

Gas Safety & Solid Fuel Policy & Management System

Reference:	HS_POL_ASM_GAS_2.0	Author:	Samantha Carty
Scope:	Housing Solutions Properties/staff and contractors	Approved by:	Executive Team
Legislation:	<p>Health and Safety at Work Act 1974</p> <p>The Gas safety (Installation and Use) Regulations 1998 amended 2018</p> <p>The Gas safety (Management) Regulations 1996</p> <p>RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Regulations 2013</p> <p>The Housing Act 1985.</p> <p>The Landlord and Tenant Act 1985.</p> <p>The Health and Safety Executives approved code of practice and guidance document – L56 to support the Gas Safety (Installation and Use) Regulations 1998. (As amended)</p> <p>Gas Safe Register’s Technical bulletins</p> <p>Water Regulations Section 8 Schedule 2 G19 Discharge pipes from safety devices; G19.1; G19.3; and G19.4.</p> <p>Building Regulations G3 (2) (3)</p> <p>Building Regulations H1 Guidance: (c)</p> <p>Building Regulations Part L: Conservation of fuel and power</p>	Date of approval:	April 2024
Regulatory/ Governance:	Regulator of Social Housing Home Standard	Date of next review:	April 2027
Related Policies:	<p>Health & Safety Policy</p> <p>Repairs & Maintenance Policy</p> <p>Planned Maintenance Investment Policy</p> <p>Access Policy</p>		

1. Policy Statement

- 1.1 Housing Solutions will maintain an open information policy and will work with customers, residents, staff groups, contractors and statutory bodies to agree and deliver solutions to gas safety and solid fuel issues.
- 1.2 This policy has been devised in conjunction with and verified with gas consultants, Morgan & Lambert
- 1.3 Any third parties engaged in any item, covered by this Policy must be made specifically aware of its existence, and register formally their intention to abide by it and any associated procedures or guidance.
- 1.4 Housing Solutions will implement its gas safety management strategy by empowering designated Operations staff with the appropriate training, skills and resources needed to safely manage Gas and solid fuel safety.
- 1.5 Housing Solutions shall ensure in any properties that prompt remedial action shall be taken to safeguard persons in properties where there is a serious risk from gas or solid fuel.

2. Scope

- 2.1 This Policy details the system for the management of gas safety and solid fuel appliance risks owned and/or managed by Housing Solutions..
- 2.2 The Policy has been revised in-line with current legislation as detailed in section 4, and illustrates the general procedure for installations, maintenance and servicing of domestic, commercial gas and solid fuel appliances in accordance with associated manufacturers statutory and regulatory legislation.
- 2.3 This Policy applies to all Housing Solutions departments, employees, any gas or solid fuel contractors working on behalf of Housing Solutions and any property containing gas components.
- 2.4 This document is not intended to provide detailed technical guidance on handling and dealing with Gas Safety and Solid Fuel appliances. Staff should refer to the appropriate HSE guidance. Lists of all current HSE publications may be obtained from the HSE Website. Copies of all relevant publications will be issued to all staff trained by Housing Solutions.

3. Roles and Responsibilities

- 3.1 The accountabilities for implementation of this policy are set out below:

Role	Responsibilities
Housing Solutions Board	Strategic overview of all Housing Solutions policies.

Chief Executive	Overall responsibility for the implementation of the Gas Safety Policy in line with the corporate strategy.
Director of Property & Development	Responsible for ensuring that the policy is fully implemented and that the Chief Executive and Executive Team is kept informed of required resources and any incidents* in relation to the policy. Signs off quarterly check of properties on the gas register against stock.
Head of Asset Management	Ensure that all persons are provided with the necessary information, instruction and training to fulfil their roles and responsibilities under this policy and procedures. Ensuring a competent nominated person in the delivery of Gas safety. Reporting gas safety incidents to the Director of Property & Development.
Fire and Health & Safety Manager	Ensuring that the policy is fully implemented. Being aware of any impending changes in legislation, regulations and codes of practice which may affect policies, and procedures and through reporting enable the Executive Team and the Board to be aware of any impact this may have on policy or compliance. Reporting gas safety incidents to the Director of Property & Development.
Compliance Manager	Responsible to the Head of Asset Management in ensuring that the policy is fully implemented and immediately informed regarding any issues* in implementing the policy and required resources. Responsible for ensuring technical, maintenance, property management staff and contractors have received adequate information, instruction and training and that they comply fully with the policy and procedure and are working safely in accordance with the policy. Responsible for ensuring that immediate action is taken where staff / contractors are not working safely or complying with Housing Solutions Policy. Formally reporting to ET, and Board level, including the details of any non-compliance. Ensure that all records are to be kept for five years from the date of the last entry and are available on demand for inspection by internal auditors. Reporting gas safety incidents to the Director of Property & Development

<p>Gas and Plumbing Trades Supervisor</p>	<p>As the competent person, responsible that site operatives know and understand the policy and procedures and that they are working safely and in accordance with the policy, therefore reducing the risk exposure level of gas safety incidents.</p> <p>To review all LGSR completed on properties owned, managed or maintained by Housing Solutions.</p> <p>Being aware of any impending changes in legislation, regulations and codes of practice which may affect policies, and procedures and through reporting enable the executive board and the board to be aware of any impact this may have on policy or compliance.</p> <p>Reporting gas safety incidents to the HSE as required and for managing contact with the HSE and other statutory bodies.</p> <p>Ensuring that regular minuted meeting will take place with any company which undertakes gas safety checks, repairs or installation on behalf of Housing Solutions in order to monitor performance, quality and progress.</p> <p>Ensuring that any contractors and their workers are technically competent.</p> <p>Dealing with the questions and concerns of colleagues, residents, people who work on our behalf and visitors in relation to gas safety</p> <p>Updating the DLO on changes to legislation</p> <p>Managing external auditor and non conformities, ensuring continual learning and feedback.</p> <p>Maintain the Gas Safe register Reporting gas safety incidents to the Director of Property & Development</p>
<p>Housing Management Team</p>	<p>To work with the Fire Safety and Compliance Co-ordinator, as well as the Compliance Manager with regard to properties that cannot be accessed as per the gas procedure.</p> <p>Ensuring commentary is added for all capped gas properties to the compliance report, in respect of resident needs / vulnerabilities.</p> <p>Reporting gas safety incidents to the Director of Property & Development</p>
<p>Lettings Team</p>	<p>To communicate effectively with Asset Management as to letting dates of voids ensuring residents are kept informed throughout the process.</p> <p>Reporting gas safety incidents to the Director of Property & Development</p>

