Gas Safety Policy

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1. Purpose

1.1 This Policy outlines how Flint Housing will fulfil its statutory duties as required under current primary and secondary legislation and comply with the regulatory framework for social housing in England.

1.2 Flint Housing aims to protect the occupiers of its properties, visitors, staff, contractors and the public from the risks associated with gas so far as is reasonably practicable. Flint Housing fully accepts its duty of care to all tenanted units with regards to ensuring that all gas pipework, appliances, fittings and flues provided for their use are maintained in a safe condition so as to prevent the risk of injury to any person under the Gas Safety (Installation & Use) Regulations 1998.

1.3 Flint Housing also recognises and accepts its responsibilities under the Health and Safety at Work Act etc. 1974, and the Management of Health and Safety at Work Regulations 1999 and acknowledges its commitment to health and safety as set out in the Health and Safety Policy Statement.

1.4 This Policy sets out key policy objectives, control measures and accountabilities to protect residents, staff and contractors and the public from harm.

1.5 For the purposes of this Policy, any reference to Flint Housing or “our” or “we” shall be relevant to all its associated entities and administered, where applicable, by its housing management provider(s).

1.6 This policy may be administered by our housing management provider(s), who will be responsible for managing gas safety on our behalf. Flint Housing remains the legal landlord and accountable body. The terms ‘you’, ‘their’ and ‘your’, refers to residents.

2. Scope

2.1 This Policy applies to:

- All gas pipework, appliances, fittings and flues in homes and buildings that are owned and managed by Flint Housing and the common parts of the buildings where Flint Housing has a maintenance and repair responsibility. This includes properties and communal areas being managed by third parties.
- Properties managed by a housing management provider where Flint Housing retains statutory responsibilities under the terms of the management agreement.

2.2 This Policy does not apply:

- where Flint Housing does not hold the landlord’s duty of care or ownership for communal systems or communal gas safety services;
- where Flint Housing does not hold a duty of care in respect of gas appliances in leaseholders’ or ‘shared owners’ homes unless the lifetime of the lease is less than seven years, although we will periodically communicate with them to remind them of the importance of undertaking these checks; or

- to resident owned (including gifted) appliances as Flint Housing has no responsibility over these appliances.

3. Legislation and guidance

3.1 This Policy will ensure Flint Housing's compliance with, but not limited to, the following:

- Health and Safety at Work etc. Act, 1974
- Landlord & Tenant Act 1985
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- Management of Health and Safety at Work Regulations 1999
- HHSRS – Housing Health and Safety Rating System.
- The Gas Safety (Installation and Use) Regulations 1998 (Amended 2018)
- Smoke and Carbon Monoxide Alarm Regulations 2015 (updated 2022)

4. Monitoring & quality control

4.1 We will monitor implementation of this Policy using the following performance measures:

Measure	Target	Reviewed by / interval
No. of blocks (communal systems) with valid LGSR	100%	Monthly • Compliance & Building Safety team Quarterly • Board of Directors
No. of dwellings with valid LGSR	100%	
No. of LGSRs completed on time in the last 12 months	100%	

4.2 Flint Housing's housing management provider(s) will be required to maintain the above KPI targets as part of the housing management services provided.

4.3 The housing management provider(s) will submit monthly reports to Flint Housing's Compliance & Building Safety team for ongoing review and periodic discussion by the Flint Housing board of directors, at least twice a year, showing performance against targets and explaining any variance from the agreed service delivery standards.

5. Policy implementation and responsibilities

5.1 Flint Housing's Compliance & Building Safety team retains overall accountability for the policy. Flint Housing is the duty-holder.

5.2 The Compliance & Building Safety team is responsible for:

- monitoring the consistent implementation of this Policy and ensuring adequate resources are made available to meet the policy objectives;
- the delivery of the key policy objectives and for achieving the associated targets;

- overseeing the operational delivery of this policy, including through its housing management provider(s) underpinned by the housing management agreements entered into by Flint Housing;
- monitoring performance of the housing management provider(s) against this policy.
- ensuring the policy is reviewed and updated in line with legislation; and
- reporting any breaches in the regulatory standards to the Board and to the Regulator of Social Housing.

