

KNOWES HOUSING ASSOCIATION LTD	
Policy Name	Gas Maintenance
Policy Category	Repairs and Maintenance
Policy Number	MDS18
Date to Committee	February 2020
Previous Review	February 2017
Next Review Date	February 2023
Links to other Policies	Repairs Policy
Consultation	Internal & External

1. AIMS & OBJECTIVES

- 1.1 This policy outlines the way in which the Association will carry out its legal responsibilities in terms of Gas Maintenance and Servicing. Knowes Housing Association will maintain and inspect all gas appliances within its properties, in accordance with all relevant legislation. This covers 100% of all gas heating systems including boilers, fires etc owned by the Association, being checked for safety and serviced at least once every 12 months, repairs reported by tenants regarding any aspect of the system, and all systems being checked when a property becomes empty.

2. RISK MANAGEMENT

- 2.1 By having a written detailed Gas Maintenance Policy and Procedure the Association is able to ensure that a uniform and professional approach is adopted throughout the organisation and the service delivered is compliant with law, best practice and internal policy.
- 2.2 The risk of not having this Policy in place is that systems are not serviced in accordance with legislation. The importance of this legislation is not to be underestimated as should an accident or fatality occur and the systems have not been checked for safety in accordance with the legislation and the policy and procedure not adhered to, then ultimately the Association and officers of the Association could face legal charges.

3. LEGAL FRAMEWORK

- 3.1 The legislation governing the issue of gas safety is the "Gas Safety (Installation and Use) Amendment Regulations 2018". This current legislation came into force on 31st October 1998 and placed certain duties on installers, landlords and some gas suppliers. These regulations aim to prevent injury to consumers and the public from either carbon monoxide (CO) poisoning or fire/explosion.
- 3.2 As a landlord we have a duty to ensure that the gas appliances and flues provided for our tenants' use are maintained in a safe condition at all times and are inspected for safety every 12 months by a 'Gas Safe' registered engineer. We are also required to provide a copy of the certificate of inspection for the tenant. The record must be kept for a minimum of two years. Failure to comply with the legislation is an offence, unless we can show that we have taken "reasonable steps" to prevent that contravention.
- 3.3 The Scottish Secure Tenancy Agreement which is used by Knowes Housing Association and signed by all tenants, has a section which states as follows;

We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily.

If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused. In an emergency, we have the right to make forcible entry to your house without notice. Tenants must provide access on request for house inspections, safety checks or to carry out emergency or urgent repairs, during working hours.

4. CONTRACT FOR ANNUAL SERVICING AND REPAIRS

- 4.1 A contract will be entered into with a suitably attested & experienced contractor to carry out annual servicing, safety checks to void properties and repairs. The contractor will be enrolled on the 'Gas Safe Register' and will have a proven track record in carrying out this type of work.
- 4.2 The names and qualifications of the operatives who will work on the contract will be registered with the Association. Any operative whose qualifications have not been copied to the Association will not be permitted to work on the Association's gas appliances. This registration is renewed annually with details being provided to the Association for recording and monitoring.

- 4.3 The Scottish Housing Regulator expects the Association to meet its legal duties in relation to checking the safety of gas appliances in 100% of our properties within any 12 month period. To this end we will ensure that we comply with our policy and procedure in our attempts to gain access. This is explained further in Section 5. In addition, our annual maintenance schedule and contract will be spread over 10-monthly cycles to ensure that we maximise the opportunity of carrying out 100% servicing, at least within the 12 month legislative period.
- 4.4 In addition to the checking and inspecting of gas appliances, the contractor will also detail and test the smoke detector, (and the CO detector if present). This will be marked on the CP12 certificate which is the landlords' annual service inspection record.
- 4.5 Although only a void safety check is required when properties are empty we will carry out a full safety check and service at this time.
- 4.6 While attempts will be made to service all appliances, there are occasions when there is no gas present in the property due to meter debt or non-use. In these cases the meter will be capped to ensure that should the gas be connected again, then the contractor will need to remove the cap; and carry out the required safety checks on all gas appliances. This will be detailed on a CP12.

5.0 OBTAINING ACCESS

- 5.1 The Associations procedure on Gas Maintenance details the steps involved in communicating with tenants both by the contractor and the landlord in a bid to gain access to service the gas appliances. Reminders are sent to tenants where access is denied, and ultimately a decision will be taken to force access to the tenants' home. This is carried out in accordance with the section referred to at 3.3 (extract from our Scottish Secure Tenancy) of this Policy document.
- 5.2 Forcing access will be a last resort by the Association and will follow hand delivered correspondence advising that it will take place. Arrangements for forcing access will ensure that two staff from the Association is in attendance, as well as the Gas Engineer and a Joiner. Police attendance will be requested if there are any known safety concerns. The Association will reinstate the security of the property, change locks where required and leave notification of what has taken place. Keys will be left either at the Associations offices or the Police Station in Clydebank. The costs will be pursued and recovered through the recoverable repairs procedure.

