



# Inspection & Servicing of Gas Heating Appliances Procedure

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<b>Owner:</b>	Jackie O'Neill	<b>Job Title:</b>	Head of Property Management
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## Version Control

Date	Owner	Version	Reason for Change
Jan 2020	Jackie O'Neill	3.0	<ol style="list-style-type: none"> <li>1. New Format Requirement</li> <li>2. Update Job Titles Throughout</li> <li>3. Reduce information requirement for contractor under 3.1.</li> <li>4. Remove requirement for solicitor/court approval for forced entry –represented throughout.</li> </ol> Remove requirement for hard copies on file

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## 1.0 Introduction

This procedure describes our arrangements for complying with the Gas Safety (Installation & Use) Regulations 1998 as amended, the Gas Safety (Installation and Use) Regulations 1998 as amended, and the Approved Code of Practice which require landlords to carry out an annual safety inspection and service of gas appliances and their flues etc. It is ARK's legal responsibility to ensure that the annual safety checks are carried out. It is the Tenant's responsibility to ensure that access is provided at a reasonable time so that the check can be carried out by the due date.

## 2.0 Contractors

### 2.1 Contractor Selection

Given the geographical spread of our properties, we will consider appointing at least two Contractors to provide the required level of service over the country.

Each contract will normally be for a period of at least 3 years, with the option of extension for 1 or 2 years, subject to satisfactory performance.

Contractors may be appointed through a traditional tendering exercise, a balancing quality and price exercise, through a partnering arrangement, or through a public sector procurement method.

### 2.2 Contractor Accreditation

We will only appoint Contractors who are registered on the Gas Safety Register and whose gas engineers have the required statutory qualifications.

At the start of each new contract, on an annual basis thereafter, and whenever new gas engineers are appointed during a contract, Contractors will be required to submit copies of each engineer's qualification and Gas Safety registration details to the Maintenance Administrator/Maintenance Officer (MA/MO). This is to ensure that each engineer's qualifications and registration details are current and that they are authorised to carry out the work required under the contract.

## 3.0 Annual Safety Check

### 3.1 Property Lists

At the start of each year of the contract the MA/MO will send (each) Contractor a current list of properties with gas heating appliances including the date of the previous annual check.

### 3.2 Arranging Access

It will be the Contractor's responsibility to start the process sufficiently in advance of the anniversary date to ensure that the annual service is completed on time.

Where there is no history of any 'no access' delays, the process should start around 8 weeks before the anniversary date.

Where there is a history of 'no access' delays, the process should start at least 12 weeks before the anniversary date, so that appropriate action may be taken to gain access by the due date if required.

### 3.3 First Visit Date

The Contractor will write to the Tenant giving up to 10 working days notice of a proposed date, and morning or afternoon appointment. The letter will advise that if this date/time is not suitable the Tenant should contact the Contractor's office to arrange a revised appointment.

To provide maximum opportunity for access the Contractor will be required to offer some evening or weekend appointments, in particular to suit those in employment.

Where known, the MA/MO will provide details of any Tenants who may have special needs or difficulties, or any properties where for safety reasons two engineers should visit.

### 3.4 Second Visit Date

If access is not gained at the first pre-arranged visit the Contractor will leave a card giving up to 1 week's notice of a revised date and time. The card will advise that if this date/time is not suitable the Tenant should contact the Contractor's office to arrange a revised appointment.

### 3.5 Third Visit Date

If access is not gained at the second visit the Contractor will leave a final letter giving up to 1 week's notice of a revised date and time. The letter will advise that if this date/time is not suitable the Tenant should contact the Contractor's office to arrange a revised appointment, and will warn that if access is not provided then action to force entry may be taken.

### 3.6 Third No Access – ARK Action

If access is not gained at the third visit the Contractor will notify the MA/MO immediately by email or phone. That day or at the latest the following working day the MA/MO will seek to

contact the Tenant by 'phone to emphasise the importance of providing access and the implications if this does not happen. If an access date is agreed the MA/MO will confirm this to the Contractor and in writing to the Tenant.

If the Tenant cannot be contacted the MA/MO will immediately write to the Tenant advising that they must make and keep an appointment with the Contractor within 5 working days, failing which we will arrange to force access to the Property.

The MA/MO will make a diary entry for the end of the 5 days to check with the Contractor whether or not the service has been completed.

