY STATEMENT

Housing Solutions Limited will take all reasonable steps to prevent and control the risk from Gas and Solid fuel in the properties that it owns:

- Housing Solutions Limited will maintain an open information policy and will work with customers, residents, staff groups, contractors and statutory bodies to agree and deliver solutions to gas safety and solid fuel issues.
- Housing Solutions Limited will implement its gas safety management strategy by empowering designated Operations staff with the appropriate training, skills and resources needed to safely manage Gas and solid fuel safety.
- Housing Solutions Limited shall ensure in any properties that prompt remedial action shall be taken to safeguard persons in properties where there is a serious risk from gas or solid fuel.

SCOPE OF POLICY

The scope of this policy is applicable to all group managed and maintained buildings.

POLICY DEVELOPMENT

This policy has been developed to allow Housing Solutions Limited to comply with:

- The Gas safety (Installation and Use) Regulations 1998
- The Gas safety (Management) Regulations 1996

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LEGISLATION

This Management system will assist Housing Solutions Limited in complying with its duties under:

- Health and Safety at Work Act 1974
- Building Regulations (England & Wales) 1991 amended
- The Gas safety (Installation and Use) Regulations 1998
- The Gas safety (Management) Regulations 1996
- Reporting of work-related accidents, diseases and dangerous occurrences in accordance with the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Regulations 1995

GENERAL GUIDANCE

Housing Solutions is aware of its statutory responsibilities and duties to its customers/users both internal and external and acknowledges that certain items may be the responsibility of other individuals /customers. Housing Solutions has an obligation to ensure that gas and solid fuel appliances/pipework Installed in a property (owned by the company) is maintained in a safe condition. However, Housing Solutions is not responsible for the servicing of gas cooking appliances/space heating appliances not owned by Housing Solutions (customer owned).

Housing Solutions' engineers have a responsibility to carry out a visual inspection of customer owned appliances. If the engineer considers any appliance or pipe work to be unsafe he has the authority to make the appliance/pipe work safe and issue a warning notice informing the customer of an unsafe situation. The information will be recorded in the Landlord Safety Record.

When any works are carried out in relation to gas or solid fuel appliances and other fittings all Housing Solutions or sub-contractor gas operatives will be competent and hold a valid certificate of competence for each work activity that they undertake.

The valid certificate will have been issued under the Nationally Accredited Certification Scheme (ACS) for individual gas operatives and HETAS for solid fuel.

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SPECIALIST ADVICE

This document is not intended to provide detailed technical guidance on handling and dealing with Gas Safety and Solid Fuel appliances. Staff should refer to the appropriate HSE guidance. Lists of all current HSE publications may be obtained from the HSE Website. Copies of all relevant publications will be issued to all staff trained by Housing Solutions Ltd.

