



	Organisation Name Somerset Community Housing Trust	Version:
Policy	Gas Safety	
Ref	RP004	
Staff affected	Gas Safety Team Property Investment Voids & Lettings Construction Services Home Ownership	Effective Date: May 2010
Approved by	SCHT Board	Approval Date: 4 th May 2010
Lead Officer/ Policy Owner	Gas Safety Manager	Review Date: May 2012

Policy Statement

Somerset Community Housing Trust will ensure the maintenance of the health, well being and safety of its residents through installing, servicing and repairing all gas appliances in line with its legal duties and service standards agreed with its residents.

Further, the Trust will strive as far as possible, without compromising its commitment to safety, to achieve a positive experience for its customers through its annual servicing programme.

1. Scope

This policy covers all aspects of gas safety across the organisation which includes:-

- Gas heating/ boiler installations and renewals
- Annual gas servicing programme
- Void property, new property and mutual exchange safety checks

- Responsive repairs to all gas appliances
- Servicing, maintenance and repairs to commercial boilers
- Ensuring gas safety compliance with regards to leaseholders, shared owners and tenant-owned appliances
- Any other works of repair, maintenance or improvement that could adversely affect the safe use and operation of the gas appliance or associated fittings, flues and pipework.

The policy includes all homes where there are natural gas or Liquid Petroleum Gas (LPG) appliances, flues, fittings and associated pipework.

2. Responsibilities

- The principle responsibility for Health and Safety within the Trust lies with the Managing Director.
- The Customer Services Director (Property) has overall responsibility for managing all aspects of Gas safety across the Trust for ensuring that the Trust discharges its legal obligations in respect of Gas Safety.
- The Gas Safety Manager is responsible for ensuring resident and employee safety through:-
 1. The efficient and effective use and regular review of resources to discharge the Trusts legal obligations.
 2. Implementing a safe and effective servicing and repairs service through its own in house team and its nominated subcontractors.
 3. Ensuring the maintenance of robust and effective systems across the Trust for all aspects of Gas Safety.
 4. Carrying out regular reviews and quality audits of procedures, on site work, paperwork and IT records.
- The Property Investment Manager, Voids and Lettings Manager, Home Ownership Manager and Repair Team Managers are responsible for ensuring this policy and all associated procedures are adhered to through the work of their teams.
- Gas Engineers are responsible for fulfilling their legal duties as competent persons in the installation, repair or servicing of appliances in our residents homes.

3. Definitions

“The Trust” refers to Somer Community Housing Trust.

“Gas appliance” is any appliance or product operated by the use of gas within premises owned or managed by the Trust.

“Mutual exchange” is any property whereby the residing tenant has agreed to swap homes with another tenant from the Trust or another housing association or council.

“Commercial boilers” are central heating boilers not installed in tenant’s accommodation but which provide heat to them (typically serving more than one property).

“Tenant-owned appliances” are those appliances within the Trust’s portfolio whereby tenants have requested and been granted permission to change or upgrade appliances within their home.

4. Principles

Annual & Reactive Safety Checks

- That the Policy and procedures are designed to ensure that the Trust achieves and maintains full compliance with the gas safety (Installation and Use) Regulations 1998
- In order to comply with the Gas Safety (Installation & Use) Regulations 1998, annual gas safety checks will be carried out for all properties containing gas appliances, flues, fittings and associated pipework.
- Additional safety checks will be carried out prior to the re-letting of a void property, prior to a mutual exchange and prior to letting any new home.
- Swift action, in line with clear procedures will be taken for any homes unable to be serviced due to difficulties with access.

Responsive Repairs to Gas Appliances

- The Trust will respond to defects on gas appliances promptly by sending suitably qualified and competent engineers as soon as possible, at a time to suit the customer, and with all efforts to resolve the matter in as few visits as possible.
- When it is no longer cost effective to repair, the Trust will seek to renew the relevant gas appliance, with a modern efficient appliance.

Leaseholders, Shared Owners and Tenant-owned Appliances

- To ensure the safety of all residents, the Trust will request that all leaseholders and shared owners maintain in proper safe working order any gas appliance within their property. In addition, that the appliance is serviced annually and a copy of the documentary evidence is given to the Trust.
- The Trust will ensure the safety of tenant-owned appliances through its annual servicing programme.

Competences

- No person shall carry out any work in relation to a gas fitting or gas storage vessel unless competent* to do so. (this includes in house trade staff, sub contractors and Heating Partners).

- The engineer shall ensure, so far as is reasonably practicable, that the installation of the gas fittings and flues will not contravene the provisions of the Gas Safety (Installation and Use) Regulations 1998.
- Any work carried out on Trust owned or leaseholder homes will be carried in accordance with Gas Safety (Installation and Use) Regulations 1998, the Approved Code of Practice (ACOP) “Safety in the installation and use of gas systems and appliances” and any other associated guidance documents.

Procedures, Systems and Records

- The Trust will ensure that there are robust administrative systems in place to allow the effective management of its services and to ensure compliance with its legal requirements.
- The Trust will ensure that current procedures are maintained and regularly reviewed to allow the effective discharge of its legal servicing obligations.

Customer Experience

- As far as is reasonably possible, the Trust will ensure that the annual servicing visit is a positive one for the customer. It will do this by actively promoting the importance and benefits of the service and by designing a flexible service to meet individual customer requirements.
- The Trust will also seek to ensure that customers know how to effectively use their gas appliances & controls, to enable them to be safe, warm and manage their fuel costs.

5. Application

This policy will be applied across the Trust.

Equalities Impact Assessment	
Legal/Regulatory Framework	Gas Safety (Installation and use) Regulations 1998 Health and Safety at Work etc Act 1974
Performance & Quality Framework	
Associated Policies & Procedures and other documents	Gas Servicing Procedure Gas Safety Procedure
Policy Category	Repairs and Maintenance Strategy
Consultation	
<ul style="list-style-type: none"> • Response Repairs Working Group • Affected Staff • Trust Management Team 	