Void Surveyor	To communicate effectively with Lettings Team to ensure property is compliant ahead of letting of void. Reporting gas safety incidents to the Director of Property & Development
All Staff (Operatives)	Responsible for ensuring that they are working safely and in accordance with policy and procedures and that departmental / senior managers are immediately informed of any incidents.* Responsible for ensuring that they are aware of and understand the procedures in an event of a gas safety/solid fuel breach. Responsible for reporting any non-compliance with procedures (i.e. where a contractor or Housing Solutions staff are not complying with procedures).
Fire Safety and Compliance Co-ordinator	Day to day coordination of LGSR and solid fuel process. Communicating with customers to schedule and complete works. Recording of all LGSRs and landlords safety certificate for solid fuel in a centralised location and database. Working with Housing to serve NOSPs as required Regularly updating master database to ensure all details are valid and up to date at all times Ensuring certification is electronically sent to customers or posted within 28 days Reporting gas safety incidents to the Director of Property & Development

* Any incidents that may affect the image or reputation of Housing Solutions or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions must be immediately reported to the Director of Property & Development

4. Definitions

- 4.1 LGSR – Landlords Gas Safety Record
- 4.2 HSE – Health and Safety Executive
- 4.3 ET – Executive Team
- 4.4 RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- 4.5 GSIUR - Gas Safety (Installation and Use) Regulations 1998
- 4.6 ECV – emergency control valve
- 4.7 RAMs - Risk Assessments & Method Statements

5. Legislation

- 5.1 This management system will assist Housing Solutions in complying with its duties under:

- Health and Safety at Work Act 1974
- The Gas safety (Installation and Use) Regulations 1998 amended 2018
- The Gas safety (Management) Regulations 1996
- Reporting of work-related accidents, diseases and dangerous occurrences in accordance with the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Regulations 2013
- The Housing Act 1985.
- The Landlord and Tenant Act 1985.
- The Health and Safety Executives approved code of practice and guidance document – L56 to support the Gas Safety (Installation and Use) Regulations 1998. (As amended)
- Gas Safe Register’s Technical bulletins
- Water Regulations Section 8 Schedule 2 G19 Discharge pipes from safety devices; G19.1; G19.3; and G19.4.
- Building Regulations G3 (2) (3)
- Building Regulations H1 Guidance: (c)
- Building Regulations Part L: Conservation of fuel and power

6. General Guidance

- 6.1 Housing Solutions is aware of its statutory responsibilities and duties to its residents both internal and external and acknowledges that certain items may be the responsibility of other individuals /residents. Housing Solutions has an obligation to ensure that gas and solid fuel appliances/pipework installed in a property (owned by the company) is maintained in a safe condition. However, Housing Solutions are aware of our obligations under the Health and Safety at Work Act 1974, that require chimney systems to be maintained as fit for purpose. To comply with this, we will remove, inspect, reinstate and test to Regulation 26(9), all gas fires fitted to such chimney systems even those owned by residents.
- 6.2 Housing Solutions engineers have a responsibility to carry out a visual inspection of resident owned appliances. If the engineer considers any appliance or pipe work to be unsafe he has the authority to make the appliance/pipe work safe and issue a warning notice informing the resident of an unsafe situation (in-line with IGEM/G/11 Gas Industry Unsafe Situations Procedure). The information will be recorded in the Landlord Gas Safety Record.
- 6.3 When any works are carried out in relation to gas or solid fuel appliances and other fittings all Housing Solutions or sub-contractor gas operatives will be competent and hold a valid certificate of competence for each work activity that they undertake.
- 6.4 The valid certificate will have been issued under the Nationally Accredited Certification Scheme (ACS) for individual gas operatives and HETAS for solid fuel.
- 6.5 All gas engineers working for Housing Solutions or on our behalf shall be Gas Safe Registered
- 6.6 All solid fuel engineers shall be HETAS trained and accredited to the appropriate competence
- 6.7 All engineers servicing oil firing appliances are to be OPTEC trained and accredited

to the appropriate competence

7. Procedure

7.1 Staff Training

7.1.1 The Head of Asset Management is to ensure that all persons are provided with the necessary information, instruction and training to fulfil their roles and responsibilities under this policy and procedures.

7.1.2 Gas Safety requires that Gas Operatives and Sub Contractors be competent. Competence is defined in Regulation 3 as: (1) No person shall carry out any work in relation to gas fitting or gas storage vessel unless he is competent to do so. (2) the employer of any person carrying out such work for that employer, every other employer and self-employed person who has control to any extent of such work and every employer and self-employed person who has required such work to be carried out at any place of work under his control shall ensure that paragraph (1) above is complied with in relation to such work. It is therefore incumbent on Housing Solutions to ensure any Gas Work carried out is done by competent Gas Operatives and Sub Contractors.

7.1.3 Uniquely in the Gas Industry there is a further requirement for any operative to be registered with the HSE.

“(3) Without prejudice to the generality of paragraphs (1) and (2) above and subject to paragraph (4) below, no employer shall allow any of his employees to carry out any work in relation to a gas fitting or Service Pipework and no self-employed person shall carry out any such work, unless the employer or self-employed person, as the case may be, is a member of a class of persons approved for the time being by the Health and Safety Executive for the purposes of this paragraph.”