RESPONSIBILITY OF INDIVIDUALS

| | |
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| Group Customer Services Director | <p>The Group Customer Services Director is responsible to the Executive Team for this policy.</p> <p>They will ensure that:</p> <ul style="list-style-type: none">– The Executive Team is informed of the resources needed to implement this policy;– The Executive Team is informed of the implementation of this policy and procedures;– The Executive Team is immediately informed of any incidents that may affect the image or reputation of Housing Solutions Ltd, or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions Ltd; and– Measures are taken to ensure that this policy and procedures are fully implemented. |
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| The Head of Asset Management | <p>The Head of Asset Management is responsible to the Group Customer Services Director.</p> <p>The Head of Asset Management is to ensure that:</p> <ul style="list-style-type: none"> – This policy and procedures is fully implemented; and – Their line manager is fully informed with regards to: <ul style="list-style-type: none"> • Resources needed to implement the policy; and • Any difficulties in the implementation of this policy. – Contractors have received information, instruction and training so that they and their employees know and understand Housing Solutions Ltd policies and procedures. – Routine checks are carried out to ensure that contractors are following Housing Solutions Ltd policies and procedures. – Investigations are carried out and any necessary actions taken to ensure that contractor's employees work safely and comply with Housing Solutions Ltd policies and procedures. – The Group Customer Services Director is immediately informed of any incidents that may affect the image or reputation of Housing Solutions Ltd, or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions Ltd. |
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| Property Managers Inc. Energy Services Manager Operations Manager Asset Investment Manager Community Maintenance Manager Gas/Plumbing Supervisor Community Services Team Leader Supported Services Team Leader Community Housing Officers | <p>Property Managers are responsible to the Head of Asset Management for the daily implementation of these policies and procedures.</p> <p>They are to ensure that:</p> <ul style="list-style-type: none"> – They fully comply with these policy and procedures; and – The Head of Asset Management is fully informed with regards to: <ul style="list-style-type: none"> • Any training or resources needed to implement the policy; and • Any difficulties in the implementation of this policy. – All site operative(s) are working safely and in accordance with Housing Solutions Ltd policies and procedures; |
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| | <ul style="list-style-type: none">– All site operative(s) know and understand the procedures in the event of a gas safety/solid fuel breach.– If Site staff or a contractor is not working safely or are not complying with Housing Solutions Ltd policies and procedures, appropriate action is immediately taken.– The Head of Asset Management is immediately informed of any incidents that may affect the image or reputation of Housing Solutions Ltd or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions Ltd. |
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STAFF TRAINING

The Group Customer Services Director is to ensure that all persons are provided with the necessary information, instruction and training to fulfil their roles and responsibilities under this policy and procedures.

Housing Solutions' commitment to training, and in particular the legislative training as required by the accredited certificated scheme for gas operatives (ACS), ensures that its customers/users are protected from the dangers which may arise from faulty gas appliances/installations. Housing Solutions ensures through its commitment to training that the supervising officers and all maintenance personnel whose work falls within the scope of the current Gas regulations hold all necessary up to date certificates of competence. All servicing of Solid fuel appliances will be conducted by engineers or sub-contractors holding a HETAS certificate (accredited body for solid fuel)

Housing Solutions further protects customers/users by instructing all staff to comply with its warning notices procedures, the full requirements of current gas and solid fuel safety regulations and all other standards and specifications, which may apply from time to time.

Housing Solutions will instruct all employees and sub-contractors who may make or take reports on gas installations that they are responsible for gas and solid fuel safety and that where a gas and solid fuel safety certificate cannot be issued Housing Solutions' warning notice policy should be explicitly followed.

NOMINATED COMPETENT PERSONS

The Group Customer Services Director will nominate competent persons to provide advice on the management of Gas Safety in Housing Solutions Ltd properties.

A list of all nominated persons is to be maintained by the Group Customer Services Director in the format at Appendix 1.

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VOID PROPERTIES

When a property becomes void a gas and solid fuel safety inspection will be carried out before it is re-let to a new customer.

PROPERTY RE-LET

When a property is re-let a full gas and solid fuel safety check will be carried out and a new gas and solid fuel safety certificate will be provided.

GAS HEATING INSTALLATION

To remove as applicable existing system/equipment i.e. boiler, tanks, flues, radiators, etc. and put in a replacement gas fired central heating system including renewal of gas installation pipe work all in accordance with relevant project specifications. Asbestos procedures to be adhered to when encountering any Asbestos containing materials (ACMs)

The whole of the installation works shall be installed in accordance with the appropriate manufactures instructions and comply with the requirements of The Gas safety (Installation and Use) Regulations 1998, current IEE Wiring Regulations, current Building Regulations and all other stated by law, Regulations and British Standards/Codes of Practice.

On completion of the installation the system will be fully tested and all central heating pipe work will be flushed. When satisfactory results are achieved the installation engineer who will sign and date as a true record will complete a commissions/ benchmark certificate. A Carbon Monoxide detector will be installed to cover Housing Solutions appliance.

