



Gas and Heating Appliance Safety Policy

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Policy reviewer:	Compliance Specialist (M&E)	Policy owner:	Head of Property
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1 Purpose

- 1.1 This policy applies to all properties where Red Kite Community Housing have a responsibility for gas safety, and any heating appliance that could produce carbon monoxide, such as solid fuel and oil fuelled fires. The policy covers individual homes and communal areas where such installations are present. This policy also incorporates items such as boilers, fires, flues, chimneys and associated pipework.
- 1.2 The majority of our properties are heated by gas or have a gas installation. Properties not supplied with a gas installation or gas supply will have their own specific testing and maintenance provision, which is also covered by this policy. The purpose of the document is to describe how Red Kite Community Housing meets its requirements for undertaken landlord gas safety checks as set out by the Gas Safety (Installation and Use) Regulations 1997. All landlords have a legal responsibility to comply with these regulations, which are enforced by the Health and Safety Executive (HSE).

2 Definitions

Heating Appliance: For the purpose of this document a heating appliance is any piece of equipment that can heat air or water for the purpose of raising the temperature of a room. This may be fuelled by Solid Fuel (wood, coal etc), Oil or Gas all of which could produce carbon monoxide in fault conditions. Other heating appliances found within Red Kite properties include air source heat pumps and electrically powered equipment (e.g. storage heaters) these will not be covered by this policy as there is no risk of carbon monoxide release.

HSE – Health and Safety Executive

3 Responsibilities

The duties of management, staff and personnel of Red Kite (RKCH) shall be clearly communicated and agreed by all parties to ensure that all persons can undertake their duties as stated in this Policy. Communications and feedback detailing agreed responsibilities shall be kept and monitored this shall initiate further training or assistance as deemed necessary.

3.1 The Chief Executive

The Chief Executive is the designated “Responsible Person” as defined in the “The Gas Safety (Installations and Use) Regulations 1998. As such they have the responsibility to:

- Ensure tenants are aware of the location of their emergency control and the action to be taken in the event of a gas emergency
- Ensure that the tenant is aware of the action to take in the event of suspected escape of Carbon monoxide.
- Ensure that there is a communication pathway into Red Kite for anyone who installs a section of pipework which connect with the primary meter or emergency control
- Ensure that contractors employed on behalf of Red Kite are competent to undertake maintenance and testing on gas equipment.
- Ensure resources (both physical and financial) are made available that any safety defect identified on a gas inspection are rectified in a suitable timescale.
- Must not allow the use of any appliance which is known or suspected could constitute a danger to any person, in particular danger of fire / explosion arising from gas leakage or carbon monoxide poisoning arising from inadequate flueing arrangements or fixed ventilation. The tenant should be persuaded to allow repair or disconnection, but the engineer has no legal power to enforce this. However, the responsible person should instruction the gas supply to be capped to make the area safe.

3.2 Executive Directors

The Executive Directors, specifically the Director of Operations is responsible for ensuring that adequate resources and budgets are made available to enable the objectives of the policy are met.

