

GAS SAFETY MANAGEMENT PROCEDURE



Document Control

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Gas Safety Management Procedure

1. Introduction

1.1. This procedure sets out the arrangements for the management of gas safety throughout Teign Housing to ensure that it meets its duties under the Health and Safety at Work Act etc 1974, the Gas Safety (Installation and Use) Regulations 1998.

1.2. The procedure applies to:

- All Teign Housing Employees including its subsidiaries.
- Contractors undertaking work on or in the proximity of our buildings.
- Anyone likely to be put at risk from work that is undertaken or from the gas safety condition of these properties.
- Any building (residential or commercial) that is owned or managed by Teign Housing (unless otherwise agreed in writing with the free holder).

2. Duties

Board	The Board is responsible for ensuring that Teign Housing complies with all relevant legislation.
Chief Executive	<p>Has been appointed by the Board to ensure all legal duties held by Teign Housing are met.</p> <p>The Chief Executive will:</p> <ul style="list-style-type: none"> • Ensure that Teign Housing meets its legal obligations under the Health and Safety at Work Act etc. 1974 and the Gas Safety (Installation and Use) Regulations 1998 • Ensure adequate resources are provided to manage gas safety across Teign Housing's property portfolio.
Executive Management Team	<p>The Executive Management Team will:</p> <ul style="list-style-type: none"> • Support the Chief Executive in meeting their responsibilities to ensure the safety of tenants in respect of gas safety. • Provide direction and approve gas safety management policy and procedure.

	<ul style="list-style-type: none"> • Ensure that robust gas safety management systems, arrangements and organisation exist in each Directorate. • Ensure that adequate resources are included within budgets to enable Teign Housing to comply with all relevant legislation. • Monitor the implementation of Gas Safety Management, procedures setting targets and/or objectives within their teams. • Ensure all staff within their directorate remain up to date with all relevant training and information in respect of gas safety.
<p>Director of Operations Templer HomeBuild</p>	<p>Templer HomeBuild is a wholly owned subsidiary of Teign Housing. The Director of Operations for Templer HomeBuild has been appointed by the Chief Executive of Teign Housing to manage the operational delivery of Teign Housing's Gas Safety Management System.</p> <p>The Operations Director is responsible for providing quarterly performance reports for gas safety to Teign Housing Health and Safety Committee.</p>
<p>Manager Templer HomeBuild</p>	<p>Is responsible for:</p> <ul style="list-style-type: none"> • Ensuring weekly compliance KPI reports are provided to TH. • That work is only undertaken Gas Safe Registered Engineers qualified in the relevant categories for the work they are undertaking. • For undertaking a 10 % quality check of repairs work and a 5% check of service work undertaken by Templer HomeBuild's gas engineers. • For ensuring any findings arising from the independent gas experts' audits of gas safety checks are acted on and reported to Teign Housing's H&S Committee quarterly as part of the gas safety performance report. • Ensuring all contractors subcontracting to Templer HomeBuild meet all the requirements of Templer HomeBuild's approved contractor process. • Ensuring that Templer HomeBuild's inhouse gas engineers receive suitable instruction, training, and supervision. • Ensuring that any industry Gas Safety Alerts are communicated and acted upon accordingly. • Ensuring that records of gas safety checks retained in accordance with Regulation 36 (3)(C) of GSIUR.

	<ul style="list-style-type: none"> Ensure that existing tenants are issued with a copy of the gas safety certificate within 28 days of the check being completed, or to any new tenant before they move in.
Planned Maintenance Surveyor	<p>Is responsible for:</p> <ul style="list-style-type: none"> The oversight of the planned replacement programme. Manages the budget on behalf of Teign Housing when boilers are found to be beyond economical repair.
Customer Experience Manager	<ul style="list-style-type: none"> Responsible for the management of the gas access procedure on behalf of Templer HomeBuild Ensuring that comprehensive records are kept of communications between Templer HomeBuild Planners and Teign Housing residents throughout the access process.
Health and Safety Manager	<p>The Health and Safety Manager will:</p> <ul style="list-style-type: none"> Monitor compliance with Gas Safety Management Policy and Procedure to ensure that Teign Housing complies with all relevant Health and Safety requirements. Assess the risk of failure to comply with health and safety requirements. Notify Teign Housings Board and Executive Management Team of material failures to comply with H&S requirements. Provide advice to the Board and the Executive Management Team as to how Teign Housing should address the risks and failures to ensure that Teign Housing complies with H&S Safety requirements.
Head of Asset Investment and Development	<p>Is responsible for ensuring:</p> <ul style="list-style-type: none"> That new developments meet all legal gas safety requirements, by ensuring that all the required commissioning certification for gas appliances and flues are provided to Teign Housing before taking possession of the property. That the relevant documentation and URN is passed to Templer HomeBuild for each new property for inclusion in the annual gas servicing and safety check schedule.
All employees	<ul style="list-style-type: none"> Responsible for following the requirements of Gas Safety Management Policy and Procedure and all associated policies, procedures, and process notes. Co-operate with Teign Housing on all health and safety matters.

