



Gas Safety Policy

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1. Policy Statement

ng homes is committed to ensuring that all social housing tenants live in homes where the risk from natural gas is reduced to as low a level as is reasonably practicable.

ng homes recognises the potential health risks associated with natural gas used for fuel in housing association properties.

Potential risks associated with gas as a fuel are significant, given the risk of fire/explosion, or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance of appliances and systems.

ng homes will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees and members of the public are not put at risk from the effects of natural gas or carbon monoxide.

The Gas Safety Installation and Use Regulations places important duties on landlords of all properties to ensure that gas appliances and their flues are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to tenants. These duties are in addition to the more general ones that landlords have under the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations.

2. Background

ng homes is responsible for gas safety within all its' properties and within communal areas.

3. Policy Aims

ng homes aims to ensure its homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.

ng homes will aim to:

- Place the health and welfare of our tenants and residents first.
- Minimise the risks from natural gas from within those premises which ng homes own or manage.

- Ensure that gas safety statutory compliance and performance of assets is appropriately recorded, monitored, reported, reviewed and where appropriate, improved.
- Ensure an effective approach to risk management and service continuity.

4. Legislation and Statutory Requirements

- Health and Safety at Work etc. Act 1974
- Construction (Design and Management) Regulations 2015
- Gas Safety (Installation and Use) Regulations 1998 (as amended)
- The Control of Asbestos Regulations 2012
- Control of Substances Harmful to Health 2002
- Environmental Protection Act 1990
- Equalities Act 2010
- DSEAR 2002

5. Guidance

- TB055 Duties of Landlords
- INDG285 A Guide to Landlords' Duties: Gas Safety (Installation and Use) Regulations as amended.
- IGEM/G/11 The Gas Industry Unsafe Situations Procedure
- IGEM/G/11 The Gas Industry Unsafe Situations Procedure – Supplement 1

6. Gas Safety (Installation and Use) Regulations

These regulations, supported by the Approved Code of Practice (ACoP) L56, stipulate exactly how gas safety will be achieved. The fundamental requirements are:

- Installations, appliances and their flues shall be installed in such a way that they will be safe to use, and installations, appliances and their flues shall be maintained in a safe condition so as to prevent risk of injury to any person (in lawful occupation). This also applies to employers or self-employed persons in respect of places of work under their control.
- Appliances and flues relevant to those appliances in premises which are let, shall be checked for safety at intervals of no more than 12 months. A certificate (referred to as the Landlord's Gas Safety Record), confirming the findings must be given to the tenant or responsible occupier
- Landlords shall ensure that the work undertaken on their behalf is done by a

Member, or employee of the Health and Safety Executive (HSE) "Approved Class of Persons". For the time being the approved class of person is one currently registered with the Gas Safe Register (GSR).

6.1.Regulation 26(9)

Where a person performs work on a gas appliance, they shall immediately thereafter examine:

- a) the effectiveness of any flue.
- b) the supply of combustion air.
- c) Its' operating pressure / 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), it's combustion performance
- d) Its' operation so as to ensure its safe functioning.

Thereafter, take all reasonably practicable steps to notify any defect to the responsible person, and where different, the owner of the premises in which the appliance or flue is installed, or where neither is reasonably practicable, the supplier of gas to the appliance.

6.2.Regulations 36 – Duties of Landlords

Regulation 36 places important duties on most landlords of domestic property to ensure that gas appliances and flues are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to tenants.

The Gas Safety (Installation and Use) Regulations; Regulation 36, places 2 duties upon a landlord, those being:

- 1) to maintain all gas appliances, flues and gas installations; (appliances that the tenant cannot legally remove); and
- 2) to undertake an annual safety check of gas appliances and flues and produce documents to support.

The contract states that appliances owned by ng homes shall be serviced and checked for gas safety at intervals of no more than 12 months from the previously recorded Gas Safety check/service date.

6.3.Regulation 36 – Tenants’ Own Appliances

ng homes will service and check the safety of all appliances and flues that the tenant cannot legally remove.

In respect of tenants’ own appliances ng homes accepts its’ liabilities to the flues of the properties that tenants’ own appliances are connected to. In recognition of those liabilities, ng homes will undertake a gas safety check on all appliances connected to ng homes property flues.