Instruct the customer on the operation of the installation and leave a copy of the manufacturer's operating instructions. Upon completion the engineer who will leave one copy with the customer and another copy returned and placed in the house file and will issue a LGSR (Landlords Gas safety Record)

GAS SERVICE AND REPAIR

To service maintain and repair as appropriate appliances/installations

All services and repairs carried out in strict accordance with the manufactures/appliance installations and service instruction.

All works and materials will comply with the requirements of the Gas safety (Installation and Use) Regulations 1998 and all other stated by statutory law, Regulations, British Standards and codes of practice.

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When servicing/repairing any appliance always refer to manufacturer's instructions for guidance. In the absence of manufacturer's instructions gas engineers should use their own professional engineering competence to carry out a comprehensive service/repair or safety check. A Carbon Monoxide detector will be installed to cover all of the appliances owned by Housing Solutions.

Upon completion of gas works a landlord Gas safety record (LGSR) will be fully and accurately completed by the engineers who will leave a copy with the customer, another copy is returned and placed in the house file. When attending to a breakdown the engineer will complete the 26(9) regulation form on the PDA to record they have carried out the appropriate safety checks.

ANNUAL GAS SAFETY CHECKS – See appendix A for full procedure

Regulation 36 of the Gas safety (installation and use) Regulations 1998 requires, amongst other things, that a landlord shall ensure that: -

Each appliance and flue 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.

Only those who are Gas Safe Registered carry out such checks.

in any room occupied or intended to be occupied as sleeping accommodation by a customer there are no gas fittings that would contravene the regulations. For instance, this will require the removal of any gas appliances installed in a room converted into sleeping accommodation by landlords after 31 October 1998 that are not either room-sealed or fitted with a suitable safety (vitiation) device (depending on their heat input), and their replacement with complying appliances, or other alternative ones that are not gas-fuelled.

written records are kept, giving details of appliances or flues checked, dates of checking, and any defects identified and remedial action required

a copy of the record is provided to the customer within 28 days of the check

These records are maintained in the file for a period of 2 years.

WARNING NOTICES - See appendix D for full procedure

When a Housing Solutions' engineer or contractor performs work on a gas appliance he will immediately thereafter examine:

- The effectiveness of the flue
- The supply of combustion air

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- Its operating pressure or heat input, or where necessary, both
- Its operation to ensure its safe functioning.

The results of the above tests will be recorded and indicated on the LGSR if carrying out an annual gas and solid fuel safety inspection or if carrying out a breakdown will sign the form section on the PDA stating they have carried out the required safety checks in line with regulation 26(9) of the current gas regulations.

If a defective appliance/installation is found during gas work, guidance for the Gas Safe Register gas industry unsafe situations procedure (dealing with unsafe situation in customers premises) must be adhered to.

CO DETECTORS

Housing Solutions supply a CO detector to all properties that have a gas appliance or solid fuel burner. These detectors are tested as part of the annual service.

MEASURES TO MINIMISE RISK

The Property Manager shall ensure that any measures identified during gas safety works to reduce risk, or comply with the law are fully implemented.

INFORMATION TO STAFF

The Head of Asset Management shall ensure that up-to-date copies of all gas safety certificates (LGSR's) are available in all properties to which they relate. The Energy Services Manager shall ensure that all staff are informed of the presence of the LGSR's and any measures which they need to take to comply with the current regulations.

INFORMATION TO CUSTOMERS

General information about gas safety will be provided through customer newsletters and on our website at housingsolutions.co.uk for general needs properties.

All customers are provided with information and guidance concerning Gas and solid fuel safety within properties, including written notification regarding access required for gas and solid fuel safety checks. This information is provided in the form of a leaflet with the letter. Housing Solutions will undertake enforcement action if a customer refuses access to carry out gas and solid fuel safety checks to fulfil its obligation to carry out a gas safety.

CONTRACTORS

Housing Solutions will ensure all sub-contractors carrying out Gas related work for the group are Gas Safe Registered and will provide proof of registration with their annual approved contractor submission.