	<ul style="list-style-type: none"> • Take responsibility for their own health and safety, and that of others who could be affected actions. • Immediately inform their line manager or the health and safety team of any health and safety concerns, problems, or unsafe practices within the workplace. • Report any accidents, incidents or near misses in line with TH's incident reporting procedure.
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3. Links to

3.1. This procedure should be read in conjunction with:

- Gas Safety Management Policy
- Leaseholders Management Policy
- Repairs and Maintenance Management Policy and Procedure
- Mutual Exchange Policy and Procedure
- Asset Management Strategy

4. Monitoring and Performance Standards:

4.1. Compliance with this procedure will be monitored and reviewed by the H&S Manager.

4.2. The target for annual servicing and safety checks for gas appliances is set at 100%. Templar HomeBuild are responsible for reporting compliance against this target to Teign Housing via the weekly scorecard and reviewed by the Executive Management team and the Health and Safety Committee.

4.3. Templar HomeBuild undertake an agreed 10% quality control checks of repairs work and 5% of services and safety checks completed. Templar HomeBuild will provide a report to Teign Housings quarterly Health and Safety Committee meeting to provide assurance that this target is being met and any significant findings from the checks and action being taken to address any findings.

4.4. Templar HomeBuild commissions an external specialist to undertake an agreed 10% of independent quality check of gas services and safety checks. Templar HomeBuild will provide a quarterly report to Teign Housings quarterly Health and Safety Committee meeting to provide assurance that this target is being met and any

significant finding from the inspections and the action being taken to address any findings.

- 4.5. Residents will be invited to complete a satisfaction survey to help us monitor and improve our services.

5. Access Procedure

- 5.1. Templer HomeBuild staff will commence the access procedure 38 days prior to the expiry date of the current gas safety certificate.
- 5.2. Templer HomeBuild will endeavour to contact each resident by various means to advise that they will be coming to carry out the annual gas service and safety check, providing a date and time. The resident will be able to change the appointment if it is not convenient.
- 5.3. The engineer will visit to attempt to carry out the service and safety check. If access is not gained, the engineer will leave a card which gives a new appointment date and time giving 1 weeks' notice.
- 5.4. However, if this is not convenient, the resident is invited to make contact to arrange an alternative appointment. A Saturday morning appointment or a weekday (up to 7pm) appointment can be made in special circumstances.
- 5.5. If a second visit is required, the engineer will visit to attempt to carry out the service and safety check. If access is not gained Templer HomeBuild will leave a further "red" card and place a Teign Housing approved warning sticker on the door and pass back the property to Teign Housing within one working day.
- 5.6. Any properties that Templer HomeBuild have been unable to access must be handed back to Teign Housing 28 days prior to non-compliance to enable Teign Housing sufficient time to secure access to the property before the expiry date or provide authorisation for Templer HomeBuild to cap the gas, if necessary, to ensure Teign Housing's compliance with the Gas Safety (Installation and Use) Regulations 1998.
- 5.7. During all communications, Templer HomeBuild will record and log all agreed appointments, re-arrangements and cancelations utilising all relevant technology.

