



## Gas Safety Policy and Procedure

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## Gas Safety Policy and Procedure

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## Gas Safety Policy and Procedure

### 1. Introduction

This Policy sets out the commitment of Framework Housing Association (FHA) to provide a safe and secure environment for service users, visitors and staff. It applies to all persons who have access to, use of, or are responsible for the maintenance of Framework occupied premises.

It is important that gas-fuelled systems function safely and correctly. Framework recognises the inherent danger of gas escapes and the need for the safe and effective operation of gas fired equipment and will take all reasonably practical steps to ensure the safe installation, operations and maintenance of all gas services included within the scope of this policy. Gas can be inherently dangerous if the distribution pipe system and gas fired equipment is not installed and maintained correctly.

Hazards normally associated with gas include the risk of explosion and fire resulting in an escape of gas and asphyxiation by carbon monoxide gas, a colourless and odourless gas that is the by-product of combustion. This may be a danger due to inappropriate ventilation of the combustion flue gases from gas fired equipment.

This Policy applies to all persons (service users, staff, members of the public and contractors) who may be affected by the use of gas-fuelled systems in Framework occupied premises or by the use of Framework's gas appliances in these premises. It also applies to all activities associated with gas heating installations including boilers, fires, flues, cooking appliances, and associated pipework when employees and/or contractors undertake works at Framework occupied premises.

This policy applies to all Framework properties with gas-fuelled appliances. Framework leases properties from other landlords on a short, medium- or long-term basis. While gas safety checks are legally the responsibility of the landlord, Framework will also undertake gas servicing and testing in leased properties, to ensure as far as practicable the safety and wellbeing of our residents and service-users.

### 2. Purpose

- The purpose of this document is to identify how Framework Housing Association will manage the on-going risks to persons from dangers relating to gas and applies to all premises owned and managed by Framework
- The Health and Safety at Work Act 1974 requires all those concerned with an undertaking to do all that is reasonable to ensure the Health and Safety of all those who may be affected by the work. It imposes duties on both employers and employees
- Framework will comply with all relevant Health and Safety legislation regarding gas safety
- This document details what steps will be undertaken by Framework to ensure that the risks associated with gas is adequately managed
- It also details the responsibilities of Framework employees and contractors, and requires the cooperation of all employees, contractors and building users to ensure a safe and healthy working environment is maintained at all times



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### 3. Policy Objectives

- To comply with the Gas Safety (Installations and Use) Regulations 1998
- To undertake an annual gas safety check by qualified engineers
- To undertake adequate maintenance of gas-fuelled systems
- To maintain effective records of gas safety checks

### 4. Definitions

**Gas Appliances** – all gas-fuelled appliances: boilers (either wall- or floor-mounted or back boiler), fires, cookers, ovens, hobs and dryers.

**Gas Supply** – Gas supply pipework and/or gas meter (for which a soundness test will be carried out)

**Flue** – Fitted to a gas appliance to remove the products of combustion safely to the external atmosphere.

**Competent Person** – Any person contracted or employed to carry out gas work must be competent and have a suitable level of training and experience to undertake the task in a safe manner and leave the equipment or system in a safe condition. Competence will be deemed to have been achieved by employing individuals holding a current Gas Safe Registered Certificate for the appropriate class of gas installation. Gas Safe is a national body that sets training criteria and assesses and monitors the competence of companies and individuals that work on gas installations who will issue a Certificate of Competence. The Certificate of Competence will indicate proven competence to work on either domestic gas installations, non-domestic gas installations or both. Following registration individuals are subject to regular but random audits by Gas Safe Inspectors to confirm compliance of their work.

**Responsible Person** - (Property Services Manager) - A designated person who has responsibility for the maintenance of the premises and the systems within it.

**Classification of Defective Appliance/Installation** – Immediately Dangerous (ID) Framework will have the appliance or installation immediately disconnected from the gas supply and the gas engineer will inform the service user that the appliance or installation has been disconnected to prevent an immediate danger to life and property. The gas engineer will complete a warning/advice notice, fix to the appliance and provide a copy to Property Services.

At Risk (AR) – A situation where if the appliance was operated could create a risk to life or property. Framework will have the appliance turned off, made safe and the gas engineer will complete a warning/advice notice, fix to the appliance and provide a copy to Property Services.

**Landlord's Gas Safety Record (LGSR)** – To be completed, following the gas safety check/service of a gas fuelled appliance by the engineer.