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AUDIT – See appendix L for full audit process

The Gas Safety Management procedures will be audited as per the following table:

| Audit Type | Frequency | Responsible Person |
|---|------------------|----------------------------------|
| Property check* | Quarterly | Head of Asset Management |
| Internal audit by appointed H&S consultant | Annually | Group Customer Services Director |
| External audit carried out by external auditors | Bi-annually | Group Customer Services Director |

* To ensure that all properties that require a gas safety inspection are recorded on the master database with a date for re-inspection.

The Group Customer Services Director must record the findings of an audit. The system should be amended to incorporate the findings of an audit.

KEY PERFORMANCE INDICATORS

The Head of Asset Management will be responsible for reporting the following key performance indicators through the Quarterly Directors Health and Safety Report.

% of gas supplied properties with a valid gas safety certificate (LGSR) - Target 100%

COMPLAINTS

All customer complaints relating to Gas Safety will be logged as per the company's complaints policy and procedures.

ADDITIONAL INFORMATION AND LINKS

HSE - Health and Safety Executive

<http://www.hse.gov.uk/gas/>

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APPENDIX 1 – NOMINATED COMPETENT PERSONS

| Competent persons | Mobile | email |
|---|-------------|--|
| Kieran O'Connor – Gas/Plumbing Supervisor | 07584235578 | Kieran.Oconnor@housingsolutions.co.uk |

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Appendix 2

Introduction to procedures

The Gas safety (Installation and Use) Regulations 1998, Regulation 36 requires Housing Solutions as a landlord to ensure that the following are maintained in a safe condition in order to prevent the risk of injury to any person in lawful occupation of relevant premises:

- a) Any relevant fittings
- b) Any flue which serves any relevant gas fitting

A Relevant gas fittings means: -

Any gas appliance (other than an appliance which the customer is entitled to remove from the premises) or any installation pipe work installed in any relevant premises

B Any gas appliance or installation pipe work which directly or indirectly, serves the relevant premises and which either-

- i is installed in any part of the premises in which the landlord has an estate or interest
- ii Is owned by the landlord or is under his control, except that it shall not include any gas appliance or installation pipe work used in a part of the premises occupied for non-commercial purposes.

Regulation 36 also requires, amongst other things, that a landlord shall ensure that: -

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- Each appliance and flue 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.
- Only those who are Gas Safe Registered carry out such checks.
- in any room occupied or intended to be occupied as sleeping accommodation by a customer there are no gas fittings that would contravene the regulations. For instance, this will require the removal of any gas appliances installed in a room converted into sleeping accommodation by landlords after 31 October 1998 that are not either room-sealed or fitted with a suitable safety (vitiation) device (depending on their heat input), and their replacement with complying appliances, or other alternative ones that are not gas-fuelled.
- written records are kept, giving details of appliances or flues checked, dates of checking, and any defects identified and remedial action required
- a copy of the record is provided to the customer within 28 days of the check
- These records are maintained in the file for a period of 2 years.

Gas and Solid fuel Safety

This document contains procedures to satisfy legal responsibilities, which must be complied with by all Housing Solutions' staff and other employees, also any sub-contractors employed to carry out duties with respect to the installation and use of gas at premises under the control of Housing Solutions.

In adopting these policies and procedures, Housing Solutions has the following objectives.

To ensure as far as possible, that all gas or solid fuel appliances used in properties owned by Housing Solutions and for which Housing Solutions as a landlord has a responsibility, are in a safe condition and that all the occupants of and persons visiting these properties are in no danger from such appliances.

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To set out the legal obligation imposed upon the Company in connection with gas appliances within the properties owned by Housing Solutions.

To set out the obligations which the Company owes to the customers of such properties and others.

To set out a procedure this will enable Housing Solutions to meet its obligations on safety.

1. To ensure that all persons who are involved in the installation, inspection, servicing and repair of gas or solid fuel appliances are properly trained and accredited.