5.3 Flint Housing's housing management provider(s) will be responsible for the implementation of this Policy within the housing management services provided to Flint Housing and commissioning the required Landlord Gas Safety Records (LGSR) as well as implementing recommendations within such surveys as part of the repairs and maintenance programme, subject to required sign-offs from Flint Housing's Compliance & Building Safety team.

5.4 The relevant housing management provider(s) will oversee and manage contractors undertaking gas related repair and maintenance works.

6. Objectives

6.1 Flint Housing will:

6.1.1 Carry out an Annual Gas Safety Check (AGSC), on all gas systems, fitting, appliances and flues for which it has maintenance and repair responsibility for in line with section 10 below and the Access Policy. Each AGSC will be within 12 months of installation or no more than 12 months since the last AGSC;

6.1.2 The gas supply to vacant properties will, at the discretion of the Compliance & Building Safety team, be:

- Capped off until occupation; or
- Left on, in which case the property shall be checked periodically for potential issues.

6.1.3 In any instance where a property has a capped gas supply, we will check the capped gas supply and pipework every 12 months;

6.1.4 Ensure that gas safety checks are conducted at the commencement of any new tenancy, mutual exchange and/or transfer and that the resident receives a copy of the LGSR prior to, or immediately after moving in;

6.1.5 Carry out an annual gas safety check on each commercial / communal system to include CP15 Plant Commissioning Servicing Record, CP16 Gas Testing & Purging and CP17 Gas Installation Safety Report;

6.1.6 Ensure all gas safety checks, services, repair and maintenance work on gas appliances are carried out by contractors registered with Gas Safe and Engineers who have been issued with an appropriate Gas Safe ID Card;

6.1.7 Ensure the Gas Safe Engineer produces a Landlord Gas Safety Record (CP12) (LGSR) following all gas safety checks and a copy is provided to each existing tenant of the premises within 28 days of the gas safety check;

6.1.8 Ensure all newly acquired properties have evidence in place to demonstrate that all gas heating and hot water installations meet the required Standards and Regulations and that all properties provide adequate heating in accordance with the Housing (Fitness for Habitation) Act 2018;

6.1.9 Keep a detailed register of properties and associated library of LGSRs and maintenance records for at least two years;

6.1.10 Have a maintenance programme in place to ensure all gas systems, fittings, appliances and flues are kept in a safe condition and serviced in line with the gas appliances' manufacturing guidelines;

6.1.11 Install and maintain CO detectors/alarms in all properties which contain gas appliances (excluding appliances for cooking purposes). Flint Housing will ensure CO detectors/alarms are tested as part of a new tenancy sign up.

6.1.12 Ensure all reported faults or failures relating to gas systems, fittings, appliances and flues are attended to and repaired in line with the Repairs Policy;

6.1.13 Maintain a process for reporting unsafe situations in accordance with RIDDOR requirements; and

6.1.14 Periodically inform residents of the importance of gas safety and emergency procedures in the event of gas escape/suspected carbon monoxide, through the provision of information via our website, newsletters, and leaflets.

7. Policy implementation plan

7.1 Flint Housing will implement this Policy by way of a set of documented procedures.

7.2 The procedures in conjunction with the housing management provider(s) procedures will cover, amongst other things, the following areas:

- Allocation of specific roles and responsibilities to staff and contractors
- The means of populating and disseminating the LGSR Register
- The competencies & responsibilities of contractors
- Reviewing LGSR reports and establishing follow-on action
- Training requirements
- Processes for incident management / emergencies
- Arrangements related to enforcement
- Technical protocols / specifications to be followed

8. Gas Safety Checks

8.1 Records of the last three LGSRs will be retained and for two years, from the last certificate date, if appliances are removed.

8.2 Each existing resident of a premises will be supplied with a copy of the latest LGSR (also referred to as a CP12) within 28 days of the inspection being completed. New or mutually exchanged residents will be provided with a current copy on occupation.