Regulation 4 of GSIUR states the following:

“Where an employer or self-employed person requires any work in relation to a gas fitting to be carried out at any place of work under his control or where an employer or self-employed person has control to any extent of work in relation to a gas fitting, he shall take reasonable steps to ensure that the person undertaking that work is, or is employed by, a member of a class of persons approved by the Health and Safety Executive under regulation 3(3) above.”

The “class of persons” referred to is currently the Gas Safe Register and therefore to comply with the requirements of GSIUR, Housing Solutions will hold its own Gas Safe Registration. All of its operatives currently carrying out Gas Work at any time will be licensed with Gas Safe Register. Housing Solutions Gas and Plumbing supervisor will ensure all relevant staff are enrolled with Gas Safe.

7.1.4 Housing Solutions' commitment to training, and in particular the legislative training as required by the accredited certificated scheme for gas operatives (ACS), ensures that its residents are protected from the dangers which may arise from faulty gas appliances/installations. Housing Solutions ensures through its commitment to training that the supervising officers and all maintenance personnel whose work falls within the scope of the current Gas regulations hold all necessary up to date certificates of competence. All servicing of Solid fuel appliances will be conducted by engineers or sub- contractors holding a HETAS certificate (accredited body for solid fuel).

7.1.5 In addition, any Sub Contractor used for Gas Work will also be Gas Safe Registered. Any Sub Contractor appointed by any Housing Solutions employee shall be verified by the Nominated Competent Person to ensure a consistent approach to Gas Safety. This verification shall be in addition to any other Policy requirements in relation to the appointment of Sub Contractors.

7.1.6 Housing Solutions further protects residents by instructing all staff to comply with its warning notices procedures, the full requirements of current gas and solid fuel safety regulations and all other standards and specifications, which may apply from time to time.

7.1.7 Housing Solutions will instruct all employees and sub-contractors who may make or take reports on gas installations that they are responsible for gas and solid fuel safety and that where a gas and solid fuel safety certificate cannot be issued Housing Solutions' warning notice procedure should be explicitly followed.

7.2 Nominated Competent Persons

7.2.1 The Head of Asset Management is to ensure that all persons are provided with the necessary information, instruction and training to fulfil their roles and responsibilities under this policy and procedures.

A list of all nominated persons is to be maintained by the Head of Asset Management in the format at Appendix 1

7.3 Void Properties (including new developments)

7.3.1 A Void property has no statutory tenancy and is therefore compliant with Regulation 36 and does not require a valid LGSR. However, once tenanted, it will and any existing in date LGSR would still be applicable.

7.3.2 It is recognised that a due diligence check should be carried out at this point on the Gas Installation as Housing Solutions may employ Contractors to carry out work in void properties and therefore Regulation 35 – Duties of Employers is applicable. In brief, this Regulation states:

“It shall be the duty of every employer or self-employed person to ensure that any gas appliance, installation pipework or flue installed at any place of work under his control is maintained in a safe condition so as to prevent risk of injury to any person.”

Therefore, it is recognised that whilst rare there is the possibility of Contractors damaging live gas supplies and/or vandalism to such live gas supply. For this reason, it will be policy for any void to have a new LGSR provided prior to let

7.3.3 Housing Solutions will undertake the following:

Property Void

When a property is void the gas supply will be capped and a LGSR conducted prior to let and after works have finished

New build / development handover

When a unit is handed over to Housing Solutions from the property developer, a full inspection of the installation is undertaken along with a landlord gas safety certificate issued. Testing includes ensuring that each installation is operating as designed, confirming all radiators, pipework, appliances and alarms are in correct working order.

Mutual Exchange

A full LGSR should be carried out at the point of exchange where any property in the exchanges belongs to Housing Solutions. Housing Solutions reserve the right to cease at any point a mutual exchange proceeding based on the LGSR not being completed.

For both Void properties and Mutual exchanges, where outgoing residents have left behind a gas appliance (resident owned). Housing Solutions will remove the appliance and safely dispose of, before any new let commences.

7.4 Gas Heating Installations

7.4.1 To remove as applicable existing system/equipment i.e. boiler, tanks, flues, radiators etc. and put in a replacement gas fired central heating system including renewal of gas installation pipe work all in accordance with relevant project specifications. Asbestos procedures to be adhered to when encountering any asbestos containing materials (ACMs)

7.4.2 The whole of the installation works shall be installed in accordance with the appropriate manufactures instructions and comply with the requirements of The Gas safety (Installation and Use) Regulations 1998 (amended 2018 and any subsequent updates), current IEE Wiring Regulations, current Building Regulations and all other stated by law, Regulations and British Standards/Codes of practice. Appropriate heat loss calculations of the building should be carried out of the building based on BS EN 12831-1 to ensure systems are not oversized. Heating systems need to be designed to deliver a maximum flow temperature of 55 degrees c or lower.

7.4.3 On completion of the installation the system will be fully tested and all central heating pipework will be flushed. When satisfactory results are achieved the installation engineer who will sign and date as a true record will complete a commissions/ benchmark certificate. A carbon monoxide detector will be installed to cover the Housing Solutions appliance.

7.4.4 Instruct the resident on the operation of the installation and leave a copy of the manufacturer's operating instructions. Upon completion the engineer who will leave one copy with the resident and another copy

returned and placed in the house file and will issue a LGSR (Landlords Gas Safety Record).

