



## GAS SERVICING POLICY

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The information in this document is available in other languages or on tape/CD, in large print and also in Braille.

For details contact the Association on 0141 578 0200 or e-mail: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

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欲知有關詳情，請聯絡本協會，電話：0141 578 0200，或向我們發送電郵，電郵地址：  
[admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

Tha am fiosrachadh anns an sgrìobhainn seo ri fhaotainn ann an Gàidhlig no air teip/CD, sa chlà mhòr agus cuideachd ann an Clò nan Dall.  
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## **HILLHEAD HOUSING ASSOCIATION 2000**

### **GAS SERVICING POLICY**

#### **1. BACKGROUND**

- 1.1 The Gas Safety (Installation and Use) Regulations 1998 came into force on 31 October 1998 and placed duties on installers, landlords and some gas suppliers. The Regulations aim to prevent injury to customers and the public from either carbon monoxide poisoning or fire and explosion. Hillhead Housing Association 2000 as a Registered Social Landlord has duties to ensure that the gas appliances and flues they provide for tenants' use are maintained in a safe condition at all times and checked for safety each year by a Gas Safe registered installer. A copy of the certificate is held on file by the Association and a copy of the certificate is passed to the tenant. The Association's record will be kept for a minimum of 2 years from the date of the check.

#### **2. LEGISLATION**

- 2.1 The Association's adopted procedure described further on within this policy will ensure that the Association fully complies with all of the current relevant legislation in respect of gas safety.
- 2.2 The policy takes due cognisance of the following, current documents:
- Gas Safety (Installation and Use) Regulations 1998
  - Gas Safety (Management) Regulations 1996
  - Health and Safety at Work Act 1974
  - Management of Health and Safety at Work Regulations 1999
  - The Building (Scotland) Amendment Regulations 2011
  - The Housing (Scotland) Act 2001
  - SFHA Good Practice Guide: Procedures for Access to undertake Annual Gas Safety Inspections, September 2005
  - The Public Contracts (Scotland) Regulations 2012
  - The Scottish Housing Regulator – Health and Safety Gateway Guidance

### **3. POLICY OBJECTIVES**

3.1 The Association will comply fully with its statutory obligations as laid out in the Gas Safety (Installation and Use) Regulations 1998 and ensure that effective procedures are in place to ensure such compliance. In particular, the Association will ensure full compliance with Regulation 36 that places duties on the Association to:

- Ensure that each gas appliance, flue and all related parts, provided by the Association are checked for safety within twelve months of being installed and at intervals of no more than twelve months thereafter
- Ensure that installation pipe work, appliances and flues provided for tenants are maintained in a safe condition
- Ensure maintenance and annual safety checks are carried out by an appropriately qualified Gas Safe registered engineer.
- Retain a record of each safety check for a minimum of 2 years
- Issue a copy of the safety inspection certificate to each existing tenant within 28 days of the check being completed and to any new tenant before they move in
- Ensure all gas equipment is safe
- Ensure any gas equipment left by a previous tenant e.g. cookers) are removed before re-letting
- Ensure that anyone carrying out work on gas appliances/fittings and/or flues provided for tenants are appropriately qualified Gas Safe registered engineer.

3.2 The Association are committed to comply with new legislation relating to fire and heat detection systems and will ensure all stock meet the standards by February 2021

The standard requires:

- One smoke alarm installed in the room most frequently used for general daytime living purposes
- One smoke alarm in every circulation space on each storey, such as hallways and landings
- One heat alarm installed in every kitchen

All alarms should be ceiling mounted and interlinked. There is also a requirement for carbon monoxide detectors to be fitted where there is a carbon-fuelled appliance (such as boilers, fires (including open fires), heaters and stoves) or a flue.

#### **4. PROCUREMENT OF GAS SERVICING CONTRACTORS**

- 4.1 The invitation and acceptance of tenders for gas servicing contracts will take account of The Public Contracts (Scotland) Regulations 2012 and The Procurement Reform (Scotland) Act 2014
- 4.2 The Association will only employ companies that are Gas Safe registered and the Association will ensure it has access to copies of the Gas Safe operatives' Registration cards.

#### **5. ACCESS FOR GAS SERVICING**

- 5.1.1 To ensure that gas servicing is carried out within the 12-month period following the last service date, the Association will follow the programme of work contained within this policy.
- 5.1.2 The Gas Service programme works to an 11-month cycle to ensure that the Association's statutory requirement is fulfilled.

##### **5.2 Stage 1**

- 5.2.1 A programme is produced, based on an 11-month cycle and e-mailed to the Gas Servicing Contractor 1 month in advance.