- 3.3 Head of Property
The Head of Property is responsible for the monitoring, review and development of this policy.
- 3.4 Compliance Manager
The Compliance Manager is responsible for the operational delivery of and compliance with this policy, staff awareness and training and communication to customers.
- 3.5 Compliance Specialist (M&E)
The Compliance Specialist (M&E) takes day to day responsibility for implementing this document.
- 3.6 People & Community Development Manager
People & Community Development Manager arranges and co-ordinates Gas Awareness training for all appropriate staff. Maintains the competency matrix to ensure that only those with the appropriate level of training are asked to undertake roles where specific training is required.
- 3.7 Employees
All Employees, irrespective of their position shall:
- Take responsible care for their work health and safety and that of other persons who may be adversely affected by gas and heating appliance work, including members of the public, tenants, visitors and contractors
 - Co-operate as appropriate with other staff agencies to ensure compliance with this policy and all other legal requirements
 - Halt works that, in their opinion, may present a serious risk to health and safety
 - Report any concerns that they may have in relation to the management of gas and heating appliance safety.
- 3.8 Contractor's Responsibilities
- 3.8.1 Contractors have a responsibility to identify on the LGSR any unsafe tenant-owned appliances and advise the tenant of any remedial actions required. Red Kite service and maintain tenant's gas fires which are served by a flue owned by Red Kite. Any repairs that need to be carried out or removal of the appliance due to its state of disrepair are recharged to tenant. Safety checks to tenant's own gas fires are carried out as per the Gas (Installation and Use) Regulations 1998 ACoP 36(2) guidance note 299.
- 3.8.2 The contractor undertakes work in accordance with the specific requirements set out in the Mechanical Works contract. Every opportunity is taken to involve interested tenants in managing and developing this service.
- 3.8.3 A landlord gas safety record is completed in the following situations:
- Where any repair or maintenance is carried out on a gas appliance, gas installations or any gas pipework or flue.
 - Where any repair or building work to chimney or gable end that could cause a blockage is undertaken, this may extend to certain roofing repairs.
 - Where cavity wall insulation, double glazing, or installation of mechanical ventilation including an extractor fan may cause a detrimental effect to the ventilation of an open-flue gas appliance.
- 3.8.4 It is the contractor's responsibility to inform the Compliance Specialist (M&E) when they cap off gas, no matter what the reason (e.g. due to no money on the gas pre-pay meter).
- 3.8.5 Installers notify the "Gas Safe Register" for gas contractors' registration of any new installation or exchange of a gas appliance. They in turn notify Building Control where appropriate.
- 3.8.6 A specific Code of Conduct, Ethical Standard and range of sustainability and community initiative have been developed and included in the relevant contract documentation. Contractors and subcontractors are expected to implement and fully comply with these requirements.

3.9 Tenants

3.9.1 Tenants have a responsibility to:

- Allow access to enable the landlord gas safety check to be undertaken.
- Immediately reporting any concerns with gas appliances, flues or installation pipework, turning off gas supplies and appliances in hazardous situations and keeping them turned off until checks have been carried out by a competent person
- Regularly testing their Carbon monoxide alarms and reporting any problem.
- Not undertake, arrange or allow work on gas installations in their properties without consent from Red Kite. When Red Kite consent is given all work must be carried out engineers registered with “Gas Safe.”
- Find out their obligations and maintained their appliance in a safe order and good state of repair.
- Operating appliances safely and in accordance with manufacturers’ instructions.

3.9.2 Where tenants carry out property alterations and improvements – including installing appliances, gas installations or works that may affect the safety of gas installations, appliances or pipework – authorisation must be sought prior to any works being undertaken.

3.9.3 If works are approved, tenants are responsible for ensuring appropriate safety checks are carried out and relevant documentation is passed to us following the works or installation, as set out in the Tenancy Agreement. Where works are approved and completed to agreed standards, all future annual safety checks will be carried out through Red Kite. The tenant must provide Red Kite with a Gas Safe certificate for any gas works undertaken.

3.9.4 Leaseholders and shared owners

Typically these groups do not fall directly under our responsibility for undertaking annual gas safety checks, as the responsibility for these remain with the leaseholder / shared owner. All new leases issued require that the leaseholder obtain an annual gas safety check and supply Red Kite with a copy of the landlord gas safety record. The importance of this is communicated regularly and the leaseholder is offered the opportunity to buy into services provided through our contractor.

4 Legal Framework

4.1 We will comply with our statutory requirements in respect of gas safety which will extend to, but is not limited by:

- Landlord and Tenant Act 1985
- Housing Act 1988
- Management of Health & Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992 (as amended)
- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1994
- The Construction (Design and Management) Regulations 2015
- Building Regulations where relevant
- Right to Repair Scheme (introduced 1994)
- The Gas Safety (Rights of Entry) Regulations 1996.

4.2 We require our contractors to abide by all relevant legislation and technical guidance and keep up to date with any amendments.