7.5 Gas Safety & Repair

- 7.5.1 To service, maintain and repair as appropriate appliances/installations.
- 7.5.2 All services and repairs shall be carried out in strict accordance with the manufactures/appliance installations and service instruction.
- 7.5.3 All works and materials will comply with the requirements of the Gas safety (Installation and Use) Regulations 1998 (amended 2018) and all other stated by statutory law, Regulations, British Standards and codes of practice.
- 7.5.4 When servicing/repairing any appliance always refer to manufacturer's instructions for guidance. In the absence of manufacturer's instructions gas engineers should use their own professional engineering competence to carry out a comprehensive service/repair or safety check. A Carbon Monoxide detector will be installed to cover all of the appliances owned by Housing Solutions.
- 7.5.5 Heating system water level of inhibitor should be tested on annual inspection and dosed accordingly. Underfloor heating systems requires dosing with biocide chemicals due to the system running at lower temperatures, this eliminates the growth of microorganisms due to systems running at lower temperatures.
- 7.5.6 Upon completion of gas works a Landlord Gas Safety Record (LGSR) will be fully and accurately completed by the engineers who will issue an electronic certificate to the resident whilst on site (via email), alternatively, a copy will be supplied to the resident within 28 days of the works being completed. An electronic copy is also stored on the internal database. When attending to a breakdown the engineer will complete the 26(9) regulation form on the tablet to record they have carried out the appropriate safety checks.

7.6 Annual Gas Safety Checks – see Appendix 6 for full procedure

Regulation 36A of the Gas Safety (Installation and Use) Regulation 1998 (amended 2018) sets out when the next safety check must be completed in order to retain the existing deadline date. It also sets out a one-off flexibility that landlords can use to align the date of an appliance check with that of other appliances at the same premises.

- (1) *Where a safety check of an appliance or a flue made in accordance with regulation 36(3)(a) or (b) is or was completed within the period of 2 months ending with the deadline date, that check is to be treated for the purposes of regulation 36(3)(a) and (b) as having been made on the deadline date*
- (2) *Subject to paragraph (3), the landlord may ensure that an appliance or flue is checked for safety within the 2 month period beginning with the deadline date, instead of checking it within the 12 month period ending with that date.*

- (3) *The discretion conferred by paragraph (2) may be exercised –*
- a. *Only once in relation to each appliance or flue in the relevant premises; and*
 - b. *Only in order to align the deadline date in relation to the next safety check of that appliance or flue with the deadline date in relation to the next safety check of any other appliance or flue in the same relevant premises.*
- (4) *In this regulation “the deadline date”, in relation to a safety check for an appliance or flue, means the last day of the 12 month period within which the check is or was required to be made under regulation 36(3) (a) or (b).*

With the introduction of the new regulation 36A from 6 April 2018 landlords will be able to have gas safety checks carried out any time from 10 to 12 calendar months after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check.

Only those who are competent Gas Safe Registered may carry out such checks.

In any room occupied or intended to be occupied as sleeping accommodation by a resident there are no gas fittings that would contravene the regulations. For instance, this will require the removal of any gas appliances installed in a room converted into sleeping accommodation by landlords after 31 October 1998 that are not either room-sealed or fitted with a suitable safety (ventilation) device (depending on their heat input), and their replacement with complying appliances, or other alternative ones that are not gas-fueled.

Warning Notices - see Appendix 3 for full procedure

7.6.1 When a Housing Solutions' engineer or contractor performs work on a gas appliance he will immediately thereafter examine:

- The effectiveness of the flue
- The supply of combustion air
- (c) subject to sub-paragraph (ca), (c) its operating pressure or heat input, or where necessary, both; (ca) if it is not reasonably practicable to examine its operating pressure or heat input (or, where necessary, both), its combustion performance
- Its operation to ensure its safe functioning

7.6.2 The results of the above tests will be recorded and indicated on the LGSR if carrying out an annual gas and solid fuel safety inspection or if carrying out a breakdown will sign the form section on the tablet stating they have carried out the required safety checks in line with regulation 26(9) of the current gas regulations.

7.6.3 If a defective appliance/installation is found during gas work, guidance for

the IGEM/G/11 Gas Industry Unsafe Situations Procedure (dealing with unsafe situation in residents premises) must be adhered to.

7.7 Smoke and CO2 Detectors

7.7.1 Housing Solutions supply a Smoke and CO2 detector to all properties that have a gas appliance or solid fuel burner. A CO2 detector will be installed in each room where a gas appliance is located. A smoke detector will be installed on each change of level as a minimum. These detectors are tested and replaced as required as part of the annual service.

7.7.2 Upon a CO alarm activation, only operatives that hold a valid CMDDA1 qualification to attend to carry out a fumes investigation with a completed form to be left with the customer.

7.8 Measures to Minimise Risk

7.8.1 The Gas and Plumbing Supervisor shall ensure that any measures identified during gas safety works to reduce risk, or comply with the law are fully implemented.

7.9 Information to Staff

7.9.1 The Head of Asset Management shall ensure that up-to-date copies of all gas safety certificates (LGSR's) are available to all properties to which they relate. The Compliance Manager shall ensure that all staff are informed of the presence of the LGSR's and any measures which they need to take to comply with the current regulations.

7.10 Information to Residents

7.10.1 General information about gas safety will be provided through resident newsletters and on our website at housingsolutions.co.uk.

7.10.2 All residents are provided with information and guidance concerning Gas and solid fuel safety within properties, including written notification regarding access required for gas and solid fuel safety checks. This information is provided in the form of a leaflet with the letter. Housing Solutions will undertake any enforcement action considered necessary if a resident refuses access to carry out gas and/or solid fuel safety checks to fulfil its obligation to carry out safety inspections.

7.11 Contractors

7.11.1 Housing Solutions will ensure all sub-contractors carrying out Gas related work for the group are Competent and Gas Safe Registered and will be required to provide proof of registration with their annual approved contractor submission.