6. No Access Procedure

- 6.1. Once the property has been red carded and handed back to Teign Housing, 28 days prior to non-compliance, the Customer and Communities Team will attempt to contact the resident by telephone/text on several occasions from this point. These actions will coincide with the issuing of the 14-day letter (Annex 2), requesting the resident to make contact within 14 days to make an appointment.
- 6.2. A User Defined Characteristic (UDC) alert is added to the housing management system, to inform Teign Housing staff that access is being sought to complete the Gas service and safety check.
- 6.3. Where specific issues that would help in gaining access have been identified, Templer HomeBuild Compliance Team liaises with the Community Housing officer or the Independence and Wellbeing Advisor where appropriate, who may involve further support agencies if deemed necessary. This liaison may happen before the no access procedure commences depending on resident and circumstances.
- 6.4. If we are still unable to book in the gas service, then Teign Housing will issue a 7-day letter. This letter will be sent by recorded delivery (Annex 3), requesting the resident contact Teign Housing within 7 days to make an appointment.
- 6.5. This letter warns that, if the tenant does not make contact within this timescale, Teign Housing will seek a court injunction to gain access to the property and will seek to recoup all legal costs from the resident.
- 6.6. The 7-day letter will be issued 14 days before non-compliance, at which point the case is officially handed over to the Customer and Communities team, including a full history of access and contact attempts including copies of 14-day, 7-day letter and the actual compliance date. This information will be sent to all advisors, ILA mailbox and Team Managers. A Community Housing Officer or the Independence and Wellbeing Advisor will attempt to make an appointment with the resident during the 7-day letter period. If the service is not completed within the designated 7 days. The Customer and Communities Team will inform the resident that Teign Housing will now apply for a court injunction to gain access. While court action cannot be taken until the gas appliance service date has expired, the Customer and Communities Team will have 7 days to prepare for the court injunction.

- 6.7. If an injunction is obtained the resident will be compelled to provide access for the service. If they still fail to do this the Customer and Communities Team will be required to commence committal proceedings for breach of injunction. Contact will be attempted throughout the process.
- 6.8. Templer HomeBuild's Compliance team will annually review no-access properties and will liaise with Teign Housing's Senior Management Team about taking further action as necessary. This may include the Customer and Communities Team issuing a notice seeking possession of the resident's home as a last resort.

7. Leaseholders

- 7.1. Leaseholders are responsible for arranging the servicing and gas safety checks for their own appliances, fittings, and flues. Undertaking annual safety checks not only protects their own safety but also protects the safety of their neighbours.
- 7.2. Teign Housing seeks assurance from its leaseholders by requesting confirmation that an annual gas safety check has been undertaken. Templer HomeBuild are responsible for managing this process on behalf of Teign Housing.
- 7.3. Templer HomeBuild will contact the leaseholder 28 days prior to the date of the previous gas certificate held for the address. If the leaseholder fails to provide evidence that the gas safety, check has been completed. Templer HomeBuild will send the leaseholder two follow up letters. Failure to provide a copy of the gas safety certificate within the required time will result in the leaseholder's details to be passed to Teign Housing legal department who will undertake the process to take legal proceedings against the leaseholder to acquire a copy of a gas safety certificate as evidence that the leaseholders is maintaining their gas system in a safe condition.
- 7.4. Records of all attempts made by Templer HomeBuild to acquire assurance from Teign Housings leaseholders is recorded by Templer HomeBuild.
- 7.5. Templer HomeBuild offers Teign Housing's leaseholders a discounted gas service and safety check service.

8. Mutual Exchange

- 8.1. Properties being considered for mutual exchange will be subject to an additional gas safety check. It will be a condition of the exchange that access will be provided to allow the check to be undertaken.
- 8.2. Teign Housing will inform Templer HomeBuild that a mutual exchange is being undertaken and give them sufficient notice to enable Templer HomeBuild to undertake a gas safety check as soon as possible after the new tenant has moved in.
- 8.3. The new tenant must agree to allow Templer HomeBuild access to undertake the gas safety check as soon as possible after taking possession of the property. Templer HomeBuild will issue the new tenant with a new gas safety certificate following the inspection.

9. Voids

- 9.1 Gas safety checks will be undertaken as part of the voids process.
- 9.2 The gas installation will undergo a visual inspection when Teign Housing takes possession of the property.
- 9.3 A full gas safety check will be undertaken before the property is let.
- 9.4 The new gas safety certificate will be issued to the new tenant as part of the tenancy sign up procedure.