8.3 Contractors will carry out visual checks on residents' own appliances such as gas cookers and gas fires. All appliances will be listed on the LGSR. Any problems identified will be recorded on the safety certificate and issued to the resident. Where the problem is potentially dangerous, the appliance will be disconnected and the supply capped off and reported accordingly. Suitable advice on health and safety will be provided to the resident in this event.

8.4 We will store all LGSRs centrally, in electronic format, logged to the Register, and linked to the relevant property record by Asset ID.

9. Carbon monoxide alarms

9.1 Flint Housing will install and maintain carbon monoxide alarms in all rooms being used as living accommodation where there is a fixed combustion appliance (excluding appliances for cooking purposes).

9.2 Flint Housing will ensure CO detectors and alarms are tested as part of a new tenancy sign up.

10. Access for gas safety checks

10.1 Insofar as it is applicable, Flint Housing shall fully comply with its housing management providers' Access Policy in relation to carrying out its gas safety obligations.

10.2 It is an explicit condition of the tenancy agreement that tenants are required to grant access to the premises for the purpose of safety checks and maintenance work, and Flint Housing has a legal duty to ensure that all reasonable steps are taken (as per the Access Policy) to secure access to each property for these to be carried out, which will include, as a minimum (via our contractors, housing management providers or otherwise):

10.3 We will make three attempts to contact you. This may include contacting your next of kin or other household members (anyone listed on your tenancy file).

10.4 Following three unsuccessful attempts to gain access to a tenant's accommodation, where all other efforts have failed, it will be necessary to move to legal processes available within the Housing Act and the tenancy contract to gain access in order to complete the inspection**.** Tenants may be liable for costs associated with commencing the legal process.

10.5 Flint Housing will act appropriately, in accordance with legal requirements and the Access Policy in gaining access to properties. We will take into account any special needs, or vulnerability issues, before initiating legal action against a resident.

11. Equality and diversity

11.1 Flint Housing is committed to making sure all services are accessible to all our residents. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information.

11.2 This Policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the Equality Act 2010.

11.3 On request we will provide translations of our documents, policies and procedures in various languages and formats including braille and large print, where a request in respect of each individual item is demonstrably reasonable (and not, for example, vexatious).

12. Review

12.1 This policy will be reviewed in conjunction with our housing management providers to address legislative, regulatory, best practice or operational issues at least every 3 years or more frequently where:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice;
- We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations; and
- We become aware of any other circumstances which may affect the content of this policy.

13. Performance monitoring

13.1 Gas safety certificates confirm the completion of gas servicing programmes and the safety checks. For monitoring purposes, a copy of each gas safety certificate should be forwarded to Flint Housing, and details entered onto an internal recording database to confirm that a service has taken place. Such data will then be used to produce regular monitoring reports by the housing management provider(s) as well as Flint Housing to chart contract progress, and to identify any problems.

13.2 A quality check on the completed LGSR will be carried out by the housing management provider(s) on 100% of all completed certificates.

14. Appointment and supervision of gas contractors

14.1 The housing management provider will be required to appoint a sufficient number of adequately-resourced, Council of Registered Gas Installers, Gas Safe Registered gas contractors to ensure that the annual servicing and the responsive repairs to the gas appliances can be carried out safely, efficiently and within the required response times – as detailed in the Repairs Policy and following the guidelines presented in the Housing Act 2001's Right-to-Repair Scheme. The number of contractors appointed should also ensure that there is an adequate contingency available to maintain service delivery in the event of problems with the performance of one of the contractors.

14.2 Landlords are required to employ only competent engineers who are registered with Gas Safe to carry out the installation, servicing and maintenance of these appliances. Competence is determined on the level of training, experience and practical skills demonstrated by engineers. With regard to training and practical skills, operatives must hold the relevant elements of the Accredited Certification Scheme. Specifically, our housing managers must require their contractors' engineers to hold the elements that relate to basic skills (CCN1), wet central heating (CEN1), gas fires (HTR1) and water heaters (WAT1). The element that covers cookers (CKR1) is not compulsory but would often be held by contractors. These qualifications must be kept current and renewed as and when necessary.