4.3 Any contractor or individual undertaking works to a gas supply or appliance must be registered through the ‘Gas Safe Register’. Annual checks are undertaken to ensure that all engineers have the appropriate accreditation to work on appliances in line with the Approved Code of Practice (ACOP) training standards. These checks are also undertaken in the event that new engineers are appointed by the contractor.

5 Key Principles

5.1 As an organisation, Red Kite Community Housing has responsibilities and obligations as set out below. We will:

- Ensure annual landlord gas safety checks are carried out at intervals of not more than 12 months by a Gas Safe registered contractor
- Ensure that only contractors / engineers with the relevant qualifications (Gas Safe Registered) are allowed to work on our gas installations and appliances
- Ensure where a chimney or flue is serving a heating appliance that could produce carbon monoxide (e.g. solid fuel or oil fuelled fires) within a property (no matter who is the owner of the appliance), the chimney / flue is 'fit for purpose'
- Ensure a Landlord Gas Safety Record (LGSR) check is carried out at each change of Red Kite tenancy and a copy of the appropriate certification issued to the incoming tenant prior to occupation
- Ensure that any gas appliance, pipework or flue is repaired and maintained to approved standards
- Procure and manage contractors appropriately
- Keep detailed computerised information (for at least 2 years) of all LGSRs and monitor performance to ensure that we maintain 100% compliance
- Regularly publicise the risks associated with gas installations and appliances to residents
- Reconcile our records with those held by the contractor on a quarterly basis
- Issue tenants with a copy of the LGSR within 28 days of it being completed
- Post a copy of the LGSR on a communal noticeboard in a prominent position at sites where checks relate to communal systems. Include details on how to obtain individual copies if required
- Provide a copy of the current LGSR to new Red Kite tenants, or exchanging tenants
- Ensure appropriate and regular gas safety awareness training is provided to all staff
- Employ suitably qualified and competent staff to manage the contract and oversee the works
- Encourage staff to be alert to the danger signs from gas appliances as part of their routine duties and visits and have a clear process for reporting concerns
- Make provision for a third-party audit process that will provide reports on the performance of the Gas Safe contractor, and carry out sample checks of the quality of on-site work undertaken by operatives and representatives

5.2 Repairs and faults

5.2.1 To control the hazards associated with gas, the gas appliances and installations, we aim to ensure that we always leave gas appliances and installations in a safe working order and that there is an in-date LGSR for all relevant properties. Any repair, defect or fault found as part of the gas safety check will be dealt with according to its respective priority. The process for rectifying repairs includes:

- Scheduling repairs according to appropriate repair timescales and informing tenants of the anticipated date for completion
- Repairing or making good issues at the time of the landlord gas safety check where this is appropriate to do so
- Recording any actions/non-conformities and informing the responsible person

5.2.2 Any gas appliance that fails a landlord gas safety check and cannot be repaired will be disconnected from the gas supply and replaced in accordance with our replacement timescales.

5.2.3 In the event of a heating appliance needing to be disconnected and resulting in a loss of heating and hot water for the tenant, sufficient alternative temporary heating will be provided as a priority. The vulnerability and age of those affected will be considered in making decisions about the type of temporary heating needed.

