

# Gas Servicing Policy



## Policy details

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## Statement of intent

This policy sets out Co-op Homes' minimum requirements for the management of risk from the installation and use of gas appliances, fittings and pipework in all Co-op Homes' premises. Those with responsibilities under this policy should ensure the robust arrangements are in place to meet these requirements. Co-op Homes has circa 303 gas appliances.

## Relevance

This policy is aimed at

- The Managing Director (MD) and the Board
- The Finance Director
- The Head of Operations
- The Technical Services Officer
- The Community Housing Advisers
- Community Housing Assistants
- Customer Service Assistants

## Guiding Principles

This policy sets out the minimum requirements of Co-op Homes for the safe installation and use of gas appliances, fittings and pipework in all Co-op Homes premises. In particular it outlines the requirements to have adequate arrangements in place for:

- Responsibilities and competence of Co-op Homes employees and contractors,
- Safe installation of gas appliances, fittings and pipework, including replacement of old or unsafe gas appliances,
- Servicing, maintenance and repair of gas appliances, fittings and pipework,
- Emergencies and unsafe situations,
- Monitoring, auditing and reviewing policies, procedures and performance.

## Define the parameters of influence of this policy

This policy identifies arrangements that should be in place in order to meet minimum legal requirements and good practice. The arrangements, such as the gas servicing procedure and boiler replacement programme, should be designed and implemented by those with responsibilities identified in this policy.

## Definitions

1. **Competence** – competence is a combination of relevant training, experience and ability. In terms of gas engineers, they must have relevant training, experience and ability and also have membership of an HSE approved class of persons. The current HSE approved class of persons in the Gas Safe Register.
2. **Relevant gas appliance** – any gas appliance and pipework (other than an appliance which the tenant is entitled to remove from the premises) that serves the domestic premises and which is owned by and/or under the control of Co-op Homes.
3. **Landlord's gas safety record** – the annual safety inspection of all relevant gas appliances Co-op Homes are required by law to complete and record.

## Overarching Responsibilities

The Managing Director of Co-op Homes is the responsible person and duty holder for gas safety at Co-op Homes and is responsible for ensuring adequate budgets and resources are available to enable Co-op Homes to meet its legal requirements. The Head of Operations is responsible for ensuring suitable and sufficient arrangements are implemented to comply with this policy.

## Procedures for Implementation

The following section sets out Co-op Homes' minimum requirements for the safe installation and use of gas appliances, fittings and pipework. These requirements apply to all Co-op Homes' premises where gas appliances are provided by Co-op Homes for use. In implementing these requirements Co-op Homes aims to comply with the requirements of the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. We also aim to comply with the relevant provisions of the Gas Safety (Installation and Use) Regulations 1998 (GSIUR) and the Gas Safety (Management) Regulations 1996.

## Responsibilities and competence

This part of the policy is broken down into 4 main sections. In each section there are duties imposed upon specific role holders within Co-op Homes. The Head of Operations is responsible for ensuring those employed to fulfil their roles are competent and able to do so, and that procedures are in place to ensure that ability and competence is ongoing. The Head of Operations is also responsible for ensuring all employees are aware of how to

respond to emergencies.

The next 4 sections refer to

- Safe installation of gas appliances, fittings and pipework, including replacement of old or unsafe gas appliances,
- Servicing, maintenance and repair of gas appliances, fittings and pipework,
- Emergencies and unsafe situations,
- Monitoring, auditing and reviewing policies, procedures and performance.

## **1. Safe installation and use of gas appliances**

The duty holder for this section of the policy is the Head of Operations. This section covers new installations and replacements. It does not cover ongoing servicing, repair and safety checks. They are covered in the next section.

The Head of Operations should have processes in place to ensure that:

- Co-op Homes is aware of all relevant gas appliances across all premises. This information should be available and easily accessible.
- A suitable and sufficient boiler replacement programme is in place to reduce and maintain the age of gas appliances to within Decent Homes' standards in all cases.
- A suitable and sufficient programme is in place to replace any gas appliance that is deemed as unsafe.
- All companies and individuals within companies, that are employed by Co-op Homes to complete works to install gas appliances and fittings are competent and hold valid membership of the Gas Safe Register specifically for the type of work they are to carry out.
- Any companies that employ sub-contractors to carry out gas appliance installation works have processes in place to ensure that those companies and individuals within companies are competent and hold valid membership of the Gas Safe Register specifically for the type of work they are to carry out.
- When new gas appliances are installed the installer complies with the requirements of the GSIUR and that the appliance is commissioned before first use.
- Processes are in place for independent validation that suitable installation and commissioning has taken place and newly installed appliances are safe for use.
- Any appliances that have been deemed as 'dangerous for use' by a competent person are brought to the attention of the Head of Operations by email or in writing, and are reported by the competent person to the HSE in compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences regulations (RIDDOR).
- Appliances that have been deemed as dangerous for use by a competent person are brought to the attention of the tenant and the tenant is informed that it is an offence to use the appliance until it has been repaired or replaced by a competent engineer.
- Works to premises do not affect the safety of gas appliances or fittings.
- Any works for the removal or installation of gas appliances, fittings or pipework take into account other risk factors such as the possible presence of asbestos containing

materials or the possible breaching of fire compartmentation. Where these other factors are realised, appropriate control measures should be implemented and remedial works must take place.

