



POLICY

Gas Management (Maintenance) Policy

Wellhouse - The Place To Be

Policy Created:	April 2018
Policy Approved	
Date of Review:	February 2022
Date of Next Review:	February 2025

Section	Content	Pages
1.	Vision and values	
2.	Governance	
3.	Policy Aims	
4.	Equal Opportunities Statement	
5.	Introduction	
6.	The Policy	

Linked Policies/Procedures

1.	Maintenance Policy
2.	Asset Management Policy
3.	Health & Safety Policy

1. Vision and values

Wellhouse – the Place to Be.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of **Trust, Honesty and Integrity, Excellence, Accountability and Sustainability** supported by a comprehensive policy framework will help make our vision a reality.

2. Governance

Wellhouse Housing Association is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

3. Policy Aims

The purpose of this Procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998.

4. Equal Opportunities Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

5. Introduction

The purpose of this Procedure is to ensure that the Association complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998.

6. Scope

This Procedure covers all tenanted properties managed by the Association containing gas appliances & supplies. It begins when an appliance or supply has been identified in the service sequence and concludes when a service record has been produced, logged, filed and updated on the gas database.

3. Definitions

Gas appliance refers to: Gas fires (with or without back boilers), wall mounted gas boilers, gas tumble dryers, gas cookers and hobs.

Gas supply refers to: Gas supply pipework and/or gas meter (for which a soundness test will be carried out and certification produced).

GSC refers to: Gas Servicing Contractor

HADB refer to: Housing Association Database.

4. References

- Gas Safety (Installation & Use) Regulations, 1998

5. Procedure

Register of Appliances

- 5.1 The Assets & Maintenance Manager will maintain a record of all gas appliances installed in the Association's managed properties, their previous service date and copies of landlord's paper gas safety certificates or approved electronic certificates. This will be the master copy of information from which budgets, and the annual planned geographical servicing programme will be derived.

Obligation to Service Appliances

- 5.2 The Assets & Maintenance Manager will ensure that an annual service & safety check is carried out on all gas appliances in the Association's tenanted properties and in all properties managed by the Association. This obligation will be met through the implementation of a planned maintenance gas servicing programme. *Note: Void properties will also be serviced prior to commencement of any new tenancy agreements.*

Programming and Preparing of Gas Appliance Service List

- 5.3 The planned programme of service visits is included in the SDM dashboard gas database and is determined by last service date. It is intended that properties will be serviced on a 10-month cycle, to allow for any no access or legal actions. This programme will be maintained each year, and where properties have been serviced out of sequence they will be programmed accordingly in the following year.

Notification to tenants

- 5.4 The Gas Service Contractor will issue letters with an appointment date (see Appendix No.1) to all tenants no later than 8 weeks before service due date. If the date is unsuitable the letters will give tenants a one week "window" of opportunity to allow or arrange suitable access for the service.

Implementation of Job Orders

- 5.5 Each month the SDM dashboard database will be checked by the Maintenance Assistant who will highlight any properties that have reached their 10-month cycle.

Execution of the Works

- 5.6 On receipt of the work order or instruction, the Gas Servicing Contractor will carry out the servicing in accordance with Gas Safe Register requirements and the work instructions for servicing the gas appliances and supply pipework.
- 5.7 During the course of the gas service visit the Gas Engineer will carry out a safety inspection of any non-Association gas appliances in the property and test, the carbon monoxide detector, heat detector and smoke alarms. The Gas Engineer will record all details on their CP12 documentation including expiry dates on all alarms. The gas engineer will also replace the batteries on any wireless room stats.
- 5.8 In the event of a no access, the Gas Engineer will complete a maintenance visit slip and deposit it at the premises. Following 2 access attempts, the tenancy details will be passed to the Maintenance Assistant for further action. The Gas Engineer or Contractor Administration staff will phone or email the Maintenance Assistant and provide details of the no access. This process should be followed for no access 1 and 2.