As a minimum the safety check will include, but will not be limited to, those checks detailed in the Gas Safety (Installation and Use) Regulations, Regulation 26 (9). In respect of appliances not connected to flues owned by the ng homes, a visual inspection for safe use will be undertaken (in accordance with IGEM/G/11 Gas Industry Unsafe Situations Procedure GISUP).

Before a ng homes resident has a gas appliance installed, permission must be requested in writing from ng homes. Only a Gas Safe Registered Engineer can install or work on a gas appliance in an ng homes property.

ng homes will, as a minimum, require details of the engineer’s Gas Safe Registration and competencies as well as an installation safety record as part of any gas appliance installation.

6.4.Regulation 36A

Regulation 36A is an amendment to The Gas Safety (Installation and Use) Regulations 1998.

ng homes can schedule a gas safety check up to 2 months early. This system allows ng homes to have a longer time schedule and complete safety checks without having to change the annual deadline date each year.

Regulation 36A is not compulsory, and therefore ng homes are not obligated to implement the new scheme.

7. Scope

This Policy applies to all Board and Committee members, tenants/residents where ng homes has a repairing obligation, members of staff whether employees of ng homes or sub-contractors irrespective

of grade, position, or length of service responsible for the management of repairs and maintenance within ng homes.

The Policy applies to the management of property owned by ng homes and subject to a Scottish Secure Tenancy, a Short Scottish Secure Tenancy, a Shared Ownership Occupancy Agreement Lock up Agreement or Lease.

The Policy also applies to common areas where ng homes is the factor and should be read in conjunction with the Repairs and Maintenance Policy.

Arrangements must be put in place throughout ng homes so that all staff understand this policy along with their statutory obligations and implement the necessary measures in all areas. The resulting measures should ensure the arrangements include all statutory obligations, contained within this policy.

All policies and strategies should be administered by those with responsibility for managing the buildings. Cooperation between persons with gas safety responsibilities in the above context is a fundamental requirement of this policy.

The requirements of this policy, along with the relevant statutory obligations contained within the Health and Safety Executive's (HSE) Approved Code of Practice and guidance document L56 and the Health & Safety Guidance - INDG285 apply to those premises where ng homes operates from, irrespective of the ownership of the building.

8. Tenant/Resident responsibilities

ng homes will provide guidance on gas safety via its' communication channels.

Faulty equipment should also be reported by the tenant.

Tenants must allow access to ng homes and contractors for safety checks and maintenance to ensure compliance with Regulation 36 of GSIUR.

Tenants must not use any gas appliance or fittings that they know or suspect to be unsafe.

Gas Safe Register require registered installers to disconnect any gas appliance or fittings that are so dangerous as to be a threat to life if they are used.

9. Employee and Contractor Guidance and Instruction

ng homes provides guidance and specific instructions for all employees and external contractors, whilst undertaking gas work. This is with the aim of satisfying the legal duties of the current Gas Safety (Installation and Use) Regulations 1998. The work detailed within the specification may also include other aspects that will assist ng homes in satisfying its' duty of care to tenants.

10. Qualifying Contractors and Operative Responsibilities

The duties placed on ng homes by the Gas Safety (Installation and Use) Regulations, state that the Association must ensure ng homes employees, or contractors it intends to use, are suitably Gas Safe Registered (GSR) and competent for the categories of work they are expected to undertake.

The Gas Safe Register can be accessed to verify registration on 0800 408 5500 or go on the website by clicking the following link to check online: www.gassaferegister.co.uk

Registered engineers must hold relevant qualifications under the Accredited Certification Scheme (ACS).

After completion of the evaluation, a register of all ng homes employees or contractors employed on the above work will be kept on file for verification purposes.

Copies of current GSR registration, insurance certificates, operative's registration, and qualifications will be kept. Details will be checked regularly and updated as required and audited annually.

ID cards contains a photo of the engineer, their business registration number and personal license number, company name, the start and expiry date of the card and a security hologram. The reverse of the card details what kind of gas work the engineer is able to do.

Copies of both the front and back of the card must be retained for each engineers, clearly showing a matching serial number on each side.

A safety check and servicing programme will be provided by the Contractor to ng homes three months prior to the first safety check and service.

ng homes will only approve competent contractors for the gas servicing contract or the installation of new appliances.

The contractor will ensure a safety check and service on ng homes' gas appliances is carried out, as a minimum, within a 12-month period.