Housing Solutions recognises Gas Safe Register as the approved body and its registration number is 131832.

Housing Solutions will ensure all sub-contractors carrying out Gas related work for the group are Gas Safe Registered and will provided proof of registration with their annual approved contractor submission.

Housing Solutions has supplied details to Gas Safe Register of the competence of each gas operative it employs and each operative has been supplied with a Gas Safe registration card, which must be made available for inspection upon request.

Housing Solutions will fully co-operate with Gas Safe Register as and when requested and will ensure full compliance with rules for registration and implement any amendments.

Housing Solutions will fully co-operate with a business inspection by Gas Safe Register presently on a bi-annual basis at a mutually agreed time.

Housing Solutions is aware that Gas Safe Register may randomly select sites to visit for inspection from time to time selected from the gas work notification process without the prior permission of the company.

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Housing Solutions will make available all Gas safety Documentation and Quality Audit Documentation for inspection given reasonable notice.

Housing Solutions will install a Carbon Monoxide detector to monitor all appliances that are owned by Housing Solutions.

Appendix 3

Warning Notice Procedures

When a Housing Solutions' engineer or contractor performs work on a gas appliance he will immediately thereafter examine:

- The effectiveness of the flue
- The supply of combustion air
- Its operating pressure or heat input, or where necessary, both
- Its operation to ensure its safe functioning.

The results of the above tests will be recorded and indicated on the LGSR if carrying out an annual gas and solid fuel safety inspection or if carrying out a breakdown will sign the form section on the PDA stating they have carried out the required safety checks in line with regulation 26(9) of the current gas regulations.

If a defective appliance/installation is found during gas work, guidance for the Gas Safe Register gas industry unsafe situations procedure (dealing with unsafe situation in customers premises) must be adhered to

This guidance book is issued to all gas engineers

Housing Solutions' warning notice procedures have been designed in a way, which allows the Department to follow up on identified defects to provide our customers/users with a safe, efficient, and cost effective solutions. It complies with section 26 (9) and 34 (1) of the GSIUR 1998 and the Gas Safe Register gas industry unsafe situations procedure.

Categories of Unsafe Situations

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Classification of defective appliances/installations may fall within one of three following categories

1. Immediately Dangerous (ID)
2. At Risk (AR)
3. Not To Current Standards (NCS)

Immediately Dangerous (ID)

The most serious category, Housing Solutions or its contractor will on all occasions arrange to have the appliance or installation disconnected from the gas supply, and personnel will inform the customer/users that this appliance/installation would, if not disconnected, present an immediate danger to life and property. The engineer will raise a warning notice and attach a notice to the appliance/installation.

At Risk (AR)

This is the next most serious category. The advice given by the engineer to the customer/user in this situation is that this appliance/installation, if operated, may lead to a situation, which could create risk to life and property. The engineer will on ALL occasions, request permission from the customer/user to disconnect the appliance/installation from the gas supply. The engineer will raise and attach a warning notice to the appliance.

Not To Current Standards (NCS)

Any existing appliance/installation which cannot satisfy all current regulation standards and specification or Codes of Practice, but constitutes neither an immediately dangerous or at risk situation, will fall into this category.

The advice given to the customer/user in this situation is that the appliance/installation requires some works to bring it up to required standards, but is still safe to use until these works are completed. A warning notice will not be raised; however, the particular defects should be clearly indicated on the LGSR.

Warning Notice Audit Trail

All warning notices are logged to enable an audit trail and all relevant information is recorded.

Remedial works will be carried out and the warning notice will be lifted and new landlord safety certificate completed

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Where a warning notice applies to customer own appliances, pipe work or installations, a letter is sent to the customer raising the defects and the category of risk and a copy of this letter is filed in the gas section for reference.

The warning notice is monitored to ensure gas safety.

Examples of unsafe situations

(ID) Gas Escapes, Spillage of products of combustion.