Certification and Recording of Inspection

- 5.9 Following completion of the Appliance Servicing & Safety check the Gas Engineer will:
- complete a Landlord's Inspection Service Record (or CP12,), or electronic equivalent.
 - issue a copy record to the tenant.
 - Gas Services Contractor will forward original copy to Maintenance Assistant for recording and filing.
- 5.10 In the event of the property being void the Gas Services Contractor will ensure that the original landlord's safety record is forwarded to the Maintenance Assistant. A copy should also be provided for inclusion in the void pack that is passed to the relevant Housing Officer for issue to the new tenant as part of the sign-up process.

Notification and Rectification of Unsafe Appliances

- 5.11 In the event that a non-Association appliance is found to be unsafe the Gas Engineer will address the issue all as per Gas Safe Register working practices. In addition, the Gas Engineer will inform the Maintenance Assistant.

Logging of Completed Inspection/Servicing

- 5.12 The Maintenance Assistant will ensure that completed gas service certificates are logged on the HADB and the gas safety certificate is scanned and filed within 7 working days of the completed service.
- 5.13 Following return of the Gas Appliance Service/Safety Record to the Maintenance Assistant will at least weekly:
- log the Gas Appliance Inspection/Servicing date on to the gas safety database.
 - file the Inspection Servicing Record in the relevant files.

- Produce weekly reports for the Assets & Maintenance Manager detailing those properties over 345 days and where there are outstanding service/safety records to be provided by Gas Services Contractor.
- Update the gas servicing database to show new properties, change of ownership or appliances.

No Access & Forced Entry Arrangements

- 5.14 As a final mechanism to ensure the Association's compliance with its statutory obligations, we will consider forcing entry to carry out this work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.
- 5.15 Between each of the actions detailed below, a maximum of 7 days should be allowed.
- 5.16 Action 1 – The Gas Service Contractor will issue a letter to the tenant informing them of their next gas service date. This should be no sooner than 8 weeks before the service due date. The tenants will have the opportunity to change their appointment by contacting the Gas Service Contractor. (Copy of Letter at Appendix 1)
- 5.17 Action 2 – If the Gas Service Contractor fails to gain access on the appointment date, a no access card will be left at the property encouraging the tenant to contact the Housing Association or the Gas Service Contractor to arrange a suitable appointment.
- 5.18 Action 3 – If no response received by the tenant within 7 working days of the no access card being delivered, the Gas Service Contractor will try all possible means of communication with the tenant to arrange a suitable appointment. If the Gas Service Contractor fails to contact the tenant a further appointment letter will be sent to the tenant. (Copy of letter at Appendix No.2)
- 5.19 Action 4 – Failure by the tenant to contact the Gas Service Contractor or the Maintenance Assistant within 7 days of the action 3 letter above, will result in the Maintenance Assistant contacting the Housing Officer to ascertain if there are extenuating circumstances such as serious health issues which may impair the tenant's ability to allow access, to assess any risks which may be present during forced entry, to gain alternative contact numbers/email addresses or to ascertain any other circumstances why access has not been provided – such as abandonment, custodial sentences or long term hospital stays.
- 5.20 Action 5 – Maintenance Assistant will attempt to contact the tenant by phone and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., one p.m. and one late call, and dates/times noted).
- 5.21 Action 6 – Where the intended action is to be taken to force entry, the standard pro forma (Copy at Appendix 5) should be fully completed and countersigned by Customer Service & Housing Services Manager or Assets & Maintenance Manager of the Association prior to proceeding with arrangements to force entry.
- 5.22 Action 7 – Following the enquiries made by the Maintenance Assistant in point 5.19 above, and with no response, action will be taken to make forced entry and carry out the service. At this stage a letter (Copy at Appendix 4) giving at least 7 days' notice of the Association's intention to force entry will be hand delivered to the tenant.

These letters will note the Association's intention to gain entry by force if no access is provided on a specified date and time, the consequences and costs associated with non-cooperation and also the tenant's legal obligations under their tenancy agreement with the Association.