10. Appliances failing a Safety Check

- 10.1. Repairs are made to Teign Housing owned appliances under our Heating Contract. Engineers will order parts at the earliest opportunity unless the parts are obsolete. If appliance parts are obsolete, then the engineers must report back to Teign Housing at the earliest opportunity. Full details of the repairs required to be recorded on the gas safety record.

- 10.2. Templer HomeBuild will raise an order for the works, which will be prioritised appropriately.
- 10.3. If the boiler is deemed to be beyond economical repair, Templer HomeBuild will contact the Templer HomeBuild's Planned Maintenance Surveyor and discuss the plan of action. If it is agreed that the boiler requires replacement, an order is raised to cover the works. If replacement is not agreed, then Teign Housing will raise an order for the works and prioritised appropriately. All works must be completed to the agreed Teign Housing timescales and monitored via the operational Key Performance Indicators (KPIs).
- 10.4. If a boiler is deemed to require replacement but is still providing adequate heating and hot water, the boiler will be replaced prior to the expiration of the present Gas Safety Record.
- 10.5. Resident Owned Appliances
- 10.5.1. On occasions the heating engineer may issue an 'At Risk' notice on a privately owned appliance following a visual inspection. This may lead to the appliance being capped off until the matter is resolved. Teign Housing will always follow up any 'At Risk' notice with the tenant in writing. ANNEX 4 shows an example letter, which may be subject to slight amendment depending on the circumstances.

11. Asset Data Management and Record Retention

- 11.1. **Asset Management Data**
- 11.2. Teign Housing maintains a database of all properties owned or managed by Teign Housing which have a gas supply. Information is held detailing the make and model of the gas appliances installed, or if the property has a capped meter, or just an emergency control valve.
- 11.3. To ensure the information we hold about properties which do not receive an annual gas safety check is correct, we will undertake the following validation exercises: -
- 11.4. Continue to verify data as part of the rolling 20% Stock condition validation.

- 11.5. Continue to monitor permission letters requesting approval to install a gas supply.
- 11.6. Complete an annual review of works orders for these properties that would suggest works to gas appliances.
- 11.7. Continue to monitor feedback from surveying of void properties.
- 11.8. **New Properties and Assets**
 - 11.8.1. Teign Housing's Development Team is responsible for establishing property files for each new property. The files will contain all the relevant O&M and H&S information provided by the developer for assets installed in the property. The Development team share access to the folder with Templer HomeBuild's Compliance Manager and Customer Experience Manager.
 - 11.8.2. A record for each new property is created in Civica CX, this is the primary source of information for Teign Housing Asset management system Keystone. Once a property is created in CX the system creates a property profile in Keystone. The Development team then add the property components to the property profile e.g. the property has gas equipment.
 - 11.8.3. THB Compliance team are then responsible for entering all the relevant information into Keystone against the property in order for the servicing of the gas appliances/flues and associated smoke and CO detection equipment to be carried out within the required timescales to ensure that Teign Housing meets its statutory duties.
- 11.9. **Gas Safety Check Records**
 - 11.9.1. Templer HomeBuild's Compliance Team will enter the completed Gas Safety certificate information onto Teign Housing's Asset Management Database. Quarterly reconciliations are completed between Teign Housing and Templer HomeBuild to cross reference our database for discrepancies. The quarterly reconciliations will check total property numbers and service and safety check dates and identify any inconsistencies.
 - 11.9.2. The Gas Safety Certificates will be filed loaded into Keystone against the relevant property by Templer HomeBuild's compliance team.

