



## GAS SERVICING POLICY

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Date due for review : September 2026

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)

本文件所載資料備有中文 (廣東話) 版本，也可以製成錄音帶/光碟，以及利用特大字體和凸字印製，以供索取。  
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.  
Airson tuilleadh fiosrachaidh, cuiribh fios dhan Chomann air 0141 578 0200 no cuiribh post-dealain gu: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

इस दस्तावेज़ में दी गई जानकारी हिन्दी में भी या टेप, सी डी, बड़ी छाप और ब्रैल में भी उपलब्ध है। विवरण के लिए ऐसोसिएशन को नम्बर 0141 578 0200 पर या ई-मेल के द्वारा सम्पर्क करें : [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

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## **HILLHEAD HOUSING ASSOCIATION 2000**

### **GAS SERVICING POLICY**

#### **1. BACKGROUND**

- 1.1 The Gas Servicing Policy should be read in conjunction with Gas Servicing and Repairs Procedure document.
- 1.2 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
  - Ensure the contractor 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.
- 5.1.2 The Gas Service programme works to an MOT style cycle to ensure that the Association's statutory requirement is fulfilled.

An MOT style gas service allows the LGSR (Landlord Gas Safety Record) to be renewed anytime between 10 to 12 months since the last annual gas safety check while still retaining the original gas service date as the preserved/anniversary date

- 5.1.3 Detailed access procedures are detailed in our Gas Servicing & Repairs Procedure.

#### **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.