5.23 Action 8 – Ensure that Forced Entry Procedure is fully adhered to during the action to force entry and carry out the gas service/safety check. In addition to this, the following actions should be carried out:

1. The lock changed (if tenant not present and entry has been forced).
2. Notification left pinned to the door (Copy at Appendix 4) that the locks have been changed and the service/safety check carried out, along with details of what the tenant must do next (contact the office to retrieve the new keys during office hours outwith keys will be left at Shettleston Police Station).
3. Minimum 2 staff members (inclusive of Gas Engineer) to remain in attendance whilst gas service is carried out, property vacated and secured all as Forced Entry Procedure.
4. **Where there is no gas supply (quantum meter) present at time of forced entry and service, the supply piping from the meter will be disconnected and capped on the Association's side of the meter.**

The tenant will have to contact us direct to have this supply reinstated and the appliance serviced during the same visit.

5.24 Action 9 – When forcing entry, a member of the Housing Association staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HA and/or its contractors as a result of the process of breaking in.

5.25 Action 10 – If a tenant makes, then breaks an arrangement for access the HA will move on to the next stage as if no arrangement had been made.

6. **Quality Assurance**

All contractors instructed by the Association to work with gas appliances will demonstrate to the Association that they are on the GAS SAFE register of gas installers.

Copies of Heating Engineer's Gas Safe registration cards will be provided to the Association annually. Only engineers who have submitted copies of their cards may work on Association's gas appliances.

This information will be requested by the Assets & Maintenance Manager as part of the Approved List audit information, on an annual basis from each contractor who works on gas appliances for the Association, be it of a servicing or installation nature.

At least 5% of Gas services/safety checks will receive a quality assurance inspection from an independent competent inspector. This percentage can be increased by the Assets & Maintenance Manager if they feel it necessary.

7. Covid Regulations

Any regulations relating to access or servicing & repairs will be adhered to as they stand at that time Depending on the Covid Level set by the Scottish Government and advice from Gas Safe and HSE.

Where possible confirmation of a positive Covid test will be obtained in the event of no access.

8. Monitoring and Review

- 7.1 The Assets & Maintenance Manager is responsible for ensuring that this Procedure is followed by all appropriate staff.
- 7.2 The Assets & Maintenance Manager will ensure that this Procedure is reviewed at least every three years.

APPENDIX 1 – 1st Letter



The Occupier

«Address»

«Postcode»

Dear Sir/Madam,

Notice of Annual Gas Safety Inspection

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

Saltire is carrying this work out on behalf of Wellhouse Housing Association.

We are required to carry out the annual safety inspection of the gas appliances within your home for this year.

We have arranged for an engineer to call at the property on «Planned_Date»

If the above appointment is not convenient, please contact the Servicing Team at Saltire's office on 01698 743647 between the hours of 8am & 4pm Monday to Friday within 7 working days of date of letter to discuss an alternative date. You can also contact the servicing team by email at serviceappointments@sfnl.co.uk

We have a number of AM and PM slots available so please contact us on the above number if you wish to request one.

As your landlord, Wellhouse Housing Association has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Failure to permit access to carry out these checks may be deemed as a breach of your tenancy agreement.

After successful completion of the Annual Gas Safety Inspection, your certificate will be available online via our portal using the following link: <https://servicecert.aeromark.co.uk>. When logging in you will be asked for your unique number which is as follows: «Job_Name» and your postcode. On first login, you will be asked to update your contact details to include email address, mobile number and telephone number. You then click on the box for service documents to view your service certificate and you can then save, print or store as required. Should you require a hard copy to be posted, please contact us on 01698 743647 and we will be happy to send this out.

Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Thank you for your assistance with this

Servicing Co-ordinator

APPENDIX 2 –7 Day Letter



Saltire Facilities Management Ltd
10 James Street, Righead Ind Est, Bellshill, ML4 3LU
Tel: 0330 2020444 Email: saltire@sfml.co.uk www.saltire.co.uk

The Current Occupier
Address
Town
Postcode

Date: As postmark

Dear Occupier

Reminder of annual gas safety inspection

I am sorry that you have failed to respond to our initial appointment letter and card that our engineers have left at your home to arrange a suitable date to carry out the annual safety inspection to your heating.