**Gas Safe** - Gas Safe is a national body that sets training criteria and assesses and monitors the competence of companies and individuals that work on gas installations, and will issue a Certificate of Competence.



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**RIDDOR** – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (see Section 5 below).

### 5. Health and Safety

Hazards normally associated with gas include the risk of explosion and fire resulting in an escape of gas, and asphyxiation by carbon monoxide gas, a colourless and odourless gas that is the by-product of combustion. This may be a danger due to inappropriate ventilation of the combustion flue gases from gas fired equipment.

RIDDOR places a duty on registered gas engineers (under the Gas Safe Register), who must provide details of any gas appliances or fittings that they consider to be dangerous, to such an extent that people could die, lose consciousness or require hospital treatment. The danger could be due to the design, construction, installation, modification or servicing of that appliance or fitting, which could cause:

- An accidental leakage of gas
- Incomplete combustion of gas, or
- Inadequate removal of products of the combustion of gas

Unsafe gas appliances and fittings should be reported using the online form on the HSE website.

### 6. Employer/Landlords Duties

The Gas Safety (Installation and Use) Regulations 1998 places a duty on an employer (Regulation 35) “to ensure that any gas appliance, flue or installation pipework installed at a place of work they control is maintained in a safe condition.”

Regulation 36 of the same regulation details landlords’ duties in respect of gas safety. “There are two main duties on landlords: annual safety checks on gas appliances and flues (and that a record is kept and issued, or in certain cases, displayed to tenants) and on-going maintenance. Although related, these duties are separate and distinct.

In addition, landlords must ensure that no gas fitting of a type that would contravene regulation 30 (e.g. certain instantaneous water heaters) is fitted in any room occupied or to be occupied as sleeping accommodation after the Regulations came into force. This includes any room converted into such accommodation after that time.”

### 7. Procedures

#### Property Lists

Property Service will maintain the list of all properties where gas-fuelled appliances are fitted. The list will be reconciled with C365/Pyramid systems quarterly and updated with any additional addresses and removal of closed properties.

The property list will include the following information as a minimum:

- Pyramid Property Reference
- Pyramid Display Name and full address
- Responsibility for safety check (Framework or Landlord)
- Date current check undertaken
- Schedule date (10 Months from last check)
- Critical Date (12 Months from last check)



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- Dates of previous two years checks
- Identifier for out of date safety checks
- Gas Safe engineer's Licence Number
- Appliance make, model and type

### Gas Safety Checks

Framework is required under the Gas Safety (Installations and Use) Regulations 1998 to ensure the ongoing maintenance of gas appliances, flues and fittings and carry out annual gas safety checks in properties owned by the association. For rented and leased properties, and those held under managing agents' agreements, the requirement is placed on the landlord (unless specified otherwise in the legal agreement). Framework Property Services will administer a programme to meet this requirement.

For new installations, the first safety check will occur within 12 months of the installation.

Subsequently, for properties owned by Framework a 10 month programme of retesting will be used to ensure that the LGSR is replaced before the existing report expires. For all properties held under managing agents' agreements, Property Services will notify the landlord at month 10 that the current record is due to expire and work with them to achieve access to the property prior to the end date. For properties leased from private landlords, Framework will also undertake gas servicing and testing in order to minimise risks to our residents and service-users.

All safety checks, servicing and maintenance work can only be undertaken by an engineer who has successfully completed an industry-recognised training course followed by assessment of competence. Training that leads to assessment of competence in safe gas work should be recognised by the industry's standards setting body. To meet this requirement the contracting company and their engineers must be registered on Gas Safe.

In addition to the LGSR requirements set out below, the Gas Safe contractor will be expected to provide, where appropriate records of:

- a. Any maintenance and/or repairs carried out
- b. Installation records and handover packs for new installations
- c. Warning Notices
- d. Non-domestic appliances
- e. Catering appliances

The completion of a Gas Safety check will be recorded by the contractor on the issuing of a Landlords Gas Safety Record (LGSR) compliant with regulation 36 (3) of the Gas Safety (Installation and Use) Regulations 1998. The minimum information provided on the LGSR will be:

- a. The date on which the appliance or flue was checked
- b. The address of the premises at which the appliance or flue is installed
- c. The name and address of the landlord of the premises (or, where appropriate, his agent) at which the appliance or flue is installed
- d. A description of and the location of each appliance or flue checked
- e. Any defect identified
- f. Any remedial action taken