- Emergency controls are provided and information is provided to tenants regarding the location and safe operation of the emergency gas shut-off valve. Access must also be provided if the valve is in a locked room or cupboard.
- Regular information on gas safety is provided to all tenants that have gas appliances in their home.
- During the planning phase of works specified appliances are suitable for the rooms in which they will be installed, particularly in regard to sleeping accommodation and bathrooms.
- Suitable information is provided to Community Housing Advisers, Community Housing Assistants and Customer Service Assistants to enable them to advise customers and the Head of Operations if they become aware of an inappropriately placed appliance or the use of a room for sleeping that contains an inappropriate gas appliance.

## **2. Servicing, maintenance and repair of gas appliances**

The Head of Operations is the duty holder for this section of the policy. This section covers the ongoing servicing, repair and safety checks of gas appliances, fittings and pipework. The Head of Operations should have processes in place to ensure that:

- Regular maintenance takes place on all relevant gas appliances and fittings.
- Arrangements are in place to ensure all new properties are checked and those with Co-op Homes gas appliances are added to the gas servicing programme. This includes all new builds and acquisitions.
- Annual gas safety checks (LGSRs) are completed by competent Gas Safe Registered engineers on all relevant gas appliances and fittings and the checks are recorded on the approved form (CP12 or CP4).
- Co-op Homes can demonstrate that all reasonable attempts have been made to gain access to property before the LGSR expires
- Gas safety checks are completed after all works to gas appliances and fittings that may affect their safe operation and use.
- Records of these gas safety inspections are kept on file and made available to tenants and/or auditors
- The quality of the gas safety checks is audited by an independent body such as Corgi.
- All companies and individuals within companies, that are employed by Co-op Homes to complete gas servicing works and LGSRs, are competent and hold valid membership of the Gas Safe Register specifically for the type of work they are to carry out.
- Any companies that employ sub-contractors to carry out gas servicing works and LGSRs have processes in place to ensure that those companies and individuals within companies are competent and hold valid membership of the Gas Safe Register specifically for the type of work they are to carry out.
- Any appliances that have been deemed as 'dangerous for use' by a competent

person are brought to the attention of the Head of Operations by email or in writing, and are reported by the competent person to the HSE in compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences regulations (RIDDOR).

- Appliances that have been deemed as dangerous for use by a competent person are brought to the attention of the tenant and the tenant is informed that it is an offence to use the appliance until it has been repaired or replaced by a competent engineer.
- Works to premises do not affect the safety of gas appliances or fittings.

### **3. Emergencies and unsafe situations**

This section identifies arrangements that should be in place to deal with any emergency or unsafe situation involving gas leaks and carbon monoxide release.

Co-op Homes' housing stock – The Head of Operations must ensure that processes are in place to immediately investigate all reports of gas leaks or the suspected presence of carbon monoxide, and to address confirmed reports as a matter of emergency. Reports on all emergency situations must be recorded and provided to the Head of Operations and the HHS.

Co-op Homes workplaces – Within Co-op Homes workplaces, the responsible person for the building must as soon as is reasonably practicable shut off the gas supply in the event of a gas escape or if the smell of gas is detected. If the escape or smell of gas continues the responsible person must call British Gas immediately. At 8WR, the responsible person is the RHP's Head of Facilities and at all other Co-op Homes' offices the responsible person is the Head of Operations.

In the event of an escape of gas that is suspected to be Carbon Monoxide, e.g. when a Carbon Monoxide alarm is activated, the responsible person must shut-off all appliances suspected to be causing the leak.

In the event of an emergency all employees and visitors must be evacuated to a place of safety in-line with the emergency evacuation plan.

The MD and the Head of Operations must ensure that relevant employees are trained in the emergency procedures.

### **4. Monitor, audit and review**

The Head of Operations is responsible for ensuring that:

- Processes are in place for monitoring the day today implementation of operational procedures related to this policy.
- Independent external audits are carried out on installations, servicing and LGSRs.
- Processes are in place for resolving all performance issues.

The Managing Director is responsible for ensuring that:

- Processes are in place for completing independent internal monitoring and audits of gas safety performance, compliance with this policy and any associated operational procedures.
- This policy and the corporate gas safety risk assessment are reviewed regularly and remain fit for purpose.
- Gas safety performance data is reported to the Board, the H&S Committee and EMT on a regular basis, particularly if there are concerns relating to Co-op Homes' compliance with this policy and associated operational procedures.
- The Managing Director or Head of Operations are not responsible for checking the work of gas engineers. The quality of the gas safety inspections and the work of the engineers will be audited by an independent Gas Safe body such as CORGI.