(AR) Pipe work showing signs of corrosion or damage

(NCS) Unsleeved pipe work (not showing signs of corrosion)

Appendix 4

(Non-Live Gas Supply)

When it is not possible for an engineer to carry out a gas tightness test on installation pipe work for various reasons such as the termination of the supply by the gas transporters or the customer does not use gas the following procedure applies:

- The engineer shall insert a blanking disc above the emergency control valve.
- A LGSR will be completed indicating, Gas Capped at Meter. The customer/user will inform when they require gas to be re-established. A commission/safety check must be carried out when the property is reconnected to the gas supply.

Appendix 5

Quality Control Management Review and Training

The Gas safety (Installation and Use) Regulations 1998 place responsibilities upon Housing Solutions to ensure that all appliances are left in a safe condition. It would therefore follow that we exercise a legitimate interest in the manner that the work is undertaken.

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This will be carried out in a meaningful and structured way i.e. the monitoring of gas work and the visual inspection of all completed work documentation.

Measurement (other than visual quality control of documentation) will be carried out in 4 ways.

- The physical monitoring of the work and the competence of individuals.
- Management review of performance feedback into the system for continued improvement via documentation
- External independent audit.
- Customer Satisfaction survey

Quality control Checks are

- a) Documentation 100 % (ensuring all required fields of the certificate are completed)
- b) Post Inspection minimum 7%
- c) External audit minimum 5%