7.12 Audit

The Gas Safety Management procedures will be audited as per the following table:

Audit Type	Frequency	Responsible Person
LGSR audits	Monthly	Gas and Plumbing Supervisor

Property check*	Quarterly	Compliance Manager
External audit carried out by external auditors	Bi-annually	Operations Director

*To ensure that all properties that require a gas safety inspection are recorded on the master database with a date for re-inspection.

The Operations Director must record the findings of an audit. The system should be amended to incorporate the findings of an audit.

7.13 Key Performance Indicators

7.13.1 The Compliance Manager will be responsible for reporting the following key performance indicators through the monthly compliance Report.

Item	Target
% of gas supplied properties with a valid LGSR	100%
% of solid fuel properties with a valid Landlord Certificate	100%

7.14 Complaints

7.14.1 All resident complaints relating to Gas Safety will be logged as per the company's complaints policy and procedures.

8. Equality & Diversity

8.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

9. Confidentiality

9.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- Sensitive organisational information.

9.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information

10. Review

10.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.

10.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees

11. Appendices

Appendix 1 – Nominated Competent Persons

Appendix 2 - Introduction to Procedures

Appendix 3 - Warning Notice Procedures

Appendix 4 - Non-Live Gas Supply

Appendix 5 – Major Works Affecting Gas Safety

Appendix 6 - Quality Control Management Review & Training

Appendix 7 - Gas Access – Flow Chart

Appendix 8 - Audit Process

Nominated Competent Persons

Competent Person	Mobile	Email
Kieran O'Connor – Gas/Plumbing Supervisor	07584235578	kieranoconnor@housingsolutions.co.uk

Introduction to procedures

The Gas safety (Installation and Use) Regulations 1998 (amended 2018), Regulation 36 requires Housing Solutions as a landlord to ensure that the following are maintained in a safe condition in order to prevent the risk of injury to any person in lawful occupation of relevant premises:

- a) Any relevant fittings
- b) Any flue which serves any relevant gas fitting

A relevant gas fitting means:

Any gas appliance (other than an appliance which the resident is entitled to remove from the premises) or any installation pipe work installed in any relevant premises

Any gas appliance or installation pipe work which directly or indirectly, serves the relevant premises and which either –

- i. Is installed in any part of the premises in which the landlord has an estate or interest
- ii. Is owned by the landlord or is under his control, except that it shall not include any gas appliance or installation pipe work exclusively used in a part of the premises occupied for non- residential purposes.

Regulation 36A of the Gas Safety (Installation and Use) Regulation 1998 (amended 2018) sets out when the next safety check must be completed in order to retain the existing deadline date. It also sets out a one-off flexibility that landlords can use to align the date of an appliance check with that of other appliances at the same premises.

(1) Where a safety check of an appliance or a flue made in accordance with regulation 36(3)(a) or (b) is or was completed within the period of 2 months ending with the deadline date, that check is to be treated for the purposes of regulation 36(3)(a) and (b) as having been made on the deadline date.

(2) Subject to paragraph (3), the landlord may ensure that an appliance or flue is checked for safety within the 2 month period beginning with the deadline date, instead of checking it within the 12 month period ending with that date.

Regulation 36 also requires, amongst other things, that a landlord shall ensure that: -

- Only those who are Gas Safe Registered carry out such checks
- In any room occupied or intended to be occupied as sleeping accommodation by a resident there are no gas fittings that would contravene the regulations. For instance, this will require the removal of any gas appliances installed in a room

converted into sleeping accommodation by landlords after 31 October 1998 that are not either room-sealed or fitted with a suitable safety (vitiator) device (depending on their heat input), and their replacement with complying appliances, or other alternative ones that are not gas-fuelled.

- Written records are kept, giving details of appliances or flues checked, dates of checking, and any defects identified and remedial action required
- A copy of the record is provided to the resident within 28 days of the check
- These records are maintained in the file for a minimum period of 2 years.

Gas and Solid fuel Safety

This document contains procedures to satisfy legal responsibilities, which must be complied with by all Housing Solutions' staff and other employees, also any sub-contractors employed to carry out duties with respect to the installation and use of gas at premises under the control of Housing Solutions.

In adopting these policies and procedures, Housing Solutions has the following objectives.

To ensure as far as possible, that all gas or solid fuel appliances used in properties owned by Housing Solutions and for which Housing Solutions as a landlord has a responsibility, are in a safe condition and that all the occupants of and persons visiting these properties are in no danger from such appliances.

To set out the legal obligation imposed upon the Company in connection with gas appliances within the properties owned by Housing Solutions.

To set out the obligations which the Company owes to the residents of such properties and others.

To set out a procedure that will enable Housing Solutions to meet its obligations on safety.

1. To ensure that all persons who are involved in the installation, inspection, servicing and repair of gas or solid fuel appliances are properly trained and accredited.

Housing Solutions recognises Gas Safe Register as the approved body and its registration number is 131832.

Housing Solutions will ensure all sub-contractors carrying out Gas related work for the group are Gas Safe Registered and will provide proof of registration with their annual approved contractor submission. (All new starters will provide the required documentation).

Housing Solutions has supplied details to Gas Safe Register of the competence of each gas operative it employs and each operative has been supplied with a Gas Safe registration card, which must be made available for inspection upon request.

Housing Solutions will fully co-operate with Gas Safe Register as and when requested and will ensure full compliance with rules for registration and implement any amendments.

Housing Solutions will fully co-operate with a business inspection by Gas Safe Register presently on a bi-annual basis at a mutually agreed time.

Housing Solutions is aware that Gas Safe Register may randomly select sites to visit for inspection from time to time selected from the gas work notification process without the prior permission of the company.

Housing Solutions will make available all Gas Safety Documentation and Quality Audit Documentation for inspection given reasonable notice.

Housing Solutions will install a Carbon Monoxide detector to monitor all appliances that are owned by Housing Solutions.