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- g. Confirmation that the check undertaken complies with the requirements of paragraph (9) of The Gas Safety (Installation and Use) Regulations 1998
- h. The name and signature of the individual carrying out the check, and
- i. The registration number with which that individual, or his employer, is registered with a body approved by the Executive for the purposes of regulation 3(3) of The Gas Safety (Installation and Use) Regulations 1998

All LGSRs will be inspected by Property Services to ensure the above requirement is met. Any with deficiencies will be returned to the contractor for suitable rectification. Copies of the current and preceding 2 years certificates will be retained by Property Services in a manner that allows them to be readily accessed on request. Up to date copies will be made available for newly tenanted properties and for display at multi occupied premises as necessary.

Where any defects are identified during the annual safety checks that are the responsibility of Framework to rectify. The association will ensure prompt remedial action and will ensure the appliance is not used until the fault is remedied.

### Gas Maintenance

Framework will ensure that where repairs and/or maintenance are required regarding owned gas appliances, pipework and flues, this is completed to approved standards. (Framework is not responsible for maintaining appliances owned by a tenant/service user).

An annual service will be undertaken of all gas-fuelled appliances where Framework has responsibility for maintenance, i.e. those owned by the association or where lease or other agreements place the responsibility with Framework. The annual service will normally be undertaken at the same time as the gas safety check and will be recorded on the LGSR.

### Inspection of flues in void spaces

In compliance with Gas Safe Register Technical Bulletin 008, Framework will ensure all Gas Safe registered engineers that carry out gas safety inspections on its behalf, can see the flue (which takes the products of combustion away from the appliance) as part of their inspection. This will apply in all cases including where the flue may be concealed behind walls, ceilings or panelling (void spaces).

Where engineers cannot see flues to inspect them safely they will classify appliances 'at risk' and turn off the appliance until such time as appropriate inspection hatches can be fitted to the property. Where this situation occurs, the engineer will arrange for the supply of temporary heaters and notify Property Services immediately.

## 8. Providing Access for Gas Safety Checks

It is a condition of individual occupancy agreements that residents must provide access to their properties for a gas safety check. Framework will take legal action against those residents who fail to allow access for the service to be carried out after all the following reasonable measures have been taken and failed.





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### a) Access procedure

The gas contractor will undertake the administrative work associated with the annual servicing and inspection of gas appliances.

They are required to have appropriate processes in place for communicating with residents – eg those needing large print letters or other languages.

Property Services provide the contractor with a schedule of properties with gas appliances. In each case, the schedule includes contact details for the relevant housing officer or support service. The contractor will contact the latter to arrange access to each property. At this point, the housing officer or support worker will provide details of any specific vulnerabilities, and agree a date for joint visiting if required.

The gas contractor will make an appointment directly with the service user (by letter) two weeks prior to the required date of service and safety check (copy to Property Services) giving a date for the engineer's visit, and providing details of how to contact the contractor to make alternative arrangements. 24 hours before the agreed appointment, the contractor will call/text the service user, if contact details are available, as a reminder of the engineer's visit.

### No Access Procedure

If after making the initial appointment the service user does not allow access to carry out the service/safety check the engineer will leave a calling card giving details of the date and time of the visit and contacts to re-arrange the appointment. The engineer will also immediately contact Property Services who will log the no access details against the work order on Pyramid. Property Services will also attempt to assist the engineer with access by contacting the relevant Support Worker or Housing Officer. If this fails to secure access the Access Procedure -Guidance for Staff & Contractors should be followed.

The contractor will write to the service user giving the date for a second appointment, which will be within fourteen days of the initial visit, with a copy to Property Services. Property Services will liaise with the relevant Support Worker or Housing Officer to arrange a joint visit with the engineer.

Property Services will record all instances of no access on C365/Pyramid, to ensure that all correspondence regarding no access is retained.

Where the responsibility lies with an external landlord, and their contractor fails to attend an appointment causing the current LGSR to become out of date, Property Services will notify the landlord that Framework will instruct its own contractor to undertake the gas safety check with the costs being recharged to the Landlord.

### Void (Empty) Properties

The following applies to any void property which has a dedicated gas supply to that property, eg a single occupancy house or flat with its own gas supply meter.

Framework owes a duty of care to lawful visitors (and their personal property) – under the Occupiers Liability Act 1957, non-lawful visitors are covered by the Occupiers Liability Act 1984.