6. KEY PERFORMANCE INDICATORS AND REACTIVE TIMESCALES

- 6.1 The Key Performance Indicators (KPIs) which relate to our Gas Servicing and Maintenance Contract (2020-2023), including our response times are contained at Appendix 1.

7. MONITORING AND REPORTING

- 7.1.1 The Repairs Assistant of the Association will monitor on a daily basis the performance of our gas contractor in terms of reactive repairs and servicing, and ensure that the relevant certificated documentation is received in accordance with the contract.
- 7.1.2 The Association will hold monthly meetings with the Gas Contractor to review and report on performance and discuss any operational or contractual issues. This will ensure that there is regular meaningful communication and documented attempts at problem resolution.
- 7.2 The contractor will carry out quality control inspections to a 10% sample of service works. This quality control will be carried out by a suitably qualified and competent person and copies of quality control checks will be issued to the Association. In addition, the Association will appoint a qualified organisation annually to visit a 10% sample of properties to check that the work was carried out properly and that the installation complies with current regulations.
- 7.3 The Housing Services Sub Committee will receive a monthly report advising of the progress with servicing and how many are being carried out within the relevant timescales.

8. COMPLAINTS

- 8.1 Any tenant who feels that they have received an unsatisfactory level of service, been dealt with unfairly or out with the boundaries of this Policy can make a complaint. The Complaints Policy is available at the Associations office and copies can be supplied on request.

9. EQUALITIES COMMITMENT

- 9.1 Knowes Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.
- 9.2 Knowes' seek to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

Appendix 1

	<u>Key Performance Indicator</u>	<u>Responsible Partner</u>	<u>Reporting to</u>	<u>Reporting Intervals</u>	<u>Target</u>
1	<u>Response Times</u>				
	Annual Servicing within 12 months	Contractor	Management Committee Management Team	Monthly	100%
	Emergency – make safe or complete 2 hours	Contractor	Management Committee Management Team	Monthly	100%
	Right to Repair – 1 working day	Contractor	Management Committee Management Team	Monthly	100%
	Urgent – same day if reported by noon/next day if after	Contractor	Management Committee Management Team	Monthly	100%

	<u>Key Performance Indicator</u>	<u>Responsible Partner</u>	<u>Reporting to</u>	<u>Reporting Intervals</u>	<u>Target</u>
	Routine – 5 working days	Contractor	Management Committee Management Team	Monthly	99%
	Void – same/next working day	Contractor	Management Committee Management Team	Monthly	100%
<u>2</u>	<u>Certificate Return – Servicing</u>				
	Servicing Administration – as per procedure	Contractor	Technical Services Team/Contractor	Ongoing	Daily or next working day
<u>3</u>	<u>Quality Control</u>				
	Supervisory audits by contractor Independent audit	Contractor Client	Technical Services Team/Contractor	Ongoing Annually	10% 10%

	<u>Key Performance Indicator</u>	<u>Responsible Partner</u>	<u>Reporting to</u>	<u>Reporting Intervals</u>	<u>Target</u>
4	<u>Complaints against Contractor</u>				
	Right to Repair compensation claims	Contractor	Recorded on Register	Monthly Performance Meetings	0%
	Missed appointment compensation claims (£10.00 per missed appointment)	Contractor	Minuted at Monthly Service Meeting and recorded on register	Monthly Performance Meetings	0%
5	<u>Customer Satisfaction</u>	Client			95% satisfied or very satisfied
6	<u>Progress/Information Reporting</u>				
	Servicing reports	Contractor	Management Committee Management Team	Ongoing	Daily
	Repairs reports	Contractor	Management Committee Management Team	Ongoing	Daily

	<u>Key Performance Indicator</u>	<u>Responsible Partner</u>	<u>Reporting to</u>	<u>Reporting Intervals</u>	<u>Target</u>
	No Access reports	Contractor	Management Committee Management Team	Ongoing	Daily
	Summary reports	Contractor	Management Committee Management Team	Ongoing	Weekly
	Inform of emergencies unable to be completed due to parts	Contractor	Management Committee Management Team	Ongoing	24 hours
	Inform client of tenant arranged visit	Contractor			24 hours
<u>7</u>	<u>Health & Safety</u>				
	Disclosure of RIDDOR reportable incidents	Contractor	Management Committee Management Team		0%

	<u>Key Performance Indicator</u>	<u>Responsible Partner</u>	<u>Reporting to</u>	<u>Reporting Intervals</u>	<u>Target</u>
8	<u>Apprenticeship Scheme</u>				
	Employment of local apprentice from postal code area	Contractor	Management Committee Management Team	At start of contract	1 apprentice