Warning Notice Procedures

Warning Notice Procedures

When a Housing Solutions' engineer or contractor performs work on a gas appliance he will immediately thereafter examine:

- The effectiveness of the flue
- The supply of combustion air
- (c) subject to sub-paragraph (ca), (c)its operating pressure or heat input, or where necessary, both; (ca) if it is not reasonably practicable to examine it operating pressure or heat input (or, where necessary, both), it combustion performance
- Its operation to ensure its safe functioning.

The results of the above tests will be recorded and indicated on the LGSR if carrying out an annual gas and solid fuel safety inspection or if carrying out a breakdown will sign the form section on the tablet stating they have carried out the required safety checks in line with regulation 26(9) of the current gas regulations.

Unsafe Situations

The Gas Industry Unsafe Situations Procedure (GIUSP) is a “live” document issued by IGEM in conjunction with the HSE for giving guidance to Gas Operatives and Sub Contractors for dealing with unsafe situations in Domestic and Non-Domestic properties supplied with natural gas or liquefied petroleum gas.

The current document is IGEM/G/11

It deals in detail with both Risk Assessment and categorisation of any Risk identified when carrying out Gas Work. Any Gas Operative or Gas Sub-Contractor should use this guidance to take the appropriate action on behalf of Housing Solutions.

The GIUSP introduction states the following:

“This Procedure gives guidance to competent engineers, regarding the categorisation of unsafe situations. It contains the most common examples of situations that an engineer is likely to encounter. However, Table 1 is not exhaustive and individual circumstances may require different actions to be taken.

This includes multiple defects which, on their own or in smaller number, would not be deemed safety related but which may be safety related when added together.

It may also include multiple defects which, on their own or in smaller number would each be deemed AR but which are deemed ID when added together.

Therefore, engineers shall exercise engineering judgement within their area of competence and where there is doubt, seek further guidance. In preparing Table 1 the following logic has been applied when deciding the category. This should form the basic approach to any unlisted situation:

- *Immediately Dangerous (ID) – Is a dangerous appliance/installation, which if left connected to a gas supply is an immediate danger to life or property. Examples of this are combustion products entering the room, and gas escapes*

- *At Risk (AR) – Is a potentially dangerous appliance/installation where one or more faults exist and which, as a result may in the future constitute a danger to life or property. An example of this is inadequate ventilation.”*

If a defective appliance/installation is found during gas work, guidance from IGEM/G/11 Gas Industry Unsafe Situations Procedure (dealing with unsafe situation in residents premises) must be adhered to

This guidance book is issued to all gas engineers

Housing Solutions’ warning notice procedures have been designed in a way, which allows the Department to follow up on identified defects to provide our residents with safe, efficient, and cost effective solutions. It complies with section 26 (9) and 34 (1) of the GSIUR 1998 (amended 2018) and IGEM/G/11 Gas Industry Unsafe Situations Procedure.

NOTE

The classification Not To Current Standards has been removed from the guidance, although best practice dictates that, where a situation arises that is neither Immediately Dangerous or At Risk, then the operative identifying the situation should still record their findings.

Not To Current Standards (NCS)

Any existing appliance/installation which cannot satisfy all current regulation standards and specification or Codes of Practice, but constitutes neither an immediately dangerous or at risk situation, will fall into this category.

The advice given to the resident in this situation is that the appliance/installation requires some works to bring it up to required standards, but is still safe to use until these works are completed. A warning notice will not be raised; however, the particular defects should be clearly indicated on the LGSR.

Warning Notice Audit Trail

All warning notices are logged to enable an audit trail and all relevant information is recorded.

Remedial works will be carried out and the warning notice will be lifted and new landlord safety certificate completed

Where a warning notice applies to resident own appliances, pipe work or installations, a letter is sent to the resident raising the defects and the category of risk and a copy of this letter is filed in the gas section for reference.

The warning notice is monitored to ensure gas safety.

Examples of unsafe situations:

- (ID) Gas Escapes, Spillage of products of combustion.
- (AR) Pipe work showing signs of corrosion or damage
- (NCS) Un-sleeved pipe work (not showing signs of corrosion)

Non-Live Gas Supply

When it is not possible for an engineer to carry out a gas tightness test on installation pipe work for various reasons such as the termination of the supply by the gas transporters or the resident does not use gas the following procedure applies:

- Prior to any gas supply being terminated, written authority must be gained via the approved 'Gas Capping form'. This process requires the written authority of two Executive Directors before the supply is terminated or any blanking disc is installed.
- Housing Solutions consider the termination of a domestic gas supply to an occupied property a potential safeguarding issue and as such will require an appropriate level welfare check to be undertaken in line with the specific needs of the resident.
- To ensure resident choice is not unduly restrained, authority for the capping of a gas supply at the residents request will not be unreasonably withheld. Written consent from the resident or advisor will be required.
- The engineer shall insert a blanking disc above the emergency control valve.
- An LGSR will be completed indicating, Gas Capped at Meter. The resident will be informed in writing that they must notify Housing Solutions when they intend to re-establish the gas supply. A commission/safety check must be carried out when the property is reconnected to the gas supply.
- An annual check and associated LGSR will continue to be completed for all properties where the Gas supply has been capped. This annual check will include a review of the residents situation to ensure the capping of the supply remains the most appropriate course of action.
- In an emergency or safety situation, the engineer can terminate a gas supply with the verbal approval of the Gas Supervisor or Compliance manager or member of the Executive Team. The gas capping form will be completed retrospectively to ensure a full review is undertaken. Safety critical works should not be delayed. An emergency is defined as an unsafe situation which causes immediate danger to life or property. A repair will be responded to within 4 hours, where the repair cannot be completed, the connection will remain capped until the repair has been completed, the resident will be provided with temporary electric heating

Major Works Affecting Gas Safety

1 Background

1.1 Housing Solutions will ensure that all its gas appliances installed within rented accommodation are safety checked and left safe to use following the completion of major works. It is a distinct possibility that a Service Provider/s without gas related competencies may inadvertently affect the safety of the gas installation and significantly increase risk to life and property.

