

Gas Safety & Solid Fuel Policy & Management System



Reference:	HS_POL_ASM_GAS_2.0	Author:	Ben Lancaster
Scope:	Housing Solutions Properties/staff and contractors	Approved by:	Executive Team
Legislation:	As Listed in 4.1	Date of approval:	27 th Nov 2018
		Date of Review:	November 2021
Related Policies:	Health & Safety Policy Repairs & Maintenance Policy Planned Maintenance Investment Policy Access Policy Empty Homes Management Policy		

1. Policy Statement

- 1.1 Housing Solutions 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.
- 1.2 This policy has been devised in conjunction with and verified with gas consultants, Morgan & Lambert.
- 1.3 Any third parties engaged in any item, covered by this Policy must be made specifically aware of its existence, and register formally their intention to abide by it and any associated procedures or guidance.
- 1.4 Housing Solutions 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.
- 1.5 Housing Solutions 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.

2. Scope

- 2.1 This Policy details the system for the management of gas safety and solid fuel appliance risks owned and/or managed by Housing Solutions.
- 2.2 The Policy has been revised in-line with current legislation [as detailed in section 4](#), and illustrates the general procedure for installations, maintenance and servicing of domestic gas and solid fuel appliances in accordance with associated manufacturers statutory and regulatory legislation.

- 2.3 This Policy applies to all Housing Solutions departments, employees and any property containing gas components, subject to any specific exclusions.
- 2.4 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.

3. Definitions

- 3.1 LGSR – Landlords Gas Safety Record

4. Legislation

- 4.1 This management system will assist Housing Solutions in complying with its duties under:

- Health and Safety at Work Act 1974
- The Gas safety (Installation and Use) Regulations 1998 amended 2018
- 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
- The Housing Act 1985.
- The Landlord and Tenant Act 1985.
- Gas Safety Guidance for Landlords (2005) Audit Commission.
- The Health and Safety Executive's Code of Practice on Domestic Gas Safety 2004, and any subsequent amendments.
- The Health and Safety Executives approved code of practice and guidance document – L56 to support the Gas Safety (Installation and Use) Regulations 1998. (As amended)
- Gas Safe Register's Technical bulletins
- Water Regulations Section 8 Schedule 2 G19 Discharge pipes from safety devices; G19.1; G19.3; and G19.4.
- Building Regulations G3 (2) (3)
- Building Regulations H1 Guidance: (c)

5. General Guidance

- 5.1 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 (i.e. customer owned).
- 5.2 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 (in-line with IGEM/G/11 Gas Industry Unsafe