- 5.2.4 Repairs and replacements will be carried out in accordance with the timescales set out in our repairs and maintenance standards, including our Mechanical Contract guidelines and manufacturers' recommended instructions, and any relevant legislation such as the Right to Repair Scheme.
- 5.2.5 It is our stated aim that all gas boilers will be replaced in accordance with our current investment priorities; we will plan the renewal of gas boilers on a 12-year renewal cycle. We will consider value for money when deciding to replace or repair appliances and specifying new heating appliances and materials.
- 5.2.6 We will attend to all faults and repairs according to our stated repairs priorities. We will operate a comprehensive 'out of hours' service through our contractor to provide emergency repairs 365 days per year.
- 5.3 Lettings and mutual exchange properties
 - 5.3.1 In all cases, properties with a gas installation will be inspected and a valid LGSR issued to the incoming tenant as part of the sign-up process. No property will be let without a valid LGSR being available.
 - 5.3.2 As properties become void, arrangements will be made for our nominated gas contractor to disconnect the gas supply on the outlet side of the meter by either inserting an isolating disc or capping-off the pipework. In addition, any pipework fitted with a bayonet fitting, i.e. a cooker outlet, will be capped or plugged off.
 - 5.3.3 Where there is a change in tenancy through a mutual exchange the landlord gas safety check is carried out on the day that the new tenant moves in.
- 5.4 Access for safety checks and repairs
 - 5.4.1 Every effort will be made to arrange a convenient time and date with the tenant for access to complete the works. Appointments will be made and written notice provided in accordance with our No Access to Homes Policy. In cases where access is denied on re-arranged occasions and following written notifications of potential legal action, we will proceed with legal action through the use of an injunction to gain access. The process, set out in our No Access to Homes Policy, will be followed in all cases.
 - 5.4.2 It is a condition of the Tenancy Agreement that tenants must provide access for a landlord gas safety check. Specific details are set out in the Tenancy Agreement.
 - 5.4.3 We will regularly consider new and innovative ways to gain access. Where we do seek legal intervention our preferred first option is the use of court injunctions.
 - 5.4.4 We recognise that in certain cases there may be underlying issues that contribute to access problems which may relate to a support need, language, or specific tenancy management problem. In these circumstances, we will try to overcome or resolve the cause of the problem and be sensitive to the issue before pursuing legal action. No Access to Homes Policy allows opportunity to consider these issues at each relevant stage of the legal process.
 - 5.4.5 Should it not be possible to undertake an annual gas safety check on an appliance that is overdue for its annual service, due to a tenant being in arrears on their gas account and therefore no gas being available, the contractor will cap-off the gas supply to prevent the use of any appliance until the cap is removed. Plus an LGSR will be issued stating that meter is capped. The tenant will be informed to contact us once the debt has been cleared. A warning sticker will be affixed to the appliance providing a contact telephone number. A record will be kept of any capped services. On the request of the tenant the gas supply will be uncapped and an LGSR issued. The contractor will immediately advise the RK Compliance Specialist by way of a 'Turn off notification' which will be held in place until such time as the supplies are reinstated.
 - 5.4.6 In the event that fuel poverty is a demonstrable contributory factor to the arrears on the gas account Red Kite will consider the gifting of temporary electric heaters so that tenants can heat areas of the home and live as comfortably as possible through the period of financial hardship.

- 5.4.7 In instances where a live gas supply is present, but where no gas meter is installed (where the meter has been removed and the gas supply capped), a visual check will be undertaken annually of any live gas pipework and an LGSR issued. Any heating appliance fitted will be capped to prevent its use, should a gas meter be subsequently installed without us being notified. A warning notice will be affixed to all appliances informing customers of the need to contact us prior to any reconnection of a meter.
- 5.4.8 Where any repair or maintenance is carried out on a gas appliance, gas installation or any gas pipework or flue the contractor will issue an appropriate Gas Safe documentation / certificate to Red Kite Community Housing.
- 5.4.9 In addition to the requirements listed above, and where relevant, LGSRs will be completed in the following situations:
- Where any repair or building work to a chimney or flue that could cause a blockage is undertaken, this may extend to certain roofing repairs
 - Where cavity wall insulation, double glazing, or installation of mechanical ventilation, including an extractor fan, may cause a detrimental effect to the ventilation of an open-flue gas appliance
- 5.4.10 Installers must notify the 'Gas Safe Register' for gas contractors' registration of any new installation or exchange of a gas appliance. They will in turn notify Building Control where appropriate.
- 5.4.11 A specific code of conduct, ethical standard and range of sustainability and community initiatives have been developed and included in the relevant contract documentation. Contractors and subcontractors are expected to implement and fully comply with these requirements.
- 5.4.12 Contract management will be undertaken in accordance with the specific requirements set out in the Mechanical Works contract. We will take every opportunity to involve interested tenants in managing and developing this service.
- 5.5 Temporary accommodation
- These properties will receive an annual gas safety check with maintenance and repair carried out as appropriate and in accordance with standing agreements.
- 5.6 Auditing and review
- Quality of work is assessed in three ways:
- Assessment of a percentage of works by a suitably experienced and qualified officer
 - Assessment by a nominated consultant
 - Self-assessment and quality assurance by the contractor
 - Tenant feedback and satisfaction survey
- Internal auditing arrangements are required of the contractors, which include the contractor's qualified engineer reviewing all LGSRs and checking all details prior.
- 5.7 Documentation
- An electronic property database records the heating type present in each property and details dates of previous landlord gas safety records. This database is the definitive information source for annual gas safety checks. This database is maintained to keep up to date with property changes and new appliance details. Regular reports generated identify:
- The total number of properties on contract
 - The property addresses with a current valid landlords gas safety record which is in date
 - The percentage of properties with a compliant landlord gas safety record
 - The status of each property with the "No Access to Homes" Policy where a landlord gas safety record has expired.