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Where a property is void there is likely to be reasonable cause for concern that the gas systems are vulnerable to through un-authorized use, damage or theft from trespassers.

Therefore, when a property becomes empty the Voids Officer will notify Property Services who will instruct the gas safe contractors to make the property safe within 24 hours, by the fitting of a blanking disc into the outlet side of the primary gas meter (capping) and the issuing of a safety certificate.

### **Gas commissioning (Turn on and Test)**

When a Service User moves in to a property that has gas it is likely that the supply will have been capped.

Framework will ensure that a gas safety check is carried out when a new tenancy commences and that the gas system is re-commissioned.

The safety check and re-commissioning will be dependent on the Service User having both their gas and electricity supplies 'in credit'.

It is also the responsibility of the Service User to be present for the contractors to be able to complete the gas re-commissioning.

- Sign up (Internal Move)

If an existing Service is due to complete a planned move into a move-on property then a "turn on and test" can be booked in advance.

The majority of internal moves are planned so booking in advance may help get a contractor to attend as near to the move in time as possible.

The more time given to do this the more accurate the appointment for the turn on and test will be. For example:

Service User is signing for a tenancy in 3 days. Support Staff should complete a Requisition Form, stating date and time of sign up, name, address and contact details for both Service User and support staff and then email to [propertyservices@frameworkha.org](mailto:propertyservices@frameworkha.org)

Property services will then generate a work order, send this to the contractor and then a confirmation should be sent back to support.

- Sign up (External Move)

When a new Service User accepts the tenancy, housing management staff will normally conduct the tenancy sign up.

Whilst the sign up is taking place, support staff should notify Property Services by phone who will arrange for the gas supply to be uncapped, re-commissioned and checked for safety.

This should be done at a mutually convenient time for the Service User and contractor (usually within 24hrs).



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If the request is done at the beginning of the sign up, it allows more time to enable the “turn on and test” to be completed as soon as possible.

### Non-live Gas Supply Which Requires Tightness Test

When the gas engineer is unable to carry out a gas tightness test on the installation pipework for any reason, eg:

- The gas supply has been disconnected or capped off by the supplier
- The supply has been capped at the service user's request
- The service user does not use the heating for medical reasons
- The service user will not provide credit for a pre-payment meter

The engineer will insert a blanking disc into the outlet side of the primary gas meter and issue a warning notice to the service user, with a copy to Property Services, that the supply has been capped.

Framework will ensure that it maintains records of all locations where gas supplies have been capped, and will ensure that its contractor undertakes annual inspections of these premises to ensure the cap remains in place.

On notification that the gas supply has been re-established Property Services will arrange for the gas contractor to re-commission the gas systems and issue a safety certificate.

### 9. Removal of Gas Appliances

If, on inspection, the gas safe engineer discovers an installed gas appliance, (cooker, oven, hob, fire) other than the main heating appliance, this will be removed and the gas supply made safe. Cookers, ovens and hobs will be replaced with an electric equivalent appliance. Gas focal fires will be removed and made safe in rooms containing an alternative heat source such as radiators on the main heating system. Where a gas focal fire is the only form of heating in the room it will be replaced with an electric equivalent. Fire fronts on back-boilers will be disconnected from the gas supply and made safe but will be left in situ. At subsequent gas safety inspections, the engineer will confirm on the LGSR that the fire remains disconnected.

### 10. Testing of Alarms

Where fitted, at gas safety inspections the engineer will carry out a function test of any Part P smoke detection fitted in the property and report finding to Property Services.

Where fitted, the engineer will carry out a function test of any carbon monoxide (CO) detector fitted in the property and report findings to Property Services.

Where Part P or CO detection is not fitted but required Property Service will instruct the gas safe contractor to install a detector with a 10-year life sealed lithium cell battery in a suitable location(s).



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### 11. Alterations to Properties

A lack of adequate ventilation to open flued appliances may result in a dangerous build-up of carbon monoxide or other products of combustion in the atmosphere, which could prove fatal to the occupant. Therefore, where alterations are made to properties containing open-flued appliances which could affect the airflow in the property, for example through the installation of extractor fans or double glazing, appropriate checks will be carried out by a Gas Safe engineer after the installation to ensure that the airflow to the appliance remains adequate. While highlighting these issues specifically in relation to open-flued appliances, we will also ensure that all appropriate checks are made in respect of room-sealed appliances.