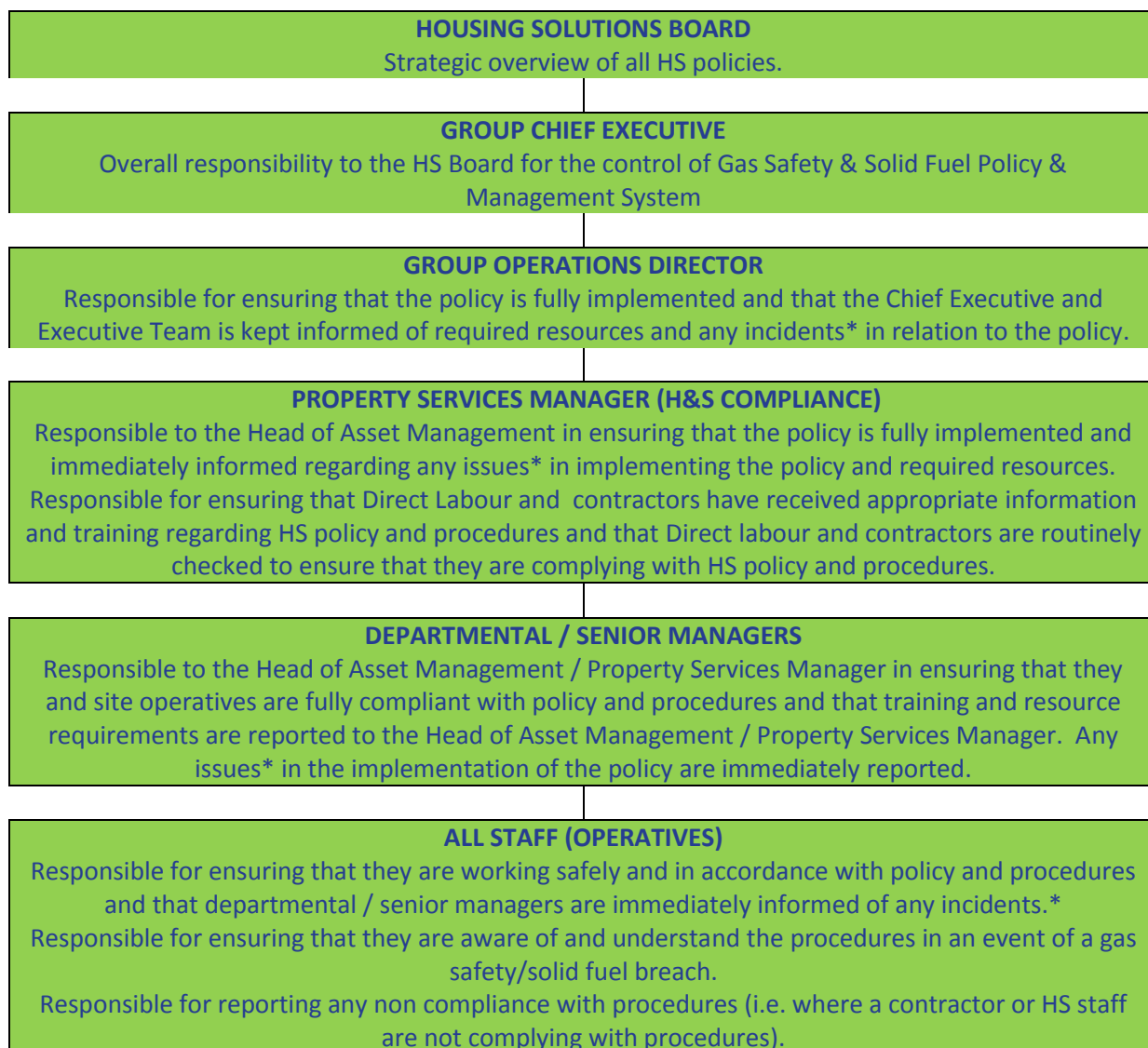
Situations Procedure). The information will be recorded in the Landlord Safety Record.

5.3 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.

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

6. Procedure

6.1 Responsibilities



* Any incidents that may affect the image or reputation of Housing Solutions or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions must be **immediately** reported to the relevant Manager/Director.

6.2 Staff Training

- 6.2.1 The Operations 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.
- 6.2.2 Gas Safety requires that **Gas Operatives** and **Sub Contractors** be competent. Competence is defined as a mixture of experience and training. It is therefore incumbent on Housing Solutions to ensure any **Gas Work** carried out is done by competent **Gas Operatives** and **Sub Contractors**.
- 6.2.3 Uniquely in the Gas Industry there is a further requirement for any operative to be registered with the HSE.

*“(3) Without prejudice to the generality of paragraphs (1) and (2) above and subject to paragraph (4) below, no employer shall allow any of his employees to carry out any work in relation to a gas fitting or **Service Pipework** and no self-employed person shall carry out any such work, unless the employer or self-employed person, as the case may be, is a member of a class of persons approved for the time being by the Health and Safety Executive for the purposes of this paragraph.”*

Regulation 4 of GSIUR states the following:

“Where an employer or self-employed person requires any work in relation to a gas fitting to be carried out at any place of work under his control or where an employer or self-employed person has control to any extent of work in relation to a gas fitting, he shall take reasonable steps to ensure that the person undertaking that work is, or is employed by, a member of a class of persons approved by the Health and Safety Executive under regulation 3(3) above.”