6 Policy Statement

There are risks associated with gas installations and appliances through leaks of natural gas, which is highly flammable and explosive and carbon monoxide, which is toxic and potentially fatal if build-ups occur.

We are committed to ensuring the safety of our tenants and leaseholders, staff, our partners and the wider community who may be affected by the installation of gas appliances, associated flues and pipework in properties that we own or have a responsibility for managing

The requirements for undertaking the Landlord Gas Safety Record (LGSR) are defined by the current version of the Gas Safety (Installation and Use) Regulations 1998. All landlords have a legal responsibility to comply with these regulations which are enforced by the Health and Safety Executive (HSE).

In order to meet this requirement, we will ensure that a specific Mechanical Works contract is in place. This will allow for gas servicing and associated installation works and will cover all aspects of the delivery of gas servicing, repair and installation work including safety inspections. This contract will also extend to any other homes with appliances with the potential to produce carbon monoxide.

In addition Red Kite will aim to:

- Ensure 100% of annual landlord gas safety checks are completed at least every 12 months by a registered Gas Safe Contractor.
- Only engineers with Gas Safe registration are appointed to work on gas installations and appliances
- Ensure landlord gas safety check is carried out at change of tenancy and a copy of the certification is issued to the new tenant prior to occupation
- Ensure that any gas appliance, pipework or flue is repaired and maintained to approved standards.
- Keep detailed computerised information (for at least 2 years) of all landlords gas safety records and monitor performance to ensure that every effort is made to maintain 100% compliance.
- Regularly publish to residents the risks associate with gas installations and appliances
- Reconcile records with those held by the contract on a quarterly basis
- Issue tenants with a copy of the landlord gas safety record within 28 days of completion
- Post a copy of the landlord gas safety record on a communal notice board at sites where checks relate to communal systems
- Provide a copy of the current gas safety record to ne Red Kite tenants, or exchanging tenants (Mutual Exchange)
- Ensure appropriate and regular gas safety awareness training is provided to all staff. Employ suitable qualified and competent staff to manage the contract and oversee the work
- Encourage staff to be alert to the danger signs from gas appliances as part of their routine duties and visits and have a clear process for reporting concerns
- Ensure properties have carbon monoxide alarms installed and regularly tested.

7 References

The key documents and references are listed in the legal framework section of this document

8 Related Policies & Procedures

This policy should be read in conjunction with our “No Access to Homes” Policy. This policy sets out our approach to access arrangements that have been defined in order to ensure compliance with statutory obligations.

This policy should be read in conjunction with our Electrical Safety Policy which will cover safety in connection with Air Source Heat Pumps and Electrical powered boilers and other heating systems.

Other related documents include:

- Corporate Health and Safety Policy
- Gas Mutual Exchange Process
- Carbon Monoxide Alarm Procedure
- CO Flow Chart Relationship Advisors
- Gas and CO Call Procedure
- Gas Cap Off Procedure
- Gas Cap off authorisation
- Gas Capping Process Map
- Gas Contractors Void Process
- Gas Servicing Interface Process
- Gas Void Process
- Mutual Exchange Policy
- New Property Allocation and Asset Management
- Process Property Allocation and Asset Management Process
- Red Kite Responsibility
- Void overview process including gas section