##### **5.3 Stage 2**

- 5.3.1 The tenant is sent a letter confirming the proposed service date 2 weeks before the programme date. (Standard letter appendix I) If the date is not convenient, the tenant is requested to contact the Association to arrange an alternative date.

##### **5.4 Stage 3**

- 5.4.1 In the event of no access being granted on the agreed date, the servicing contractor shall be responsible for posting a calling card through the tenant's door. The card will confirm the following:
- Name of the contractor and operative
  - Contact number for the Contractor and Association
- 5.4.2 The card will ask the tenant to make contact and arrange a suitable access time. The contractor will also revisit the property within seven days and try to gain access to service the property.

## **5.5 Stage 4**

- 5.5.1 The contractor will inform the Association in the event of access being denied after two visits. In this event, the Association will write to the tenant (appendix II) advising them that they are in breach of their Tenancy Agreement by not allowing access and that they must contact the Association to arrange a service date within 10 days, failing which, the Association will force access to their home and change the locks.
- 5.5.2 In the event of the tenant making contact within 10 days of receiving the Stage 2 letter, then a new access date will be agreed.

## **5.6 Stage 5**

- 5.6.1 In the event of no further contact from the tenant within the specified date following issue of the stage 4 letter, the Association will hand deliver a 3<sup>rd</sup> letter and also post a copy. (Appendix III).
- 5.6.2 In the event of the tenant again failing to make contact, the Association will arrange to cap off the gas supply if the meter is located outside. If this is not the case, the Association shall force access to the property on the date stipulated in the letter, change the door locks, carry out the service or cap the supply if there is no gas or electricity. A notice will be attached to the front door of the property stating that the locks have been changed or posted should the supply been capped externally. (Appendix IV).

## **6. QUALITY CONTROL**

- 6.1 To ensure that the Association and its tenants receive a good quality service from the contractors, the Association will ensure that no less than 10% of all services completed monthly are independently post inspected by an external, qualified company.

## **7. MONITORING**

- 7.1 The Association will employ robust monitoring procedures to ensure it achieves full compliance with all aspects of the Regulations. In particular, the Association shall employ the following procedures:
- The progress of annual servicing will be monitored on a daily basis by the Property Services Assistant and overseen by the Head of Development & Property Services. Bi-monthly progress meetings will be held with the servicing contractor and minutes taken and distributed for record purposes.
  - Planned and actual services carried out, including number of properties where the Association is experiencing access difficulties will be monitored on an ongoing basis by the Property Services Assistant and overseen by the Head of Development & Property Services and reported quarterly to the Management Committee.

- A robust quarterly audit will be carried out by an independent company to ensure that services are being carried out within the required timescales and that continuous cover is being achieved.

## **8. DATA PROTECTION**

Hillhead Housing Association will treat tenants' personal data in line with its obligations under the current General Data Protection Regulation and its own Privacy Statement. Information regarding how tenants' data will be used and the basis for processing data is provided in the Association's Privacy Notice.

## **9. EQUAL OPPORTUNITIES**

The Association will seek to ensure that in implementing this policy that no group, organisation or individual will receive less favourable treatment or be discriminated against regardless of their race, colour, ethnic or national origin, language, belief, age, sex, sexual orientation, gender realignment, disability, marital status, pregnancy or maternity. We will positively endeavour to achieve fair outcomes for all.

## **10. COMPLAINTS**

Any tenant who feels aggrieved by their treatment under this policy can ask for a copy of the Association's Complaints Handling Procedure which is available on the Association's website or from our office. Any tenant making a complaint will be advised of their right to complain to the Scottish Public Services Ombudsman.

## **11. REVIEW PERIOD**

- 11.1 The Head of Development & Property Services will be responsible for ensuring that this policy is reviewed every 3 years or sooner to ensure that the Association complies with up-to-date legislation and guidance from The Scottish Government.

## **Appendix I**

Standard correspondence at Stage 2 (initial letter proposing first service date)

## **Appendix II**

Standard Correspondence at Stage 4 (to be issued after failure to gain access on two occasions)

## **Appendix III**

Standard Correspondence at Stage 5 (to be issued after failure to respond to 2 no access letters)

## **Appendix IV**

Standard Correspondence at Stage 3 (notification of forced access to property)

## APPENDIX I

Contact: Diane Bridges  
Date:

Tenant name  
Address  
Kirkintilloch  
G66

Dear Tenants name

### **Re: GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1998 ACCESS FOR THE ANNUAL GAS SERVICE**

Under the above regulations, Hillhead Housing Association 2000 must ensure that a gas safety check is carried out on all of its gas heating and hot water appliances at least once every 12 months. This is to comply with legislation and ensure the health and safety of all our tenants and properties.

We require access on **DATE AM/PM** to enable our contractor to carry out the gas service. Please call the Association on 0141 578 0200 or call into our office if this is unsuitable.