The “class of persons” referred to is currently the Gas Safe Register and therefore to comply with the requirements of GSIUR, Housing Solutions will hold its own Gas Safe Registration. All of its operatives currently carrying out **Gas Work** at any time will be licensed with Gas Safe Register. Housing Solutions Gas and Plumbing supervisor will ensure all relevant staff are enrolled with Gas Safe.

- 6.2.4 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).
- 6.2.5 In addition, any **Sub Contractor** used for **Gas Work** will also be Gas Safe Registered. Any **Sub Contractor** appointed by any Housing Solutions Department shall be verified by the Nominated Competent Person to ensure a consistent approach to Gas Safety. This verification shall be in addition to any other Policy requirements in relation to the appointment of **Sub Contractors**.

- 6.2.6 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.
- 6.2.7 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.

6.3 Nominated Competent Persons

- 6.3.1 The Operations Director will nominate competent persons to provide advice on the management of Gas Safety in Housing Solutions properties.

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

6.4 Void Properties

- 6.4.1 A Void property has no statutory tenancy and is therefore compliant with Regulation 36 and does not require a valid LGSR. However, once tenanted, it will and any existing in date LGSR would still be applicable.

- 6.4.2 It is recognised that a due diligence check should be carried out at this point on the Gas Installation as Housing Solutions may employ Contractors to carry out work in void properties and therefore Regulation 35 – Duties of Employers is applicable. In brief, this Regulation states:

“It shall be the duty of every employer or self-employed person to ensure that any gas appliance, installation pipework or flue installed at any place of work under his control is maintained in a safe condition so as to prevent risk of injury to any person.”

Therefore, it is recognised that whilst rare there is the possibility of Contractors damaging live gas supplies and/or vandalism to such live gas supply. For this reason, it will be Policy for any Void to have a new LGSR provided prior to let.

- 6.4.3 Housing Solutions will undertake the following:

Property Void

When a property becomes void a gas and solid fuel safety inspection will be carried out, and the relevant certification issued before it is re-let to a new customer (if the property is not re-let within 1 calendar month of the check, it will be redone).

Property Void (major works)

When a property is void and we know that it will be empty for a minimum of 1 calendar month, the gas supply will be capped and a LGSR conducted prior to let and after works have finished.

Mutual Exchange

A full LGSR should be carried out at the point of exchange where any property in the

exchanges belongs to Housing Solutions. Housing Solutions reserve the right to cease at any point a Mutual exchange proceeding based on the LGSR not being completed.

6.5 Gas Heating Installations

- 6.5.1 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)
- 6.5.2 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 (amended 2018 and any subsequent updates), current IEE Wiring Regulations, current Building Regulations and all other stated by law, Regulations and British Standards/Codes of Practice.
- 6.5.3 On completion of the installation the system will be fully tested and all central heating pipework 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 the Housing Solutions appliance.
- 6.5.4 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)

6.6 Gas Safety & Repair

- 6.6.1 To service, maintain and repair as appropriate appliances/installations.
- 6.6.2 All services and repairs carried out in strict accordance with the manufactures/appliance installations and service instruction.
- 6.6.3 All works and materials will comply with the requirements of the Gas safety (Installation and Use) Regulations 1998 (amended 2018) and all other stated by statutory law, Regulations, British Standards and codes of practice.
- 6.6.4 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.
- 6.6.5 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 (or a copy supplied to the customer within 28 days of the works being completed), 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 tablet to record they have carried out the appropriate safety checks.

6.7 Annual Gas Safety Checks – see Appendix 6 for full procedure

6.7.1 Regulation 36A of the Gas Safety (Installation and Use) Regulation 1998 (amended 2018) sets out when the next safety check must be completed in order to retain the existing deadline date. It also sets out a one-off flexibility that landlords can use to align the date of an appliance check with that of other appliances at the same premises.