Any works identified as having a possible effect on the flue of a gas fuelled appliance will be notified to Property Services by the person undertaking the work. Property Services will arrange for a Gas Safe engineer to check the appliances and flue following completion. Situations where this may arise include, but is not limited to:

- Building work adjacent to the appliance flue
- Plastering work adjacent to the appliance flue
- Roofing work where the flue exits through the roof
- Installation of loft insulation where the flue exits through the loft space

### 12. New installations

Gas boiler and heating system replacement is subject to an agreed planned maintenance programme administered by the Planned Works and Investment Manager. Gas fuelled boilers have an expected life span of 15 years whilst the pipework and radiator systems have an expected lifespan of 40 years. At service and safety inspection the Gas Safe engineer will indicate the remaining life expectancy, in their opinion, of the gas boiler for monitoring purposes against the planned programme.

If, during the expected life span of the boiler, replacement becomes necessary due to age, increase in maintenance costs, obsolescence of parts or failure to meet safety requirements, the requirement for a new appliance will be reported to Property Services.

Where a boiler requires replacement, this will be carried out only by a suitably experienced and qualified engineer.

### 13. Staff Responsibilities

Where an escape of gas or fumes (CO) is suspected within the property the emergency procedure will be:

- Turn off the gas supply immediately at the meter by operating the emergency control valve (ECV) or by turning off the ECV located within a flat
- Disconnect and isolate any faulty appliances (or make immediate arrangements for a contractor to do so)
- Extinguish all sources of ignition
- Ensure nobody is smoking
- Ensure that nobody operates electrical or power switches (either on or off).
- Ventilate the building by opening doors and windows



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- Telephone the appropriate gas emergency service call centre (0800 111 999).
- Notify Property Services of the suspected escape
- Evacuate the building if it is believed there is a risk to the health and safety of the occupants
- Ensure access is available for emergency services to enter the building if requested
- Report all faulty appliances to their line manager
- Complete an incident report within the Datix System

The symptoms of carbon monoxide poisoning are not always obvious, particularly during low-level exposure. A tension-type headache is the most common symptom of mild carbon monoxide poisoning. Other symptoms include:

- dizziness
- nausea (feeling sick) and vomiting
- tiredness and confusion
- stomach pain
- shortness of breath and difficulty breathing

The symptoms of exposure to low levels of carbon monoxide can be similar to those of food poisoning and flu. But unlike flu, carbon monoxide poisoning does not cause a high temperature (fever). The symptoms can gradually get worse with prolonged exposure to carbon monoxide, leading to a delay in diagnosis. Where there is suspected carbon monoxide poisoning the above procedure for the isolation of the gas supply should be followed. Additionally, the person suspected of suffering from carbon monoxide poisoning should be directed to seek medical attention immediately. The results of the medical examination should be reported to Framework's Health and Safety Manager as soon as they are available.

Property Services will arrange for a Gas Safe contractor to inspect and test the appliances and recommission the systems. Only a Gas Safe engineer can turn the gas back on in this situation and no attempt should be made by a member of staff to reinstate the gas supply to the property.

### 13. Quality Control

Framework recognises the need to constantly monitor and record the quality of contractors, and their work undertaking gas safety checks, maintenance, repairs and installation of gas appliances. Such monitoring will be carried out by a competent third-party consultant secured by Framework. As of January 2017, Framework has commissioned Morgan Lambert to undertake this work on an annual basis.

The initial approach to newly procured Gas Safe contractors is for a high level of quality visits to be carried out, reviewed and then maintained or decreased according to the findings. The frequency and quantity of quality assurance checks will be proportional to the type, scope and volume of gas work undertaken. All types of work conducted by the gas contractor will be quality checked by a suitably qualified third party on a regular and systematic basis. Findings are to be documented and collated for assessment and any appropriate action will be recorded.



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Monitoring of gas works will include:

- Visual checks of completed works
- Visual checks of work in progress
- Witness all types of tests carried out by gas operatives
- Carrying out physical checks to verify gas engineers' results, post inspections
- Checking the accurate completion of the LGSR documents

Monitoring of gas contractors will include:

- Checks on contractors' in-house/third party audit procedures
- Checks on compliance with gas safe registrations for the company and its engineers
- Check of training policies and procedures for engineers

Framework internal monitoring will include:

- Policy and procedure documents are suitable and sufficient
- Check of LGSR monitoring processes is being maintained
- No access procedures followed and records kept
- Void property procedures followed and recorded
- Emergency procedures followed