

Gas Safety and Inspection Policy

Prepared by	Compliance Officer
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Reviewed by	Operations Sub-Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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 乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

Contents

Section		Pages
1.	Introduction	2
2.	Purpose and Scope	2
3.	Definitions	2
4.	HSE Advice	2
5.	References	2
6.	Gas Safety Management System	3
7.	Competent Persons	3
8.	Roles and Responsibilities	3
9.	Contractor Selection and Control	3
10.	Record Keeping	4
11.	Information to Tenants	4
12.	Gas Safety Internal Monitoring	4
13.	Reactive Repairs and Emergencies	5
14.	Quality Assurance (QA)	5
15.	Void/Re-let Procedures	6
16.	Closing Up	6
17.	RIDDOR	6
18.	Temporary Heating	6

Appendices		Pages
1.	Equality & Human Rights Impact Assessment	7
2.	Gas Escapes	8

1. Introduction

- 1.1. Under the Gas Safety (Management) Regulations 1996, all social landlords are required to carry out a gas safety inspection in each of its managed properties.
- 1.2. At each inspection a CP12 Certificate must be produced and issued to the association and if requested to the tenant. These will be signed on completion by the tenant or the agent acting on their behalf.
- 1.3. The Certificate will be valid for a period of 12 months, and the Housing Association will arrange to visit the property before the anniversary on the CP12 to ensure that all certificates are valid at all times.

2. Purpose and Scope

- 2.1. The aim of this Policy is to ensure the effective inspection, maintenance and management of gas systems within premises controlled by the Housing Association. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.
- 2.2. All gas servicing, maintenance and repair work will be issued to an external competent body.
- 2.3. The procedures detailed within this section are intended to facilitate the effective management of the contractor as well as all additional gas safety management issues, ensuring that all reasonable steps are taken to comply with the Health & Safety at Work etc. Act 1974 and the Gas Safety (Installation & Use) Regulations 1998.

3. Definitions

- 3.1. “*Gas Appliance*” – means an appliance for the heating, lighting, cooking or other purposes for which gas can be used. In general, portable or mobile appliances are not covered, except the use of portable or mobile space heaters (e.g. LPG cabinet heaters).
- 3.2. “*Gas Fittings*” – means pipework, valves (other than Emergency Controls), regulators and meters and fittings etc. designed for use by consumers of gas.
- 3.3. “*Flue*” – means a passage for conveying the products of combustion from a gas appliance to the external air.
- 3.4. “*Gas*” – includes natural gas and LPG gas.

4. HSE Advice

- 4.1 Health & Safety Executive (HSE) Gas Safety Advice Line. Open 9.00am to 5.30 pm Monday to Thursday and 9.00am to 5.00pm on Friday. Tel: 0800 300 363.

5. References

- 5.1 Health and Safety at Work etc. Act 1974
Management of Health and Safety at Work Regulations 1999, as amended
Gas Safety (Installation and Use) Regulations 1998
Gas Safety (Management) Regulations 1996
Gas Safety Guidance (supporting this policy)

6. Gas Safety Management System

6.1 The Housing Association will develop and implement a Gas Safety Management System to demonstrably manage gas safety within Housing Association's premises.

6.2 The Gas Safety Management System will cover, as a minimum:

- Roles and Responsibilities
- Information, Instruction and Training
- Asset Register
- Contractor Selection and Control
- Gas Safety Certificates/Checks
- Maintenance Procedures
- Record Keeping
- Information to Tenants
- Gas Safety Internal Monitoring
- Reactive Repairs
- Emergency Procedures
- Quality Assurance
- Void/Re-Let Procedures
- Closing Up
- RIDDOR
- Temporary Heating
- Audit and Review

7. Competent Persons

7.1 The Housing Association shall ensure no person is permitted to carry out any works on gas installations unless competent to do so. Current competency is approved by the "Gas Safe Register" (www.gassaferegister.co.uk).

8. Roles and Responsibilities

8.1 The Housing Association will define roles and responsibilities for named individuals with accountability for the following aspects of the gas safety management system:

- Overall responsibility
- Delivery of the gas safety management programme
- Administration of the gas safety management programme
- Contractor selection, control and monitoring
- Repairs
- Communications with tenants
- Emergencies

9. Contractor Selection and Control

9.1 The Housing Association will define a detailed scope of works for the annual gas servicing and maintenance contract and will follow through a rigorous tendering and contractor selection process.

9.2 Contractors will be required to demonstrate compliance with the competency requirements of the Regulations and will be, as a minimum, Gas Safe Registered.

9.3 A formal system of contractor monitoring will be established and maintained to ensure the gas safety management system continues to operate in compliance with the agreed scope of works and with documented procedures and that any non-conformances, ineffective arrangements and problem areas are quickly identified and actioned upon.