You are responsible for ensuring that there is a sufficient gas and electricity supply in order for us to carry out the service. Should the engineer be unable to carry out a gas service because there is no gas or electricity, he/she may have ~~has been instructed~~ to cut off your gas supply.

### **FAILURE TO ALLOW ACCESS WITHIN 12 MONTHS OF THE LAST SERVICE WILL RESULT IN THE GAS SUPPLY HAVING TO BE CUT OFF.**

Please note that if you have your own gas fire, the Association requires that this is serviced independently, at your own expense, on an annual basis. Please provide the Association with a copy of the Gas Service Certificate.

If you require any further information please do not hesitate to contact the writer or someone in the Property Services Team on the telephone number shown above. Your co-operation in this matter will be much appreciated.

Yours sincerely

Diane Bridges  
**Property Services Assistant**

## APPENDIX II

Contact: Diane Bridges

Date: .....

Name  
Address  
Hillhead  
Kirkintilloch  
G66

Dear Name

### **GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1998 ACCESS FOR THE ANNUAL GAS SERVICE**

We refer to previous correspondence regarding the above. Despite two separate attempts by our gas servicing contractor James Frew on 1<sup>st</sup> no access Date & 2<sup>nd</sup> no access Date, you did not provide access to your property to have the necessary gas service carried out.

**IF YOU FAIL TO ANSWER THIS LETTER BY (DATE) WE WILL HAVE NO ALTERNATIVE BUT TO ARRANGE A FORCED ACCESS TO THE PROPERTY AND CHANGE THE LOCKS. ALL COSTS INCURRED BY US IN CARRYING OUT THIS ACTION WILL ALSO BE RECHARGED TO YOU. SHOULD YOUR GAS METER BE LOCATED OUTSIDE THEN THE SUPPLY WILL BE CAPPED AT THE MAIN AND ACCESS WILL NOT BE FORCED.**

**IT IS OUR INTENTION TO FORCE ACCESS/CAP GAS SUPPLY ON (DATE) AM/PM.**

To deny access to your property is a breach of your tenancy agreement and under Section 4.2 (viii) you must:

“Allow the Association’s employees or workmen access at all reasonable hours to inspect the condition of the house or to carry out repairs to the house or adjoining property.”

You must arrange access with Hillhead Housing Association 2000 immediately. If you break the next appointment for access, the cost of the call-out will be recharged to you.

To avoid this action being taken, please telephone **0141 578 0200** or call in to our office to arrange a suitable access date.

Your co-operation in this matter is essential.

Yours sincerely

Diane Bridges  
**Property Services Assistant**

## APPENDIX III

Contact: Stephen Tait

Date: .....

Name  
Address  
Hillhead  
Kirkintilloch  
G66

Dear Name

### RE: GAS SERVICE

**DESPITE REPEATED REQUESTS AND CORRESPONDENCE FROM THE ASSOCIATION, YOU HAVE FAILED TO ALLOW ACCESS FOR OUR CONTRACTOR TO CARRY OUT AN ANNUAL GAS SERVICE AT YOUR HOME. IN ORDER TO ENSURE YOUR HEALTH AND SAFETY AND THAT OF OTHER LOCAL RESIDENTS, THE ASSOCIATION HAS NO OPTION OTHER THAN TO FORCE ACCESS TO THE PROPERTY ON (Date) AND CAP YOUR GAS SUPPLY. SHOULD YOUR GAS METER BE LOCATED OUTSIDE, WE WILL CAP THE SUPPLY WITHOUT FORCING ACCESS.**

If you wish to obtain access to your home after the locks have been changed, keys will be available at the Association`s office at 2 Meiklehill Road, Kirkintilloch during office hours.

Please note that all costs related to forcing access, capping the gas supply and call-out charges will be recharged to you for failing to allow the Association to comply with legislation in the interests of health and safety and well being of our tenants.

Yours sincerely

Stephen Tait  
**Head of Development & Property Services**

## **APPENDIX IV**

**Contact: Stephen Tait**

**Date:**

Tenants Name  
Addresss  
Hillhead  
Kirkintilloch  
G66

Dear

### **RE: GAS SERVICE**

Despite repeated requests and correspondence from the Association, you failed to allow access for our contractor to carry out the necessary gas service to your home.

The Association had no option but to cap your gas supply on (date). If access has been forced to your home, the locks have now been changed.

Please call into the Association's offices to uplift keys for the new locks (with appropriate identification) to obtain access to your home. Keys will be available at the Association's office at 2 Meiklehill Road, Kirkintilloch during office hours.

Please also note we will be issuing you shortly with an invoice for all rechargeable sums.

Yours sincerely

Stephen Tait  
**Head of Development & Property Services**