The MA/MO will also advise the relevant Housing Services Officer who may make their own checks, for example to ensure that the property is still occupied.

### 3.7 Force Access

In accordance with the terms outlined in Paragraph 5.12 of the Scottish Secure Tenancy Agreement, access to the property will be forced to carry out the gas service (or cap the gas supply), unless access is provided before the anniversary date.

Forcing access will be a last resort by the Association and will follow a hand delivered, or recorded delivery, correspondence advising that it will take place. Arrangements for forcing access will ensure that a member of 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 nearest Police Station to the Property in question. The costs will be pursued and recovered through the Rechargeable Repairs procedure.

### 3.8 Gaining Entry

On gaining entry the gas engineer will carry out the service and, depending on whether or not the Tenant is present or the property appears unoccupied, may then cap the supply until the property is re-occupied.

If the property appears unoccupied Maintenance and Housing staff may take an inventory and/or photographs, the locks will be changed, and the Housing Services Officer may initiate the abandoned properties procedure.

### 3.9 Access Provided with Cost Incurred

Should the Tenant provide access without the need to force entry, but costs already be incurred (e.g. Contractor call-out fee), the costs will be pursued and recovered through the Rechargeable Repairs procedure.

### 3.10 Capping the Supply

In order to carry out the service there needs to be an operational gas supply. It is the Tenant's responsibility to ensure that sufficient monies are in the gas meter (where applicable). Should the Contractor attend and not be able to carry out the service for this reason, and sufficient time be remaining before the annual certificate anniversary date, the Contractor will rearrange a visit with the Tenant.

Should there be insufficient time to rearrange a service prior to the certificate renewal date; the Contractor will cap the gas supply which will result in the Property being without heating / hot water. This will be reconnected once a suitable appointment be arranged, following credit being arranged by the Tenant.

Capping the supply will be the last resort and the Contractor and ARK will endeavour to avoid this situation if at all possible.

If the gas supply requires to be capped, the Contractor must notify the MA/MO immediately, by email or phone. That day or at the latest the following working day the MA/MO will seek to contact the Tenant to confirm what arrangements have been made.

If the Tenant cannot be contacted the MA/MO will immediately write to the Tenant updating them of the situation and asking them to contact us as soon as practicable, in order to resolve the situation.

### 3.11 Access Provided at Any Stage

If the Tenant provides access at any of the above stages the gas safety check and any resulting repairs required will be carried out.

### 3.12 Charging Costs

If any costs have been incurred the resulting accounts (e.g. joiner, lock change, damage repair, etc.) from the Sheriff Officers, joiner etc. they will be passed to, and authorised by Maintenance staff, in accordance with current procedures. The MA/MO will then initiate the rechargeable repairs procedure in liaison with finance staff to ensure the costs are charged out to the Tenant.

### 3.13 Safety Check and Repairs

The gas engineer will carry out the statutory safety check and annual service of the gas appliance(s) and related flue(s) etc.

If any repairs are required, the Contractor will carry these out either as part of the agreed contract sum or for an additional charge.

Where the work is not covered by the contract price, the Contractor will advise the MA/MO who will issue a separate works order. If the work must be carried out urgently for safety reasons the Contractor will be entitled to carry out the work without delay and the works order will be issued on a confirmation basis.

### 3.14 Landlord's Certificate

Following completion of the statutory check and annual service the engineer will complete and sign the statutory landlord's certificate (CP12). The Tenant, if present, should also sign the certificate.

A copy of the certificate will be given to the Tenant and the original should be sent to the MA/MO and received within 5 working days of the visit. The MA/MO will check the certificate and if it has not been completed fully or correctly will return it to the Contractor, who must complete or correct the entries and return the certificate to the MA/MO within 5 working days.

The MA/MO will file the certificate and any related correspondence; copy emails etc. in the relevant gas safety file and will update the spreadsheet with the required details.

## 4.0 Quality Control & Contract Review Meetings

### 4.1 Internal Quality Control

Each Contractor will be required to carry out their own internal quality control checks and to report on these checks to the MA/MO.

Internal quality control should include checking that each landlord's certificate has been completed fully/correctly before it is sent to the MA/MO, as well as physical checks on a proportion of the work carried out.