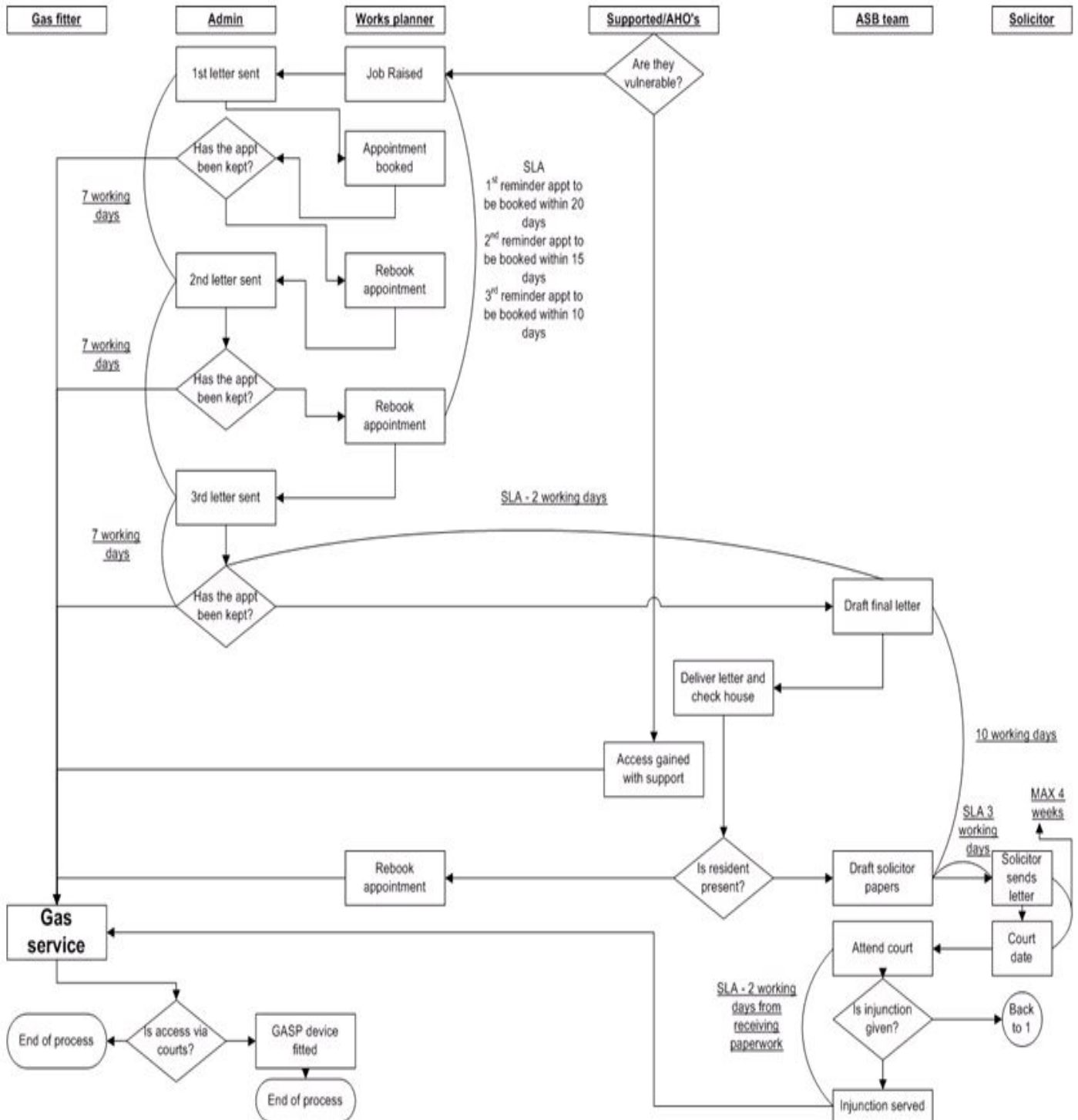
Training of Current Personnel

- Will be in accordance with ACS requirements
- On-going product training as required
- On-going equipment training as required

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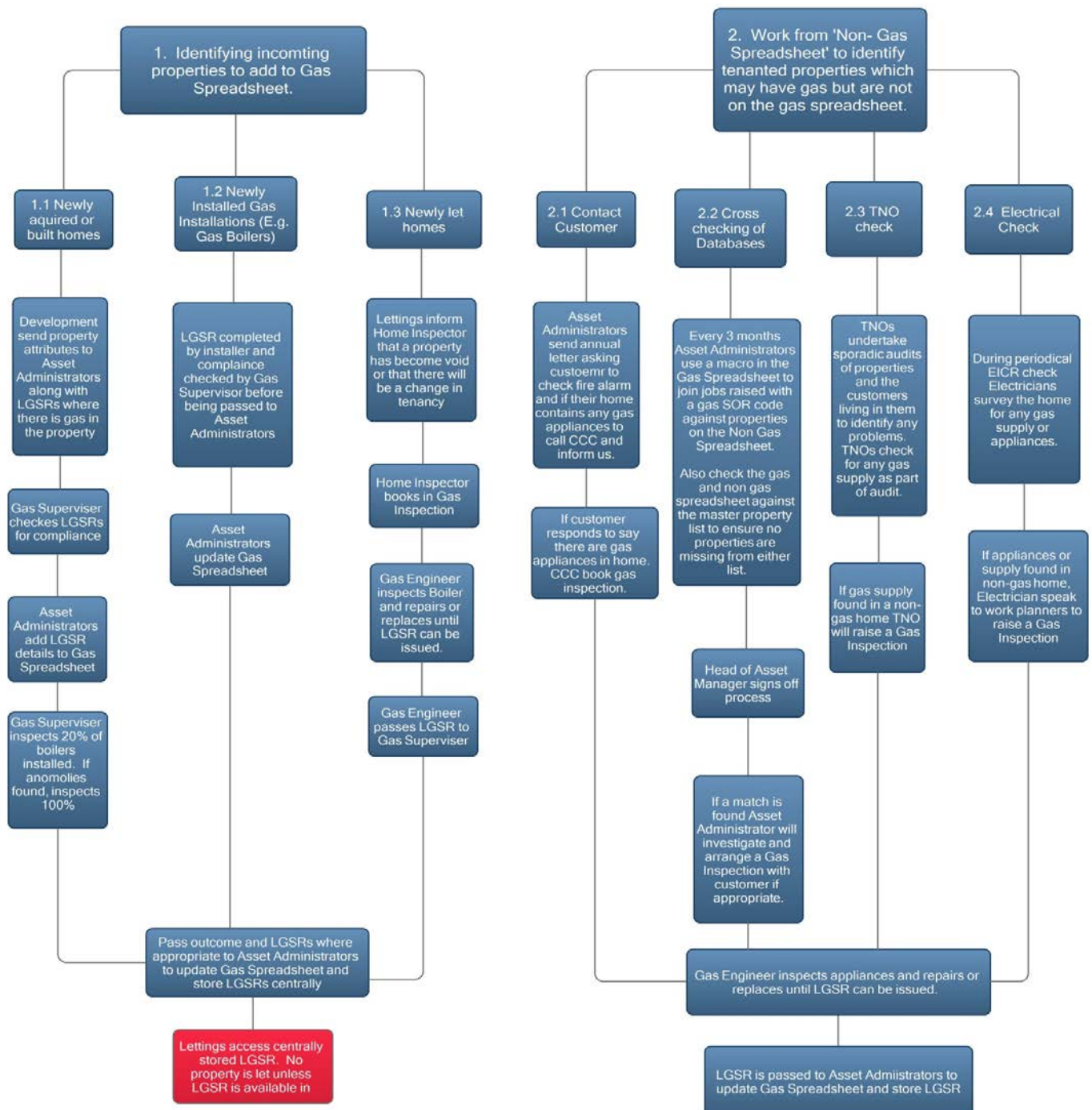
Appendix 6 – Gas access flow chart