1.2 Service Provider/s undertaking any repair, refurbishment or alteration work that has the potential to affect existing flues and gas appliances installed within HS properties, will ensure the following in order to prevent any risk of injury or harm to our residents residing in those premises:-

- All work conducted do not breach the Gas Safety (Installation and Use) Regulations 1998
- Any works undertaken in our premises shall be completed so as not to result in a risk being created by capping of chimneys/alteration of flues, diversion of gas supply pipes or creation of flues within concealed spaces.

2 Risk Guidance Matrix

2.1 It has been identified by HS that the following major works could breach the safety of the gas installation if not managed properly:

Major Work Type	What is the Risk?	Risk Status
Roofing Works e.g. Loft insulation, replacement roof tiles/felting	<ol style="list-style-type: none"> 1) Capping of open flued brick-built chimney systems serving live gas appliances 2) Dislodging of room sealed/open flued chimney systems serving live gas appliances 	High
Kitchen Works e.g. Full kitchen replacement	<ol style="list-style-type: none"> 1) Fitting of units around gas appliances without consideration to the relevant clearances detailed in Manufacturer's Instructions and British Standards. 2) Damage to gas installation pipework resulting in leakage of unburnt gas. 3) Installation of extract fans having a negative effect on the flue/chimney system. 	High

Bathroom Works	1) Installation of extract fans having a negative effect on the flue/chimney system.	Low
Window/Door Replacement	1) Removal of fixed ventilation to gas appliances that require permanent combustion or cooling air, provided via existing windows and doors.	Low
Cavity Wall Insulation	1) Disturbance of fixed ventilation passages through cavity walls to gas appliances that require permanent combustion or cooling air	High
External Wall Insulation	<p>1) Disturbance of fixed ventilation passages through walls to gas appliances that require permanent combustion or cooling air</p> <p>2) Concealing of flue terminal positions leading to the unsafe removal of products of combustion</p> <p>3) Concealing of gas pipes leading to a lack of free air to safely disperse potential unburnt gas leakage</p>	High

3 Managing the Risk

- 3.1 Each work stream has been assessed and categorised into a risk status as above. HS will take necessary action to mitigate risk to a minimal level as below:
- 3.2 High Risk - Work streams that pose a high risk of affecting gas safety are of a major concern to HS. Risks will be mitigated initially by ensuring a robust procurement exercise and only competent Service Providers are selected to carry out work. Before site works commence, HS will review the Service Providers RAMS and confirm they detail relevant provisions to not affect gas safety. HS will then ensure that the Service Provider is supplied with relevant information regarding the gas installation that is specific to each property (i.e. Vertical flue/chimney systems fitted when roofing works are being carried out). A site meeting may be required to finalise Health & Safety procedures. HS will ensure that the gas services, (likely to be effected by works taking place, based on location of works), is appropriately made safe and disconnected from the rest of the gas installation prior to works commencing and reinstated on completion, ensuring an audit trail of appropriate documents are completed throughout.
- 3.3 Low Risk - Work streams that pose a low risk of affecting gas safety are a concern to HS. Risks will be mitigated initially by ensuring a robust procurement exercise and only competent Service Providers are selected to carry out work. Before site works commence, HS will review the Service Providers RAMS and confirm they detail relevant provisions to not affect gas safety. HS will then ensure that the Service Provider is supplied with relevant information regarding the gas installation that is specific to each property (i.e. Open flued appliances fitted in properties where extractor fans are to be fitted). A site meeting may be required to finalise site specific Health & Safety procedures and the Service Providers and HS

representative should decide if the work can remain as 'low risk' and subsequently the gas installation remain live throughout the duration of the works or should be moved to 'high risk' and the above procedure followed.

4 Completion of High-Risk Works

- 4.1 When high risk works have been completed, a safety check will be undertaken to confirm that the installation is safe to use. This safety check will consist of a tightness test of the gas meter and pipework, and minimum safety checks detailed in Regulation 26(9) of GSIUR and recorded on an appropriate work record.

5 Resident Alterations

- 5.1 There may be situations where HS will receive a request from a resident to make their own alterations to their property. These will be carefully considered by HS and if approval is given then a gas safety inspection will be carried out by the Service Provider or External Gas Consultant to ensure the safety of the gas installation has not been compromised, where required. A recharge will be made to the resident in this instance.

Quality Control Management Review & Training

The Gas safety (Installation and Use) Regulations 1998 (amended 2018) place responsibilities upon Housing Solutions to ensure that all appliances are left in a safe condition. It would therefore follow that we exercise a legitimate interest in the manner that the work is undertaken.

This will be carried out in a meaningful and structured way i.e. the monitoring of gas work and the visual inspection of all completed work documentation.

Measurement (other than visual quality control of documentation) will be carried out in 4 ways.