Between 5% and 10% of each month's work should be checked, selected at random, and with a variety of checks being carried out.



## 4.2 Contractor Quality Control

The Contractor will report to the MA/MO on a monthly basis on the results of their quality control checks. The Contractor will be required to produce evidence of their own Quality Assurance procedures. They will be expected to carry out Quality Assurance Inspections of Annual Service Inspections and of breakdown or repairs. The Contractor will also be required to carry out Quality Assurance Inspections on replacement or new installation works. A minimum of 10% of Annual Services, per area, are required to be Quality Assured by the Contractor.

The MA/MO will bring any relevant matters arising from these checks to the attention of the Head of Property Management (HOPM), for follow up action as required.

## 4.3 External Quality Control

An independent Contractor will be appointed to provide a quality control service. The service will cover a minimum of 10% of the properties which have an annual gas safety check.

The work to be checked will be selected randomly and will include the following:

- a) Visual inspection
- b) Strip down and inspection of work carried out
- c) Monitoring of work in progress – co-operation on agreeing dates and times for the independent Contractor to accompany a gas engineer will be required
- d) Inspecting the documentation submitted by each Contractor

Once each year, normally towards the end of the year, the independent Contractor will collect the current gas safety documentation folder from the MA/MO. At that time the MA/MO will advise the Contractor of any areas of concern that may need to be followed up.

## 4.4 External Quality Control Visits

The Contractor will review the folder contents, and will select at least 10% of the properties and will make arrangements directly with the Tenants to carry out a quality control visit.

The Contractor will report the results of each quality control visit to both the MA/MO and to the relevant gas safety Contractor, and will liaise directly with Contractors regarding any areas of concern, remedial work required etc. Where remedial work is required because the work carried out has not been completed, or not complied with the minimum statutory standards, the gas Contractor will carry out such work as part of the contract price.

The gas Contractor will confirm to the MA/MO and the independent Contractor when remedial work has been completed. The independent Contractor may then be instructed to re-inspect such work.

The MA/MO will bring any relevant matters arising from the external quality control checks to the attention of the HOPM, for follow up action with the relevant Contractor as required.

## 4.5 Contract Review Meetings

The HOPM and MA/MO/SMO will hold at least one annual contract review meeting with (each) Contractor. Depending on (each) Contractor's performance, and any concerns about the contract, additional meetings may be held during a year.

Where there are concerns about a Contractor's performance, the independent quality control Contractor will attend the review meeting.

The HOPM will ensure that each meeting is minuted and that any action agreed is followed up to ensure that, where required, performance standards improve. The MA/MO will ensure that copies of all minutes are filed in the relevant gas safety file.

## 4.7 Contract Termination

Where there are serious concerns about a Contractor's performance, and despite being given opportunities to do so there is no improvement, the contract may be terminated with due notice.

## 5.0 Updating Records

### 5.1 Internal and Annual Reporting

The MA/MO will maintain an Excel spreadsheet listing all the properties with gas heating appliances, the current and previous year's annual safety check dates, and the dates of any 'no access' visits, warning letters etc.

A new spreadsheet will be created for each year. It will be in two sections, one for each of the Contractors – filepath: Maintenance\((year) Files\Programme of MAJOR & CYCLICAL WORKS\Gas Maintenance.

### 5.2 Contractor Reporting

The Contractors will submit weekly reports detailing the properties visited, whether the visit was a 1st, 2nd or 3rd visit, and the date each safety check was completed. The MA/MO will update the spreadsheet with the details from each report plus dates of letters etc.

## 6.0 Equality Impact Assessment (EIA)

There are no negative Equality implications identified in relation to the revision of this procedure document, and consequently an EIA has not been completed.

## 7.0 Data Protection Impact Assessment (DPIA)

The potential data protection implications around the collection of personal data which have been identified in relation to the revision of this procedure and have been addressed in the departmental DPIA.

## 8.0 Implementation and Review

### 8.1 Implementation

This procedure applies to all maintenance staff in ARK. The Head of Property Management is responsible for the procedure's day-to-day implementation.

ARK will ensure that all maintenance staff receive appropriate training and guidance on this procedure.

Responsibility for monitoring the application of this procedure will rest with the Head of Property Management.

### 8.2 Review

The HOPM will ensure that this procedure is reviewed at least every three years in line with the agreed review schedule.