(1) Where a safety check of an appliance or a flue made in accordance with regulation 36(3)(a) or (b) is or was completed within the period of 2 months ending with the deadline date, that check is to be treated for the purposes of regulation 36(3)(a) and (b) as having been made on the deadline date.

(2) Subject to paragraph (3), the landlord may ensure that an appliance or flue is checked for safety within the 2 month period beginning with the deadline date, instead of checking it within the 12 month period ending with that date.

(3) The discretion conferred by paragraph (2) may be exercised –

(a) only once in relation to each appliance or flue in the relevant premises; and

(b) only in order to align the deadline date in relation to the next safety check of that appliance or flue with the deadline date in relation to the next safety check of any other appliance or flue in the same relevant premises.

(4) In this regulation “the deadline date”, in relation to a safety check for an appliance or flue, means the last day of the 12 month period within which the check is or was required to be made under regulation 36(3) (a) or (b).

With the introduction of the new regulation 36A from 6 April 2018 landlords will be able to have gas safety checks carried out any time from 10 to 12 calendar months after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check.

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-fueled.

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 minimum period of 2 years.

6.8 Warning Notices - see Appendix 3 for full procedure

6.8.1 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.

6.8.2 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 tablet stating they have carried out the required safety checks in line with regulation 26(9) of the current gas regulations.

6.8.3 If a defective appliance/installation is found during gas work, guidance for the IGEM/G/11 Gas Industry Unsafe Situations Procedure (dealing with unsafe situation in customers premises) must be adhered to.

6.9 CO2 Detectors

6.10.1 Housing Solutions supply a CO2 detector to all properties that have a gas appliance or solid fuel burner. These detectors are tested and replaced as required as part of the annual service.

6.10 Measures to Minimise Risk

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

6.11 Information to Staff

6.11.1 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 Property Services Manager (H&S & Compliance) 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.

6.12 Information to Customers

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

6.12.2 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 any enforcement action considered necessary if a customer refuses access to carry out gas and/or solid fuel safety checks to fulfil its obligation to carry out safety inspections. This may include taking steps which may lead to Housing Solutions gaining access to the property and changing the locks.

6.13 Contractors

6.13.1 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.

6.14 Audit

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

Audit Type	Frequency	Responsible Person
Property check*	Quarterly	Compliance Manager
Internal audit by appointed H&S consultant	Annually	Operations Director
External audit carried out by external auditors	Bi-annually	Operations 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 Operations Director must record the findings of an audit. The system should be amended to incorporate the findings of an audit.

6.15 Key Performance Indicators

6.15.1 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 LGSR – Target 100%

6.16 Complaints

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

7. Equality & Diversity

7.1 HS recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. HS works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. HS will record, analyse and monitor information on ethnicity, vulnerability and disability.

8. Confidentiality

8.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member

- sensitive organisational information.

8.2 HS employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

9. Review

9.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.

9.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees.

10. Appendices

Appendix 1 – Nominated Competent Persons

Appendix 2 – Introduction to Procedures

Appendix 3 – Warning Notice Procedures

Appendix 4 – Non-Live Gas Supply

Appendix 5 – Quality Control Management Review & Training

Appendix 6 – Gas Access – Flow Chart

Appendix 7 – Audit Process

Nominated Competent Persons

Competent Person	Mobile	Email
Kieran O'Connor – Gas/Plumbing Supervisor	07584235578	kieranoconnor@housingsolutions.co.uk
Ben Lancaster – Property Services Manager (Health & Safety (Compliance))	01628 543171 07584235572	ben.lancaster@housingsolutions.co.uk

Introduction to procedures

The Gas safety (Installation and Use) Regulations 1998 (amended 2018), 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 36A of the Gas Safety (Installation and Use) Regulation 1998 (amended 2018) sets out when the next safety check must be completed in order to retain the existing deadline date. It also sets out a one-off flexibility that landlords can use to align the date of an appliance check with that of other appliances at the same premises.