The contractor must also ensure that as a minimum standard, battery powered carbon monoxide detector (BS EN 50291(domestic) and BS 7860(non-domestic) certified) is installed and have the battery renewed when the annual safety check and service is being carried out. Where only a battery powered carbon monoxide detector exists, the contract must alert ng homes to this.

Regular reports, including formal monthly reports and daily electronic updates will be received during the safety check and servicing programme period. Details on the units completed, non-access to property and planned dates for the outstanding appliances will be provided to ng homes by the Contractor.

The Contractor will provide breakdown reports and Landlord Gas Safety Records in electronic format which will be submitted within 7 days of any work being carried out. Work and safety records will be stored on ng homes work management system. It is a legal requirement that all Landlord Gas Safety Records be kept until a minimum of 2 further safety records are completed, and it is a ng homes requirement that they are archived for a minimum of five years to comply with internal policies.

The contractor will provide a Landlord Gas Safety Record certificate in electronic format.

To demonstrate that operatives have carried out the tests and checks required by the relevant Gas Safety (Installation and Use) Regulations, ng homes will have in place uniform documentation and paperwork that will allow positive records to be completed for confirmation and future reference. Where any tests and checks are carried out by an operative the work records will 'positively record' the information detailed in the procedure.

The Contractor is required to advise ng homes immediately when an unsafe appliance is identified. The Contractor will apply a warning label to the unsafe appliance. The label should not be removed until repairs are complete.

The Contractor will be required to provide temporary Electrical Heating to the tenant in cases where the heating system has been condemned or awaiting parts for repair. ng homes will compensate the tenant directly for power used by temporary heating.

When working on ng homes appliances, the Contractor will at all times comply with legislation and amend practices and procedures in accordance with changing legislation.

The Contractor will undertake a gas safety check on all appliances connected to ng homes property flues. As a minimum, the safety check will include, but will not be limited to, those checks detailed in the Gas Safety (Installation and Use) Regulations, Regulation 26 (9). In respect of appliances not connected to flues owned by ng homes, a visual inspection for safe use will be undertaken (in accordance with IGEM/G/11 Gas Industry Unsafe Situations Procedure GISUP).

11. Gas Industry Unsafe Situations Procedure (GSIUR – IGEM/G/11)

IGEM/G/11 provides guidance for ng homes employees and contractors to follow when dealing with unsafe situations.

Following this procedure will also ensure ng homes meets Regulations 34 (1 & 2) of the Gas Safety (Installation and Use) Regulations. This regulation imposes a duty on the responsible person for any premises (for instance, the occupier or owner (e.g., landlord) of the premises) not to use or permit the use of any unsafe appliance.

People carrying out specified work (e.g., on service pipes, gas fittings or appliances) must report any appliance or installation they suspect is dangerous to the responsible person for the premises and follow the procedure as laid out in GSIUR e.g. seek permission to disconnect, apply appropriate labels and issue a warning notice. Or where an Immediately Dangerous situation is identified and disconnection of the gas supply is refused or not possible notify the gas supplier or transporter, as appropriate.

12. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

There is a requirement under RIDDOR for certain types of Dangerous Gas Fittings to be reported to the Health and Safety Executive (HSE). The purpose of this requirement is to allow the HSE to investigate and monitor incidents and give appropriate publicity to them in the interests of public safety.

RIDDOR Regulation 11 (2) requires registered gas businesses to notify the HSE of installations which by reason of 'design, construction, manner of installation, modification, maintenance and/or servicing' pose an immediate threat to gas users from gas leakage, inadequate combustion of gas or inadequate removal of products of combustion, but only relates where faulty workmanship is the cause. There is

no requirement to report fittings that are dangerous due to lack of maintenance / servicing alone. This requirement allows the HSE to identify dangers arising from bad design or workmanship.