- The physical monitoring of the work and the competence of individuals.
- Management review of performance feedback into the system for continued improvement via documentation
- External independent audit.
- Resident Satisfaction survey

Quality control Checks are

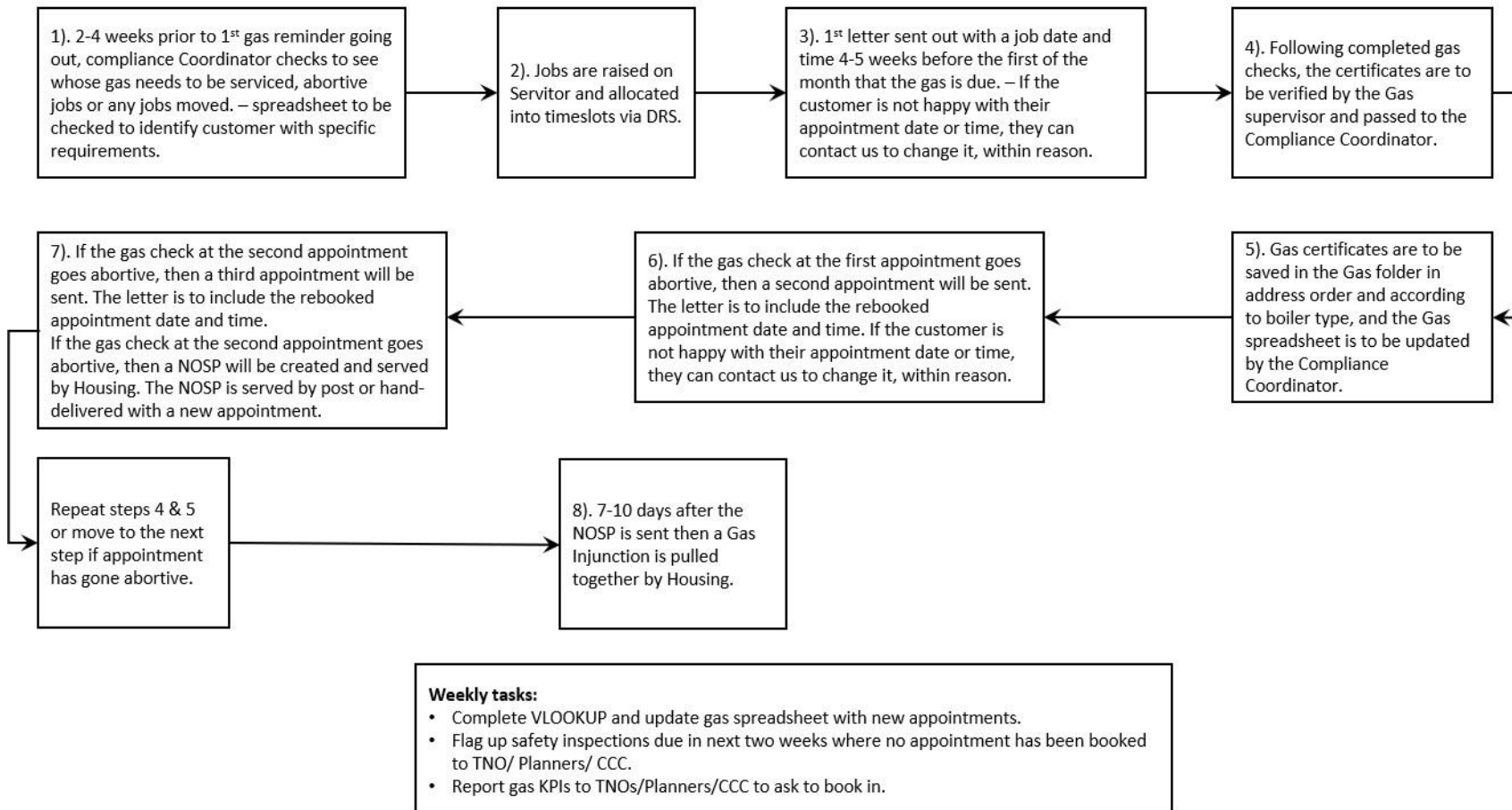
- Documentation 100 % (ensuring all required fields of the certificate are completed)
- Post Inspection minimum 5%
- External audit minimum 5%

Training of Current Personnel

- Will be in accordance with ACS requirements
- On-going product training as required
- On-going equipment training as required

Gas access Procedure

Gas Procedure (Revised May 2021)



Audit Process

Ensuring all homes supplied with gas have a LGSR

Focus of process:

- Keep accurate and up to date master spread sheets of all properties that have gas and solid fuel.
 - Exploit all possible opportunities to identify properties with gas.
1. Identify Properties with gas and solid fuel installations and add to the “gas” Spread sheet

Properties are identified in three different ways:

1.1 Newly acquired or built homes:

Property attributes provided by development to Asset Management along with LGSRs for each property. The Gas and Plumbing Supervisor check LGSRs for compliance and passes to Fire Safety and Compliance Co-ordinator to update the Gas Spread sheet.

A quarterly report will be provided by development detailing those properties handed over in the period. Fire Safety and Compliance Co-ordinator will cross check against the gas spreadsheet and non-gas spread sheet

1.2 Newly Installed Gas Installation (E.g. Boiler):

LGSR completed by installer and compliance checked by Gas Supervisor before being passed to Fire Safety and Compliance Co-ordinator. Fire Safety and Compliance Co-ordinator update Gas Spreadsheet.

1.3 Newly let homes:

LGSR completed by Service engineer and passed to Fire Safety and Compliance Co-ordinator. Any recommendations are passed to the Gas Supervisor. Fire Safety and Compliance Co-ordinator updates Gas Spread sheet.

2. Identify tenanted properties which may have gas or solid fuel from the non-gas spread sheet

Properties on the non-gas Spread sheet are periodically checked for signs that there may be gas being used in the home.

2.1 Contact Resident:

Compliance Co-ordinator sends a letter annually to all residents not on the Gas Spreadsheet requesting that the resident tests their smoke alarm and informs Housing Solutions of any gas supply to the property

2.2 Cross check of databases against gas and non-gas spread sheets:

Every 3 months, the compliance team will check all repairs with a gas SOR code raised in the last period against the non-gas spread sheet to validate non-gas status – Director of Property and Development will sign off this process.

Every 3 months Compliance Manager will cross check both gas and non-gas spread sheets against the master property list to ensure to ensure that there are no unaccounted for properties. Director of Property and Development will sign off this process.

2.3 Electrical Check The Compliance Manager will direct Electrical engineers to check properties marked as non-gas as part of the EICR periodic electrical testing process