(1) Where a safety check of an appliance or a flue made in accordance with regulation 36(3)(a) or (b) is or was completed within the period of 2 months ending with the deadline date, that check is to be treated for the purposes of regulation 36(3)(a) and (b) as having been made on the deadline date.

(2) Subject to paragraph (3), the landlord may ensure that an appliance or flue is checked for safety within the 2 month period beginning with the deadline date, instead of checking it within the 12 month period ending with that date.

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

- 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

(vitiating) 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 minimum 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.

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 that 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 provide proof of registration with their annual approved contractor submission. (All new starters will provide the required documentation).

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.

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.

Warning Notice Procedures

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 tablet stating they have carried out the required safety checks in line with regulation 26(9) of the current gas regulations.

Unsafe Situations

The Gas Industry Unsafe Situations Procedure (GIUSP) is a "live" document issued by IGEM in conjunction with the HSE for giving guidance to **Gas Operatives** and **Sub Contractors** for dealing with unsafe situations in Domestic and Non-Domestic properties supplied with natural gas or liquefied petroleum gas.

The current document is IGEM/G/11

It deals in detail with both Risk Assessment and categorisation of any Risk identified when carrying out **Gas Work**. Any **Gas Operative** or Gas **Sub-Contractor** should use this guidance to take the appropriate action on behalf of Housing Solutions .

The GIUSP introduction states the following:

"This Procedure gives guidance to competent engineers, regarding the categorisation of unsafe situations. It contains the most common examples of situations that an engineer is likely to encounter. However, Table 1 is not exhaustive and individual circumstances may require different actions to be taken.

This includes multiple defects which, on their own or in smaller number, would not be deemed safety related but which may be safety related when added together.

It may also include multiple defects which, on their own or in smaller number would each be deemed AR but which are deemed ID when added together.

Therefore, engineers shall exercise engineering judgement within their area of competence and where there is doubt, seek further guidance. In preparing Table 1 the following logic has been applied when deciding the category. This should form the basic approach to any unlisted situation:

- *Immediately Dangerous (ID) – Is a dangerous appliance/installation, which if left connected to a gas supply is an immediate danger to life or property. Examples of this are combustion products entering the room, and gas escapes.*
- *At Risk (AR) – Is a potentially dangerous appliance/installation where one or more faults exist and which, as a result may in the future constitute a danger to life or property. An example of this is inadequate ventilation.”*

If a defective appliance/installation is found during gas work, guidance from IGEM/G/11 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 safe, efficient, and cost effective solutions. It complies with section 26 (9) and 34 (1) of the GSIUR 1998 (amended 2018) and IGEM/G/11 Gas Industry Unsafe Situations Procedure.

NOTE

The classification Not To Current Standards has been removed from the guidance, although best practice dictates that, where a situation arises that is neither Immediately Dangerous or At Risk, then the operative identifying the situation should still record their findings.

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

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) Un-sleeved pipe work (not showing signs of corrosion)

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 be informed in writing that they must notify Housing Solutions when they intend to re-establish the gas supply. A commission/safety check must be carried out when the property is reconnected to the gas supply.

Quality Control Management Review & Training

The Gas safety (Installation and Use) Regulations 1998 (amended 2018) 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.