14.3 The Gas Service Level Agreements should be prescriptive in requiring contractors to adhere to the requirements of the gas safety legislation and all other relevant health and safety legislation, Gas Safe Registered procedures and British Standards. Contractors will be required to carry out risk assessments and provide method statements for the main types of work to ensure that safe systems of work are used and that there are no significant risks to contractors, housing management employees, Flint Housing or tenants.

14.4 The Gas Service Level Agreements should be written with the aim of ensuring that Flint Housing, the housing management provider and their contractors meet their statutory obligations under health and safety legislation and specifically the Gas Safety (Installation and Use) Regulations (GSIUR). It is essential that the contractors are adequately supervised and specifically, any allegations of unsafe working practices must be investigated.

14.5 Measures must be put in place to rigorously vet contractors prior to appointment. Once appointed, the housing management provider should implement a range of measures to ensure that contractors adhere to the terms and conditions of the service level agreement, and always work safely in our tenants' homes, as set out below.

14.6 Contractors should also be required to attend regular contractors' meetings with key personnel from the housing manager.

14.7 The contractor should provide a list of all operatives working on the contract, including manager and supervisor, together with evidence of technical qualifications (Accredited Certification Scheme) and photocopies of Gas Safe Registration/Identity cards. Inclusion of copies of the

rear faces of such registration cards provides evidence of training levels achieved by each operative. The contractor must update the housing manager regarding changes to personnel and their technical qualifications as and when these occur.

14.8 Contractors should be encouraged to provide evidence of their commitment to staff training and, ideally, that they have an ongoing programme of technical and health and safety training.

14.9 The target should be to quality check 10% of all work carried out and the outcome of these checks should be discussed at the monthly meeting. If a contractor's performance is of concern the percentage of work checked should be increased.

15. Landlords' Certificates of Gas Safety

15.1 All Landlords' Certificates of Gas Safety certificates should be checked to ensure that they have been fully and correctly completed by contractors, and that any necessary remedial works are identified, agreed and programmed, in consultation with Flint Housing according to agreed notification / pre-authorisation levels. Certificates must be kept for a minimum of 2 years (these must be made available to the HSE or the tenant if they make a request).

16. Staff & Resources

16.1 Our housing management provider (and Flint Housing) must ensure that adequate resources are available to enable the gas contract to be effectively administered and the performance of the contractors to be properly monitored. Staff must be provided with the appropriate level of information, instruction, training, supervision and resources (such as software), to enable them to carry out this role efficiently and effectively.

17. Gas Safety Procedures

17.1 Our housing management provider(s) must take all necessary steps required to ensure statutory compliance and the safety of our tenants. Our housing management provider(s) must have documented a series of Gas Safety Procedures to supplement this policy statement (and their own policy statements) and specifically to demonstrate how they intend to achieve compliance with our statutory duties under the Gas Safety Legislation. These procedures must be publicised widely throughout our housing manager's organisation, and copies should be available to all staff (on an Intranet or otherwise).

17.2 Briefing sessions should be provided by a gas safety expert to all relevant frontline staff on these procedures and on the issue of gas safety generally on a regular basis.

18. Replacement of gas appliances and heating systems

18.1 Appliances and systems in need of replacement should be replaced as soon as possible, in consultation with Flint Housing according to agreed procedures and notification/approval requirements.

18.2 Replacement programmes will be based on the:

- level of risk, which will be determined by the type, age, and location of the appliance/system, any other special hazards (the presence of asbestos within the appliance, whether it is an open-flued appliance etc)
- scheduling of the major works programme
- degree of vulnerability of the residents.

19. Promotion and Training

19.1 Our housing management provider should seek to promote the issue of gas safety and the importance of annual servicing amongst tenants.

19.2 This will be achieved through information provided in the or other documentation on specific aspects of gas safety, such as not obstructing ventilation, being aware of symptoms and dangers of carbon monoxide exposure and the importance of allowing access for gas servicing will also be produced periodically.