Only those installations that as a result of design, construction, manner of installation, modification or servicing, pose a risk of death, or major injury to gas users should be reported. In general, these will be ID situations; examples that should be reported are listed below. However, it should not be regarded as an exhaustive list:

- a) Instances where the use of unsatisfactory fittings or poor workmanship result in a gas escape outside the tolerance of a tightness test.
- b) Uncapped, open-ended pipes connected to the gas supply.
- c) Appliances that are spilling products of combustion, or show signs of having done so, e.g. staining around draught diverters on open-flued appliances or above gas fires, with no evidence that the cause has been rectified.
- d) Defective flues or chimneys that are not clearing flue gases.
- e) Appliances that should be flued, but are not.
- f) Appliances that are not suitable for use with the gas supplied (e.g. natural gas appliances being used with LPG).
- g) Appliances that have had a safety device, such as a flame failure/supervision device, made inoperative.
- h) Appliances that are connected to the gas supply by a connection made of unsatisfactory material, such as garden hose; and
- i) Appliances that are dangerous through faulty servicing.

Gas Safe Registered Gas Installers are required (by RIDDOR) to carry out this reporting and a report must be made within 14 days of discovery.

When a dangerous gas fitting is identified by a Contractor a RIDDOR reporting form F2508G2 will be completed on site. The F2508G2 RIDDOR form will be forwarded to the CA with his paperwork, in line with contractual requirements. A copy will be made by the CA and returned to the contractor for his own records.

The RIDDOR form F2508G2 will be forwarded to ng homes for them to forward to the HSE.

13. Attending a Site after a Gas Related Incident

When a contractor attends a site and is informed that there has been an incident reported to the HSE, then no work other than 'making safe' must be carried out. The CA will be informed of the situation, who will liaise with the HSE and arrange for the site to be 'mothballed' until any on-site investigations are completed.

14. Gas Escapes and/or Reports of Fumes

ng homes will ensure it meets Regulation 34 (1 & 2) of the Gas Safety (Installation and Use) Regulations in ensuring the safety of its tenants from gas escapes or suspected emission of products of combustion (fumes) in domestic properties.

Where an unsafe situation is discovered by an engineer, the engineer must follow the guidance in IGEM/G/11.

When attending a report of fumes engineers attending on behalf of ng homes must follow the guidance in IGEM/G/11 Supplement 1.

Where a member of ng homes or the contractor customer service teams receive a call reporting either a gas escape or a report of fumes, the tenant should be directed to contact the gas emergency service on 0800 111 999. Where the tenant has not or cannot contact the gas emergency service, this should be done by ng homes or the contractor. A reference number for the call should be taken.

Whilst on the call the tenant should be advised:

- Turn off the supply at the emergency control valve.
- Open doors and windows.
- Do NOT use naked flames.
- Do NOT use electrical switches.
- Do Not smoke.

The call/report should be treated as an emergency and attended to immediately.

15. Procedure for Gaining Access

ng homes provides guidance for all employees and external contractors involved in the process to demonstrate that all reasonably practicable steps to gain access to tenanted properties has been

undertaken. This is with the aim of satisfying the legal duties of the current Gas Safety (Installation and Use) Regulations. Landlords have a duty to maintain all the appliances they own, as well as undertake a safety check and produce a safety record. This is to be undertaken at intervals of no more than 12 months. In the event of no access our No Access Policy will be followed.

16.Void Properties

ng homes employees and contractors will ensure that in the case of a tenant vacating a property, gas fittings/appliances are safe before the property is re-let or worked in by other trades.

On the first occupancy day of the property a full service/safety check and inspection of the installation will be undertaken, and a landlord's Gas Safety Record produced and issued to ng homes and a copy given to the tenant. This is a new tenant and therefore the requirements of the Gas Safety (Installation and Use) Regulations 36 (6b) apply. A copy of the existing or new Landlord's Gas Safety Record will be given to a new tenant before taking up occupancy.

17.Mutual Exchange

ng homes employees and contractors will ensure that in the case of a tenant vacating/exchanging a property that gas fittings/appliances are safe before the property is re-let.

Particular attention needs to be made of any appliances owned by the vacating tenant that are not removed e.g. cookers will be removed and disposed of.

When an application for 'Mutual Exchange' of properties has been approved, ng homes will ensure that gas fittings/appliances are safe before the exchange can take place. The contractor will complete a new LGSR prior to the exchange.

Mutual exchanges constitute a new tenant and therefore the requirements of the Gas Safety (Installation and Use) Regulations 36 (6b) apply. A copy of the existing or new Landlord's Gas Safety Record will be given to a new tenant before taking up occupancy.

18.Temporary Sleeping Accommodation

Certain appliances, as defined in Regulation 30 of GSIUR, are not permitted to be installed where an area is used as sleeping accommodation.