9.4 A defined 'no access' procedure will be developed to ensure all reasonable steps are taken by the contractor and the Housing Association to meet the 12 month deadline for landlords gas safety checks.

10. Record Keeping

- 10.1 Under current legislation Landlord Gas Safety Records must be kept for a period of 2 years. The Housing Association will establish and maintain a formal system for recording all activity in relation to gas servicing, maintenance, repairs, installations, emergencies and all other relevant gas safety management data.
- 10.2 In relation to the annual gas safety inspection programme, the Housing Association will hold the following records as a minimum:-
- Inspection records, findings and actions
 - Reports and communications from gas contractors
 - No access reports and actions (audit trail)
 - Properties beyond 12 months
 - Intermediate safety checks on properties (voids).
 - External Audit Reports
 - Maintenance and repair records
 - Emergency situations and actions taken
 - Letters of complaint

11. Information to Tenants

- 11.1 On an annual basis (and at the time of new tenants being housed), the Housing Association will outline the pertinent issues of gas safety to tenants by way of written communication. This will include:
- Emergency contact numbers and reporting procedures
 - The Housing Association's commitment to gas safety.
 - Tenants responsibilities under their Tenancy Agreement.
 - Key health and safety risks.
 - The importance of the annual safety check and the need for access to premises.
 - Key points on the safe use of gas and gas appliances including action to be taken if a gas leak is suspected.
 - The requirement to ensure that all gas related work must be carried out by a Gas Safe registered engineer.
- 11.2 Formal 'rules' setting out tenants' gas safety obligations and duties will be clearly set out in their Tenancy Agreements. The Housing Association will define a procedure for dealing with unauthorised gas installations, repairs, disconnections and other gas related activities which fall foul of the Tenancy Agreement.

12. Gas Safety Internal Monitoring

- 12.1 A formal system of monitoring the gas servicing/landlords inspection and all gas repair work will be established and maintained with properly defined reporting, escalation and action procedures.
- 12.2 The monitoring system will include, as a minimum, timeous review of:
- All servicing and repair certificates
 - Unsafe gas systems
 - No access procedure, notices and problems
 - Properties 'over 12 months'

- Void properties
- Quality assurance / quality control reports
- Repairs and maintenance reports

13. Reactive Repairs and Emergencies

- 13.1 As well as carrying out annual servicing to gas appliances and raising landlord's gas safety records the contractor will provide a full reactive repairs and emergency response service. This will be properly defined and tenants made aware of the contractor's services and contact details in this regard.
- 13.2 Where the contractor has been unable to obtain access to undertake necessary repair work the contractor must bring the situation to the attention of the Housing Association. The Housing Association will ensure that the tenant is contacted as quickly as the situation demands.
- 13.3 Gas Leaks:
- Currently SGN have a statutory duty to attend gas escapes reported to them within two hours of receipt.
 - In the main, gas escapes are likely to occur within individual properties and tenants should in the first instance contact SGN Emergency Services. *See Appendix 2.*
 - Recognising that SGN will normally shut down the gas supply to an individual property where a leak is found and will not carry out any further works it is, recognised as good practice for the Housing Association to follow up a report of a gas leak by instructing the gas contractor to attend.
 - Where repairs cannot be readily made and the heating system remains switched off the contractor will be asked to provide temporary heating and will advise the Housing Association of the repair problem in order to agree remedial work.

14. Quality Assurance

- 14.1 An external third party shall be appointed to carry out a minimum inspection of 10% of completed annual services.
- 14.2 The contractor undertaking the QA work will require to be Gas Safe registered and employ fully qualified engineers.
- 14.3 Where a QA check identifies non-compliances or where unsatisfactory performance of the primary gas contractor is being observed details of the problems and suggestions for rectification will be clearly set out in the QA contractor's report.
- 14.4 Where the QA contractor identifies situations that pose an immediate or imminent risk to health, the contractor will notify the Housing Association as soon as practicable. These notifications should be in addition to the regular reporting regime.

15. Void/Re-let Procedures

- 15.1 A formal procedure will be defined for gas safety inspections associated with void properties and this will be included in the overall gas safety management system, contractor's contractual requirements and monitoring procedures.

16. Closing Up

- 16.1 Where a property is to be closed up on a long term or permanent basis then the existing gas supply shall be disconnected from the pipework within the flat. The gas supply shall be physically disconnected at the meter point and both cut ends blanked. Where appropriate, SGN shall be advised and requested to remove the meter supply from the property.