We will be calling at your property for a final attempt on _____ as per the no access card left at your property.

Please ensure you have adequate supply of gas and electric in your meters to enable the service to be completed.

If the heating engineer is unable to gain access at this visit and a forced entry is arranged, Wellhouse Housing Association may recover the costs for the joiner's attendance and if you are not home and the locks have to be changed, this will incur a charge also. Potential re-charge of £_____

If you have any queries regarding this letter or you wish to re-arrange the appointment, please contact our Servicing Team on **01698 743647** as soon as possible.

If you would like a hard copy of your annual safety inspection report, please call our office on the above number and we will arrange to have a copy sent out. If you would prefer to access online, you can do so via www.servicecert.com. (Your unique number is on the sticker on your boiler).

Kind regards

Servicing Co-Ordinator
Saltire

APPENDIX 3 – Letter Notifying tenant of Force Entry (Date & Time) & Letter to be pinned to door following lock change.

Hand Delivered



DATE

NAME

ADDRESS

Wellhouse

Glasgow

POST CODE

Dear **NAME**,

We have attempted to gain access into your property/contact you, several times over the past few weeks but we have had no response.

We require access to your property on **DATE** at **TIME** to carry out the annual gas safety check. If access is not given at this time we will force access under section 5.11 of your tenancy agreement.

"5:11 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable time of the day. We will give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice."

We appreciate your assistance in this matter.

Regards

Name|
Maintenance Officer
0141 781 1884



Wellhouse: the Place to Be
Wellhouse Housing Association
The hub, 49 Wellhouse Crescent, Glasgow G33 6LA
www.wellhouseha.org.uk
email: admin@wellhouseha.org.uk
Tel: 0141 781 1884
Fax: 0141 781 1885

DATE

NAME
ADDRESS
Wellhouse
Glasgow
POSTCODE

Dear **NAME**,

Forcible entry

On **DATE** Wellhouse Housing Association served a letter providing 24 hours' notice of forcible entry in accordance with section 5.11 of your tenancy agreement.

Locks have now been changed. Keys will be held at Wellhouse Housing Association until **5pm** today, or you can collect from Shettleston Police station from **5:15pm** onwards with proof of Identification.

Please contact the office as a matter of urgency to arrange collection of keys.

Sincerely,

Name|
Maintenance Officer
0141 781 1884

APPENDIX 4 – Pro Forma for Authorisation to Force Entry

Authorisation for access by forced entry to carry out Gas Servicing Repairs

To: _____ *Housing Services Manager*

The following tenant has failed to give us access to their home to enable us to carry out a gas service/safety check. Authorisation is sought to force entry to the property to carry out the outstanding gas works. The information provided below details our attempts to inform the tenant of our requirements to access their home.

Your authorisation is sought to force entry to the house on the date given below should the tenant not voluntarily give access that day.

Tenant Ref. No.	HIGH666000- 123456	High St 666
Tenant's Name	Mr F Bloggs	
Stage 1 – Date of Contractor's first no access		
		dd/mm/yy
Stage 2 - Date of Contractor's second no access		
		dd/mm/yy
Date of Contractor's final warning letter		
		dd/mm/yy
Stage 3 – date 7-day letter issued to tenant		
		dd/mm/yy
Date checked with Housing Officer		
		dd/mm/yy
Housing Officer's Notes		
Stage 4 – Date tenant was phoned to attempt to arrange access		
		dd/mm/yy
Stage 5 – I confirm that a signed copy of the SSTA is on file		
		dd/mm/yy
Stage 6 – Date of letter notifying date of proposed forced entry		
Stage 7 - Date and time of forced entry		
		dd/mm/yy hh/mm

Signed _____

Date _____