

Loreburn Group
Gas Safety Policy



Creating Great Places to Live

Policy	Gas Safety Policy									
Version Reference	2									
Approved by	MC			LET		X			MT	
Date of Approval	October 2019									
Review Period	Every 3 Years or as legislation or substantive changes occur									
Review Due	October 2022									
Policy Champion	Head of Asset Management									
Who this policy affects	Staff	X	Customers	X	Contractors	X	Members of the Public	X		
Where this policy affects	General needs	X	Sheltered	X	Supported	X	Offices/staff base	X		

1. Purpose of this Policy

- 1.1 This policy explains how the Loreburn Housing Group (hereinafter referred to as “Loreburn”) will manage the risk posed by gas supplies at premises owned, managed or controlled by the Group.
- 1.2 The policy also ensures fulfilment of the legislative compliance duties placed upon Loreburn.
- 1.3 Loreburn will promote good practice and partnership working in relation to gas safety and the associated risks.
- 1.4 This policy will ensure all gas checks and maintenance works are carried out to a high standard and in accordance with our duties as a landlord, as required by the Gas Safety (Installation and Use) Regulations 1998.
- 1.5 This Policy is supported by the [Gas Safety Procedure](#).

2. Legislative Background

- 2.1 Managing gas safety is high risk, in preparation of this policy we have taken account of the following legal obligations and guidance:
 - Health and Safety at Work Act 1974.
 - Management of Health and Safety at Work Regulations 1999.
 - The Workplace (Health, Safety and Welfare) Regulations 1992.
 - Construction (Design and Management) Regulations 2015.
 - Construction (Health, Safety and Welfare) Regulations 1996.
 - Gas Safety (Installation and Use) Regulations 1998 (Note: Regulation 8(1) as part of this).
 - Scottish Housing Regulatory Advice Note “Maintaining the integrity of gas flues during maintenance/improvement works” January 2014 will be adhered to during all services and related repairs works.
 - Reporting of Injuries, Disease and Dangerous Occurrences Regulations (RIDDOR), Regulation 6(2); installation that as a result of design, construction, manner of installation, modification or servicing, pose an immediate risk to life or risk of major injury to gas users should be reported.
 - Scottish Housing Quality Standard Guidance, Safe Gas/Oil Systems and Appliances, Annex E: Must Be Health, Safe and Secure.

3. Associated Policies

- Voids and Reactive Repairs Policies
- Planned Maintenance Policy
- Cyclical Maintenance Policy
- Risk Management Policy
- Health and Safety policy
- Asset Management Strategy
- Stock condition surveys
- Building performance standards
- Income Maximisation Policy (recharges)

4. Aims & Outcomes of this Policy

- 4.1 To establish procedures to ensure compliance with current legislation, the Scottish Social Housing Charter and best practice.
- 4.2 To ensure the gas safety process is implemented in a professional, effective and efficient manner, with the highest possible standards of customer service.
- 4.3 To achieve continuous improvement in the gas safety process by monitoring customer satisfaction and contractor performance.
- 4.4 To ensure gas safety checks, and any repairs instructed following the checks, are monitored by a Gas Safety Register Approved Engineer who will conduct audits on a minimum of 10% of the Gas Safety Contractors work. When poor performance is detected then the number of properties post inspected will be increased to ensure the quality of the contract delivery.
- 4.5 To ensure the percentage of units with a valid gas safety certificate is monitored weekly and is reported quarterly to the Management Committee. The target for gas safety check compliance is 100%.
- 4.6 To have appropriate procedures in place to ensure the aims of this Policy are implemented.
- 4.7 Keep the general public, tenants and employees safe from danger
- 4.8 Encourage customers to participate in the continuous improvement of the gas servicing and repairs service, providing a variety of opportunities for involvement
- 4.9 Educate and inform customers on the safe use of appliances within their homes;
- 4.10 Raise customer and staff awareness of carbon monoxide and gas safety

5. Gas Safety Inspection Programme

- 5.1 Annual Gas Safety Check – definition – a 12 monthly gas safety check will be carried out on every gas appliance/flue within each property. The gas safety contractor should be attempting to gain access to each property based on a 10-month cycle. This provides 2 months in which any access problems can be resolved. The check will include an assessment of the basic safety of gas appliances to ensure they are all working correctly and safely. The check will include:
 - Gas appliances are on the right setting and burning correctly with the correct operating pressure.
 - Harmful gases are being removed from the appliance safely to the air outside.
 - Ventilation routes are clear and adequate.
 - All the safety devices are working properly.
- 5.2 Each Annual Gas Safety Check will include a Gas Service. The gas service will consist of the following:
 - Dismantling, inspection and cleaning of the appliance.

- Assessment of the physical condition of the appliance, installation pipework, air vents and any flues for deterioration.
- Performance tests to ensure the appliance is operating safely and efficiently.
- Ensure the installation of a CO detector in every room containing a gas appliance or flue connected to a gas appliance.
- Any required remedial works.

The Annual Gas Safety Certificate shall be referred to as the CP12.

5.3 The Procedural Guide details further information on Gas Safety.

6. Gas Certificates

6.1 Once the CP12 has been processed by the CO, it will be issued to the customer within 28 days.

6.2 Where the CP12 relates to a communal boiler, the CP12 will be issued to the relevant staff member who is responsible for that communal area and they will be requested to display this on the noticeboard.

6.3 Where a Loreburn Group property is leased the property will receive the CP12 and a copy of this will be issued to the leaseholder i.e. Dumfries & Galloway Council's Homeless Department.

7. Quality Control Checks

7.4 Loreburn will request the contractor of the Gas Servicing and Maintenance Contract carry out at least 10% quality control checks of the work that has been completed.

7.5 Loreburn will request confirmation of these quality control checks on a monthly basis from the contractor.

7.6 Loreburn will instruct a Gas Safe Registered Engineer to complete 10% of all work's completed by the Gas Servicing & Maintenance contractor; this shall be completed on a monthly basis. The CO will also work with the Stock Investment and IHR Teams to complete a 10% audit check of all installations and repairs as and when required.

8. Complaints

8.1 Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.

8.2 Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.

8.3 Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

9. Equality & Human Rights

9.1 Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.

9.2 Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status,

pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

10. Risk Management

- 10.1 Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.
- 10.2 Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

11. Responsibilities Chart

The below chart illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	Committee/ CEO	LET	Head of Asset Management	Assistant Manager	Technical Officer (Compliance)
To set the policy and direction with regards to gas safety	✓				
Ensure Loreburn staff have a robust understanding of gas safety and the associated risks		✓			
Manage service, reporting and update LET quarterly			✓		
Take lead on applications, make day to day decisions				✓	
Policy champion			✓		
Ensure effective and clear communication with key stakeholders including customers				✓	
Ensuring all properties have a gas safety certificate and reporting concerns to line manager					✓
Participate in meetings and provide evidence for				✓	

investigations as required					
Ensure complaints feedback is used to improve service			✓		
Working with Head of People & Culture to ensure staff have appropriate training			✓		
Ensure policy is reviewed every 3 years or as necessary			✓		
Ensure equality and diversity guidance is adhered to		✓			

12. Policy Review

- 12.1 The Policy Champion is the Head of Asset Management.
- 12.2 The Policy Champion is responsible for completing the Health and Safety Assessment and Equality, Diversity and Inclusion Assessment Checklist.
- 12.3 This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or substantive change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	Yes
Safety and/or wellbeing of customers	Yes
Safety and/or wellbeing of customers	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	No
Tenants' / Customer's rights to equal opportunities	No
Tenants' / Customer's ability to access to homes and/or services	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy: No