17. RIDDOR

- 17.1 In relation to gas safety there are duties imposed upon gas conveyers, suppliers, etc. to report cases whereby death or a major injury (as defined by regulations) occurs out of or in connection with the gas supplied.
- 17.2 It is also recognised that a contractor will have a duty to formally report certain situations where it is deemed likely that the gas installation may cause death or major injury. The types of faults likely to cause death or major injury and would be reportable include: -
- i. A dangerous gas leak arising, for example, from the use of unsatisfactory materials or bad workmanship.
 - ii. A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation
 - iii. An appliance which is not suitable for use with the gas supplied
 - iv. An appliance in which a safety device has been made inoperative
 - v. Use of unsatisfactory materials in gas connections
 - vi. An appliance installation which has become dangerous through faulty servicing
- 17.3 Further information on RIDDOR is contained within the Accidents Policy of the Housing Association's Health & Safety Manual.

18. Temporary Heating

- 18.1 LPG or other bottled gas heating sources will not be provided to tenants as a temporary source of heating.
- 18.2 Where electrical heaters are provided as a temporary source of heating, the Electrical Safety policy should be consulted.

Appendix 1 – Equality & Human Rights Impact Assessment

Policy	Gas Safety and Inspection		
EIA Completed by	Technical Director	EIA Date	April 2025

1. Aims, objectives, and purpose of the policy / proposal

The aim of this Policy is to ensure the effective inspection, maintenance and management of gas systems within premises controlled by the Housing Association. The gas safety system, inspection and monitoring programmes will also include the carbon monoxide monitoring systems which are considered to be an integral part of the gas safety management programme.

2. Who is intended to benefit from the policy / proposal?

Tenants, Staff and Contractors

3. What outcomes are wanted from this policy / proposal?

To keep tenants, staff and contractors safe and ensure that all reasonable steps are taken to comply with the Health & Safety at Work etc. Act 1974 and the Gas Safety (Installation & Use) Regulations 1998.

4. Which protected characteristics could be affected by proposal?

☐ Age	☐ Gender reassignment	☐ Religion or belief
☐ Disability	☐ Marriage & civil partnership	☐ Sex
☐ Race	☐ Pregnancy and maternity	☐ Sexual orientation

5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.

Gas Safety and Inspections is a legislative requirement. Although the protected characteristics are not relevant, staff and contractors will accommodate anyone who requires assistance to ensure access is gained and the gas service is carried out.

6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4

7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).

8. Consider the impact and actions to be considered for the following Human Right articles:

Article 6: Right to a fair trial	
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.	
Impact: N/A	Actions: N/A
Article 8: Right to respect for private life, family life & the home	
Everyone has the right to access and live in their home without intrusion or interference.	
Impact: N/A	Actions: N/A
Article 14: Prohibition of discrimination	
Everyone has equal access to the other rights contained in the Human Rights Act.	
Impact: N/A	Actions: N/A

Appendix 2 – Gas Escapes

Legislation Gas Safety (installation & Use) Regulations 1998, requires housing associations to be able to triage and action calls taken in relation to gas escapes and carbon monoxide activations. We are required by law to ensure that pipework, flues & appliances, provided for tenants, are maintained in a safe condition. The Current version of the Gas Industry Unsafe Situations Procedure is: IGEM/G/11 Edition 2

Smell of Gas / Activation of Carbon Monoxide Alarm

If a tenant calls/advises the housing association that they;

1. Smell gas within their property / communal area
2. Suspect a gas leak
3. Have a CO alarm activating continuously
4. Damage a gas pipe

Then the housing association is responsible for actioning this call. We will not instruct the tenant to contact SGN to report, this will fall to us at this time, however we would instruct the tenants that in future to call the National Gas Service (SGN) directly.

If a phone call is received for any of the above, **the person who has taken the call** should gather the following information;

1. Name of tenant / phone number
2. Address of emergency
3. Area smell is located in
4. How long has it been there
5. Are the neighbours affected
6. Any specialist circumstance information
7. Request the tenant open doors and windows to ventilate the property
8. Request any naked flames be extinguished
9. Request they turn off the meter at the emergency control valve
10. Advise we will contact the National Gas Emergency Service (0800 111 999) and someone will attend within two hours.
NB it is recommended to the tenant that in future they are to call the National Gas Emergency Service themselves.
11. Call 0800 111 999 and report the information gathered. Take note of the reference number, date and time of the when the call was made and report to the maintenance team. Answer all questions as accurately as possible.
12. Call the tenant back and advise them the engineer is on route

The maintenance team will then;

1. Contact the national gas service has attended, contact them for update on the situation and request all reports are sent to the housing association.
2. If found to be a gas escape, pass the details to the current contractor to attend and repair. If the appliance belongs to the tenant (e.g gas cooker) then they are responsible for arranging a repair/replacement.