

Gas Servicing Policy



Policy details

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Statement of intent

Co-op Homes is committed to protecting the health, safety and welfare of our employees and customers. It is also committed to ensuring that customers are not put at risk by its gas installations and appliances by complying with the Gas Safety (Installation and Use) Regulations 1998. The Gas Safety Policy confirms that Co-op Homes will implement effective gas safety measures and will monitor and review the suitability and effectiveness of the control measures. This will be achieved by:

- 1 Appointing a Gas Safe contractor (s)
- 2 Implementing suitable gas safety controls.
- 3 Servicing and testing all Co-op Homes' gas installations and appliances annually.
- 4 Providing information, advice and training about gas safety.
- 5 Managing the gas servicing contract for our client co-ops where instructed.

Employees and the gas contractor have a duty to co-operate and have a positive role to play in the management of gas safety by:

- Working at all times with due regard to the safety of themselves and others.
- Adhering to the Gas Safety Policy and procedures at all times.
- Attending gas safety training provided by Co-op Homes or the gas contractor.
- Reporting any gas safety incidents including near misses.
- Assisting in the investigation of any gas safety incidents and near misses and the introduction of measures to prevent recurrence.

Co-op Homes has circa 300 gas appliances and where instructed, manages the gas servicing programme for its client co-ops.

Relevance

This policy is aimed at

- The Managing Director (MD) and the Board
- The Finance Director
- The Head of Repairs and Operations
- The Building Safety Advisor
- The Health and Safety Assistant

- The Housing Advisors

- The Head of Housing Services
- The Senior Customer & Repairs Advisor
- The Customer & Repairs Advisors

Definitions

- 1. Gas Safety Check** – the annual service, test and check of gas installations, appliances and associated equipment completed by the gas contractor (normally CP12) and recorded on a LGSR.
- 2. LGSR** – Landlord Gas Safety Record, certificate issued by the gas contractor following the completion of a gas service. The LGSR provides information about the gas installation and its condition.
- 3. Gas Safe 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 is the “Gas Safe™ Register”.
- 4. Gas safety database** – the database base used by Co-op Homes to hold all property components and gas safety data.

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 Repairs and Operations is responsible for ensuring suitable and sufficient arrangements are implemented to comply with this policy and that quarterly reconciliations between lists of properties against list of appliances is carried out.

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 Repairs and 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 Repairs and 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 Repairs and 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 Repairs and 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 are deemed as unsafe.
- All companies and individuals within companies, 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 Repairs and 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 the Building Safety Advisor, Health and Safety Assistant, Housing Advisers, Housing Assistants and Customer & Repairs Advisors to enable them to advise customers and the Head of Repairs and 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 Repairs and 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 Repairs and 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 Repairs and 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 Repairs and 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 Repairs and 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 RHP Group's Head of Facilities and at all other Co-op Homes' offices the responsible person is the Head of Repairs and 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 Repairs and Operations must ensure that relevant employees are trained in the emergency procedures.

4. Monitor, audit and review

The Head of Repairs and Operations is responsible for ensuring that:

- Processes are in place for monitoring the day today implementation of operational procedures related to this policy.
- Quarterly property v appliance reconciliations take place to ensure no dwellings nor appliance is overlooked. The results of such exercises will be reported to the Managing Director and a copy kept on the common directory.
- 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 The Head of Repairs and 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.

Measures of Success

The measure of success of this policy will be:

- No customers are harmed by carbon monoxide.
- All CO-OP HOMES properties with CO-OP HOMES gas installations and appliances will be held on the contractors' gas safety database.
- All new and acquired CO-OP HOMES properties with CO-OP HOMES gas installations and appliances will be added to the gas safety database.
- All properties with a CO-OP HOMES gas installation and appliances will have an annual gas safety check and a current LGSR.

These measures will be quantified through:

- No properties will have an overdue gas service.
- The quality of the gas servicing programme will be audited by a third party
- The quarterly reconciliation of gas safety database with the CO-OP HOMES Omni property database and the FIXFLO repairs reporting software.