- 11.9.3. Action taken by Teign Housing to gain access to a property will also be recorded, including the date and type of action taken on CX.
- 11.9.4. An ongoing database will be maintained by the Templer HomeBuild's Compliance Team to identify those residents who have triggered a 7-day letter. This information will allow proactive measures to be undertaken for future servicing.
- 11.9.5. Where it is found that the tenant does not have enough money on their meter to allow the service and safety check to take place, Teign Housing will review whether it would provide the funds to the tenant in order to carry out the service. This will be dealt with on a case-by-case basis. Any actions taken must be recorded.
- 11.9.6. Where access has been difficult to achieve and required legal action to be taken, Teign Housing will consider installing a "service interval timer". This will, after the gas service and safety check has become overdue, only allow 15 minutes of heating every hour. The resident will be able to reset the device daily to allow full heating and hot water supply and will be prompted by the "service interval timer" to contact Templer HomeBuild to have the gas safety check carried out and the timer reset.
- 11.9.7. The fitting of a "service interval timer" will take into consideration the potential needs and vulnerabilities of the household and will involve consultation with all interested parties.
- 11.9.8. In exceptional circumstances it may be necessary to cap the gas supply to a property. This will only be carried out following consultation with relevant teams as laid out in the Gas Capping Flow chart found in the Capp Gas Process notes found in Appendix 6. If a supply is capped, then notification in writing (ANNEX 5) should be made to the resident informing them of the decision and letting them know the process to "un-cap" the supply.
- 11.10. Templer HomeBuild**
- 11.10.1. Templer HomeBuild will submit daily performance reports to the Teign Housing Compliance Team. These reports will itemise the completed and incomplete services and safety checks highlighting where no accesses have occurred.

11.10.2. Templer HomeBuild will also submit, to the Teign Housing Compliance Team, a forecast schedule of properties due for inspection the following week.

11.10.3. Copies of completed Landlords Gas Safety Records will be provided to Teign Housing within 48 hours of the gas safety check being completed or as agreed as part of the KPI report.

11.10.4. Landlords Gas Safety Records must be fully completed including information regarding smoke and carbon monoxide detectors and any other information mutually agreed.

12. Instruction, and Information and Training

12.2. We will provide our residents with information and instruction in the use of their gas appliances at the start of their tenancy or on the installation of new equipment.

12.3. This procedure and associated policy and process notes will be subject to a range of training across Teign Housing. The training will be bespoke to the individuals needs and refresher training will be provided as appropriate.

12.4. Training will include team briefings for those Teign Housing employees who need to have a basic awareness and understanding of gas safety but may not be actively involved in the delivery of gas safety policy. They will be provided with basic gas awareness training.

13. Emergency Procedures

13.1. Any smell of gas or suspected symptoms of carbon monoxide poisoning detected or by or reported to any employee will be treated as a gas emergency immediately and reported to the national gas emergency service provider on 0800 111 999.

13.2. Any gas appliance encountered by gas engineers as not being able to be used without constituting a danger shall be made safe.

14. Operational Non-Compliance Escalation Process

- 14.1. Any non-compliance issue identified at an operational level will be formally reported to Templer HomeBuild's Director of Operations in the first instance.
- 14.2. The Director of Operations will agree an appropriate course of corrective action with the compliance team in order to address the non-compliance issue and report details of the same to members of Teign Housing's Executive Management Team and the H&S Manager.
- 14.3. The Executive Management Team & the H&S Manager will ensure the Board; Audit & Risk Committee and the Health and Safety Committee are made aware of any non-compliance issue so they can consider the implications and take action as appropriate.
- 14.4. In cases of a serious non-compliance issue the Executive Management Team and the Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing in accordance with coregulation as part of the Regulatory Framework the decision to do so should be in line with our regulatory engagement communication protocol.

ANNEX 1- GAS NO ACCESS MAP



GAS NO ACCESS PROCESS MAP

Time to Non compliance

Heating Contractor contacts tenant to make 1st appointment

38 days

Heating Contractor attends 1st appointment

Contractor Input

28 days

Heating Contractor attends 2nd appointment. If no access refer to Teign Housing

28 days

Teign Housing issues 14-day letter requesting tenant to contact and arrange appointment

Teign Housing Compliance Team Input

14 days

Teign Housing issues 7-day letter by recorded delivery & 1st class post requesting tenant to contact and arrange appointment

14 days

Official handover to Community Housing team/ Independence & Wellbeing Team

Community Housing Team Input

Community Housing team have 7 days to secure an appointment

7 days


Community Housing team issue letter informing tenant of court proceedings

Community Housing team prepare the court application

Non-Compliant Stage

Court application for injunction

ANNEX 2 – 14 DAY NO ACCESS LETTER



ADDRESS
DATE
DEAR OCCUPANT

WARNING – YOUR GAS APPLIANCES MAY BE DANGEROUS, PUTTING YOU AND YOUR NEIGHBOURS AT RISK


It is Teign Housing's legal responsibility to carry out an annual safety check of our gas appliances and associated pipework in your home. As you are aware, your tenancy agreement states that you must allow access for these vital checks. Our Contractor has tried to carry out the gas safety check but has not been able to gain access to your home.