This also includes a situation where a tenant is using an area for sleeping as a temporary situation.

Regulation 30:

No person shall install a gas fire, other gas space heater, or water heater of more than 14 kilowatt gross heat input in a room used or intended to be used as sleeping accommodation, unless the appliance is a room sealed appliance.

No person shall install a gas fire, other gas space heater, or water heater of more than 14 kilowatt gross heat input in a room used, or intended to be used as sleeping accommodation, and no person shall install an instantaneous water heater unless (in each case):

- It is a room sealed appliance: or
- It incorporates a safety control designed to shut down the appliance before there is a build-up of a dangerous quantity of the products of combustion in the room concerned.

No tenant is permitted to use an area where gas appliances are installed as per the above.

19. Quality Control

ng homes conduct a systematic approach to quality control that is both efficient and effective, and the results clearly demonstrated and documented.

ng homes monitor and record the quality and safety of gas work that is carried out by all gas operatives working within ng homes premises.

To demonstrate the Association's commitment to safety and quality ng homes will undertake and require our contractors to participate in a 'Risk' based quality assurance procedure:

- Contractors' quality control – in line with their contract evaluation submission, with evidence supplied monthly at progress meetings.
- Internal quality control – verification of contractual arrangements and administrative checks on electronic documentation.
- External, independent quality control – provide a level of quality assurance to determine safety compliance and value for money. Across heating installations, repairs and servicing and maintenance work. The levels to be determined by the risks they pose.

20. Training

ng homes will provide gas safety training to relevant staff.

ng homes expect its' contractor to have all relevant staff trained and competent in relevant gas safety areas.

21. Non-compliance/Escalation Process

All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or becoming aware of it.

In cases of serious non-compliance, the CEO will advise the Association's Board of the proposed course of action which may be subject to Board approval. The issue will be disclosed to the Scottish Housing Regulator, and any other relevant organisation such as the Health and Safety Executive.

Where the matter is considered to be a notifiable event the Association's Notifiable Events Policy, and the SHR Statutory Guidance on Notifiable Events, will be followed.

22. Conclusion

ng homes is committed to providing its' tenants with safe and healthy homes.

By following this Policy, ng homes aims to prevent any issues with gas from occurring within its' properties and to deal with any problems that occur promptly and effectively.

23. Other Related Strategies, Policies and Procedures

- Adaptations Policy
- Asbestos Management Policy and Procedures
- Asset Management Strategy
- Clerk of Works Procedures
- Complaints Policy
- Customer Care Policy
- Damp, Mould and Condensation (DMC) Policy and Procedures
- Data Protection Policy
- Design and Specification Policy
- Development Defects Policy and Procedures
- Development Handover Procedures Policy
- Electrical Safety in Multi-Storey Blocks Policy

- Electrical Safety Policy and Procedures
- Emergency Lighting in Multi-Storey Blocks Policy
- Estate Management Policy
- Fire Safety in Multi-Storey Blocks Policy
- Fire Safety Policy and Procedures
- No Access Policy
- Notifiable Events Policy
- Repairs and Maintenance Policy
- Risk Management Strategy
- Tenants Right to Repair Policy
- Void Management policy

24.UK General Data Protection Regulation 2021 (UK GDPR)

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices. The organisation will treat your personal data in line with our obligations under the UK General Data Protection Regulation and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices.

25.Equality Impact Assessment

This Policy is equally applicable to all. It is recognised that in applying this Policy any necessary action will be taken where appropriate, including making reasonable adjustments, to ensure that there is no detrimental impact to protected characteristics groups.

26.Review

This Policy will be reviewed every three years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.

Appendix 1 - Definitions

Gas Appliances

Are appliances used for heating, lighting, cooking or other purposes for which gas can be used. In general, portable or mobile appliances are not covered, except for the use of portable or mobile space heaters (e.g. LPG cabinet heaters).

Gas Fittings

Are pipework, valves (other than emergency controls), regulators, meters and fittings, apparatus and appliances designed for the use of the tenant for heating, lighting, cooking or other purposes for which gas can be used.

Gas Flues

A passage for conveying the products of combustion from the gas appliance to the external air.

Gas

Includes natural gas (methane), LPG (Liquified Petroleum Gases) and Hydrogen.