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

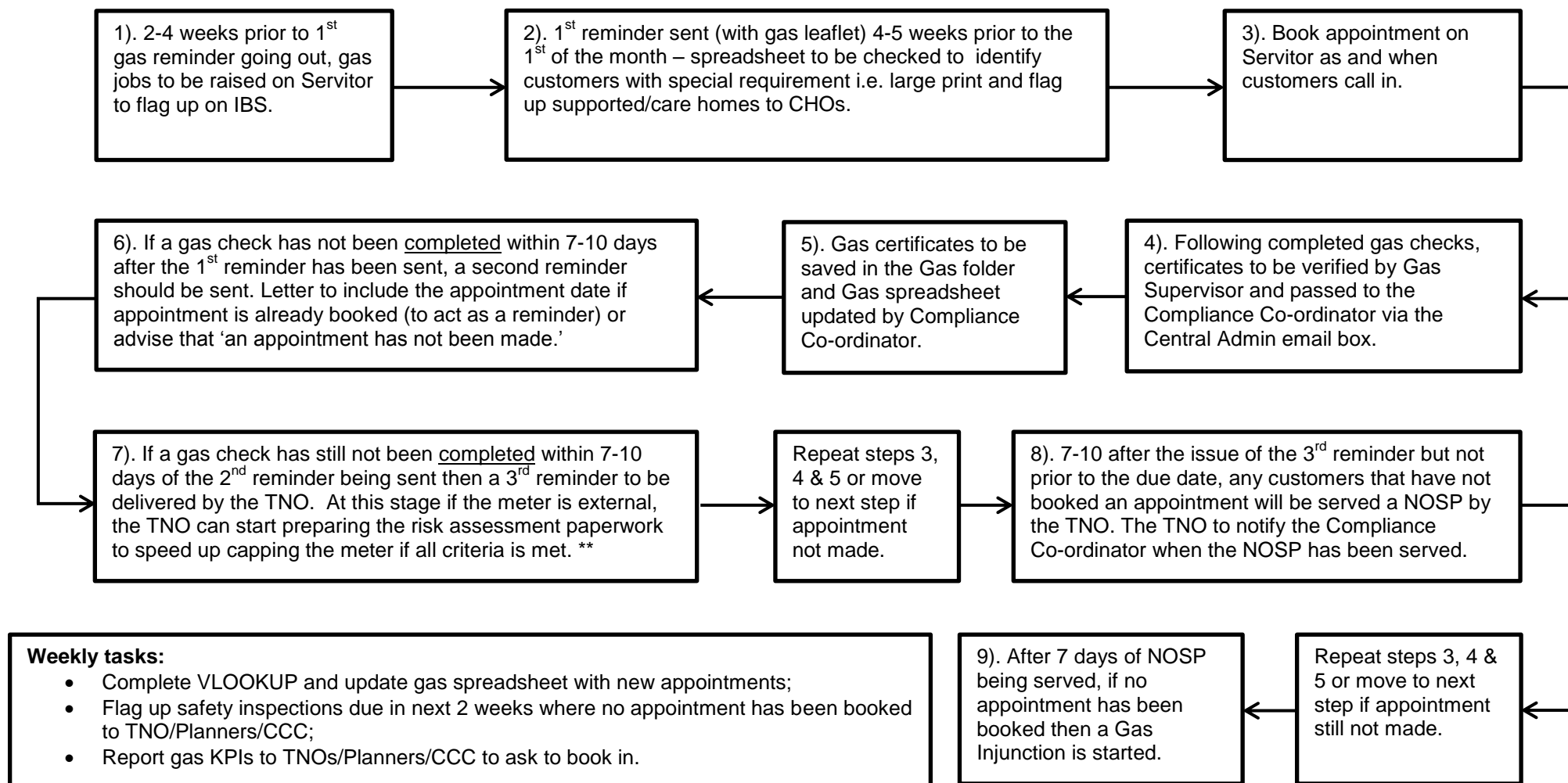
Quality control Checks are

- Documentation 100 % (ensuring all required fields of the certificate are completed)
- Post Inspection minimum 5%
- 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

Gas Procedure (Revised August 2018)



Audit Process

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 Property services manager (H&S and Compliance) 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.

2.1 Contact Customer:

Compliance co-ordinator 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 Electrical Check The Property services manager (H&S and Compliance) will direct Electrical engineers to check properties marked as non-gas as part of the EICR periodic electrical testing process