Due to the importance of this inspection, if we do not hear from you in 14 days, we will have no option than to seek a Court Injunction to allow our contractor access to your home. You will be liable for any legal costs that we incur as a result of any legal action.


Please contact Templer HomeBuild on 0800 1979790 (Press option 1 then option 2) to make an appointment. It is important that you ensure you have enough gas and electricity credit on your meter to allow us to carry out the service.



Yours sincerely

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 Team Leader
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ANNEX 3 - 7 DAY NO ACCESS LETTER



ADDRESS

DATE

DEAR OCCUPANT

WARNING – YOUR GAS APPLIANCES MAY BE DANGEROUS, PUTTING YOU AND YOUR NEIGHBOURS AT RISK - WE ARE NOW TAKING LEGAL ACTION

It is Teign Housing's legal responsibility to carry out an annual safety check of our gas appliances and associated pipework in your home. As you are aware, your tenancy agreement states that you must allow access for these vital checks.

Further to our letter of Text value will be inserted here, the required annual safety check has not been carried out. We are now beginning legal action against you. This is likely to include a Court Injunction to grant our contractor access to your home to carry out the safety check. We will seek to recoup all legal costs from you.


Please contact Templer HomeBuild on 0800 1979790 (Press option 1 then option 2) to make your appointment within the next 7 days. It is important that you ensure you have enough gas and electricity credit on your meter to allow us to carry out the service.



Yours sincerely

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Registered Charity Number: 1102196. VSI registration number: 273302818. Calls to Teign Housing may be recorded.

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ANNEX 4 - Process Notes for capping a property's gas supply.

It is important to help residents whose gas supply has been capped to help them reconnect the supply whenever possible.

The two main ways that a resident's gas will be capped is through either **non-access/compliance issues**, or by **resident request**.

These process notes do not replace the 'No Access Procedure' however continue from the point a decision is made to cap the gas supply to a property.

1) Gas Capped due to No Access/Compliance issues.

Where there are issues with access and compliance staff are to continue working within the timescales and actions of the No Access Procedure outlined in section 5 of the Gas Safety Procedure.

Once the decision has been made, and the gas supply to a property is capped, Templar Home Build will write to the resident as detailed in Annex 5 of the Gas Safety Procedure.

At the next compliance meeting with Teign Housing, Templar HomeBuild should confirm that the gas supply has been capped and the resident advised by letter.

The community and compliance manager will add a Gas Capped Alert on Cx including any context around the gas being capped.

If it has been identified that there are financial concerns, Head Start will contact the resident offering support. Where information is not known, the front-line practitioner for the property will continue to attempt contact and consider making a Head Start referral with the resident's consent.

2) Gas Capped at Resident Request

Where the resident requests Templar Home Build cap their gas supply, the operative is to obtain the following information:

- The reason for the gas being capped – (personal choice/debt on meter/affordability/alternative heat source, etc.)
- If the tenant does not want gas in the property explain how they are heating the home
- Their hot water source
- Any Damp/mould issues or other property concerns.

Once the gas supply has been capped, Templar Home Build are to notify Teign Housing at the next compliance meeting outlining all information obtained as above.

The community and compliance manager will then add a Gas Capped alert on Cx outlining the context behind the decision to cap the gas.

Head Start will contact the resident offering support and information initially by letter, then following up with a phone call to the resident within one month of the letter being sent.

Quality Assurance/Monitoring.

In order to ensure the alerts, remain up to date and accurately reflect the current circumstances for each property, the staff responsible for “Gas Capped” alerts will review the alerts on a monthly basis ensuring:

- There is context as to why a property’s gas is capped.
- To update alerts where circumstances have changed.
- To remove alerts whereby successful intervention results in the gas supply being reinstated
- To ensure alerts are up to date and progress is captured within the Tenancy Sustainability Report each quarter.
- Where alerts are coming up for review, liaison with the Customer First Team to book visits to properties that require further context around the gas supply and review any property concerns.