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Appendix 7 – Audit Process



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Ensuring all homes supplied with gas have a LGSR

Focus of process:

- Keep accurate and up to date master spread sheets of all properties **gas** and **non- gas**.
- Exploit all possible opportunities to identify properties with **gas**.

1. Identify Properties with gas and solid fuel installations and add to the “gas” Spread sheet

Properties are identified in three different ways:

1.1 Newly acquired or built homes:

Property attributes provided by development to Asset Management along with LGSRs for each property. The Energy Services Manager checks LGSRs for compliance and passes to Asset Administrators to update the Gas Spread sheet.

A quarterly report will be provided by development detailing those properties handed over in the period. Asset Administrators will cross check against the gas spreadsheet and non-gas spread sheet

1.2 Newly Installed Gas Installation (E.g. Boiler):

LGSR completed by installer and compliance checked by Gas Supervisor before being passed to Asset Administrators. Asset Administrators update Gas Spreadsheet.

1.3 Newly let homes:

LGSR completed by Service engineer and passed to Asset Administrators. Any recommendations are passed to the Gas Supervisor. Asset Administrators update Gas Spread sheet. Lettings department check N Drive for copy of the LGSR prior to letting the property.

2. Identifying tenanted properties which may have gas or solid fuel from the non-gas spread sheet

Properties on the non-gas Spread sheet are periodically checked for signs that there may be gas being used in the home.

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2.1 Contact Customer:

Asset Administrators send a letter annually to all customers not on the Gas Spreadsheet requesting that the customer tests their smoke alarm and informs Housing Solutions of any gas supply to the property.

2.2 Cross check of databases against gas and non-gas spread sheets:

Every 3 months Asset Administrators will check all repairs with a gas SOR code raised in the last period against the non-gas spread sheet to validate non-gas status – The Head of Asset Management will sign off this process. Every 3 months Asset Administrators will cross check both gas and non-gas spread sheets against the master property list to ensure to ensure that there are no unaccounted for properties - The Head of Asset Management will sign off this process.

2.3 TNO Check

Tenancy Neighbourhood officers will check properties marked as non- gas as part of their tenancy audits to validate non-gas status.

2.4 Electrical Check

The Energy Services Manager will direct Electrical engineers to check properties marked as non-gas as part of the EICR periodic electrical testing process.