

Purpose & Scope

Adullam Homes Housing Association Ltd is committed to providing high quality services. Gas safety and its management is essential to ensure that we fully comply with the statutory obligations. Adullam Homes Housing Association Ltd has to adhere to the enforcing authority for the Gas Safety Regulations namely the Health and Safety Executive (HSE).

This document is a statement of the Association's policy and procedure for gas safety, gas servicing and heating failure provision which aims to be open, accountable, and informative to this service.

This policy applies to all who use Adullam services including Tenants, Residents and Service Users, Staff, Contractors, neighbours and stakeholders.

1.0 Introduction

- 1.1 A gas safety service is as defined in the Gas Safety [Installation & Use] Regulations. 1998 Regulation 36 and is recorded on the Landlords Gas Safety Record Certificate [referred to as CP12].
- 1.2 A gas safety service is required every twelve months and must not exceed the expiry date of any current CP12 certificate.
- 1.3 The gas safety service is the responsibility of the Landlord.
- 1.4 Reasonable pre-agreed access provision must be given by the Occupier to allow the gas safety service to be undertaken.
- 1.5 Our primary aim is to ensure our gas safety obligations are met for the Occupier and that access to the property is achieved at first time of asking.
- 1.6 This policy also ensures void properties are gas safe and that new Occupier have a current gas service certificate [CP12] upon 'sign-up' of tenancy/license.

2.0 Aims of the Policy

2.1 The key aims of the Gas Safety and Management Policy are:

- To ensure gas safety compliance is met and evidenced by the Association.
- To provide a comprehensive and efficient gas safety and breakdown service.
- To enable an annual gas safety check provision.
- To ensure notification and flexibility in access arrangements to properties.
- To monitor gas safety performance and standards.
- To ensure occupiers identified as vulnerable and special needs are prioritised.
- To ensure non-compliance of gas safety due to no access is recorded and addressed.
- Any remedial works resulting from a gas service will immediately fall into the reporting and monitoring process for Responsive Repairs.
- To raise gas safety awareness and support fuel poverty reduction initiatives.
- To implement and record installation of Carbon Monoxide Detectors.
- To publicise widely the gas safety service contractor[s] to enable annual repeat access.

2.2 The Association will follow the access procedure and enforcement detailed within this policy.

3.0 Risk Factors

3.1 The risk to safety associated in failure of this service is **EXTREMELY HIGH**.

3.2 Failure by the occupier to allow access beyond the gas safety annual anniversary date, will lead to access enforcement via the courts and possible termination of tenancy/license.

4.0 Monitoring

4.1 Regular monitoring will take place by the Executive Director of Housing and Support, advising SLT monthly of any issues identified and at each Board (included in Board report) and Operations Committee (verbally). Gas safety may also be reported to the FARM Committee under risk management or audits.

4.2 All occupiers will receive a gas safety certificate [CP12] and a copy retained by the Contractor and the Association.

4.3 The number of completed gas safety checks undertaken and performance will be published annually on Adullam's website as part of our annual report.

- 4.4 Any areas of major concern or non-compliance will be notified immediately to the Senior Leadership Team. Thereafter reports will be provided by the Executive Director of Housing and Support to SLT and Board.
- The number of non-compliance gas safety checks.
 - The number of RIDDORS Health and Safety breaches.
 - Gas safety program and contract update (available through our Asset Management Team upon request).
 - Carbon Monoxide Detectors register (as above).
 - Gas Safety Contractor[s] performance (as above).
 - Areas of concern (inform SLT and Board).
 - Customer Satisfaction Returns (Quality Assurance Team).
 - Quality assurance checks and Post Inspections (Asset Team).
 - Gas Audit including Recommendations (Report to FARM Committee and Board).
- 4.5 Random or specific customer satisfaction checks will be undertaken to ascertain whether Service Users are satisfied with the gas safety service and notification for access.
- 4.6 At monthly intervals, the maintenance team will reconcile the property address lists with the gas safety service program to ensure unison.
- 4.7 For safety compliance all void properties will have the gas supply capped off at the meter unless occupancy is uninterrupted.
- 4.8 When an uncapped gas supply is required a 'turn on and test' will be undertaken and this includes uncapping the meter supply and carrying out a gas soundness test. If successful a gas safety certificate will be issued by the certified gas contractors.

5.0 Gas Safety and Heating Breakdown Process

- 5.1 The Executive Director of Housing and Support will have ultimate responsibility for the gas safety program for the Association.
- 5.2 All gas service and heating breakdown provision will be coordinated by the Maintenance Administration Team under the management of the Cyclical Compliance Manager and Asset Manager.
- 5.3 The Asset Management Team will on a regular basis, liaise with the service provider to ensure access provision, timescales and procedures are effective with records updated.
- 5.4 The service provider will write to all occupants at least eight weeks in advance of the gas service anniversary date and if no access is achieved a total of three attempts will be made before access by legal enforcement by the Association.

The following are the access letters that the Association will use in arranging timely access.

- **Appointment Letter One** - is sent eight weeks prior to expiration of the current certificate by the gas contractor. If no access is obtained, a no access card must be left at the property.
- **Appointment Letter Two** - sent six weeks lead in time by the gas contractor. If no access is obtained, a no access card must be left at the property.
- **Letter Three** - sent four weeks lead in time by the Adullam Asset Management Team. This letter states the tenant has a further seven days to contact the Adullam Asset Management Team and arrange an appointment.
- **Letter Four** - sent approaching the expiry date of current gas certificate [CP12] by the Association and by RECORDED DELIVERY [and possible gas supply at the external meter capped based upon safety and unsafe equipment].
- **Letter Five** – In conjunction with Letter Four, notification of legal proceedings

5.5 A no access card will be posted by hand on all no access situations by the gas contractor.

5.6 If no access has been gained after Letter Four, the Asset Management Team will notify the Executive Director of Housing and Support to consider court proceedings to secure an injunction and/or a Tenancy Eviction Notice or commence proceedings under the Environmental Protection Act 1990 –

“Service of an abatement notice under S79 EPA as to Risk to inhabitants of carbon monoxide poisoning” [classed as a statutory nuisance, allows for access by force].

5.7 Properties with no active gas supply will be capped at the gas supply meter and checked for compliance annually or if gas supply becomes active.

6.0 Carbon Monitoring Detectors

6.1 The Association as part of its good practice provides and installs Carbon Monoxide Detectors [CMDs] to all of the owned properties that require annual gas safety checks.

6.2 The Asset Manager is responsible for identification, location, and renewal of CMDs within the Association’s owned properties.

6.3 The Service Provider is responsible to identify, test and replace CMDs as part of the annual gas safety checks and record the detail on the gas certificate [CP12].

6.4 CMDs will be checked and tested at every void property before re-letting.

6.5 A CMD register will be maintained by the Asset Manager.

7.0 Staff Training

7.1 Staff will be trained to ensure the proper implementation of the Gas Safety and Management Policy, and this will be included in the induction training for new members of staff to raise gas safety awareness.

8.0 Review, compliance and monitoring

8.1 This policy may be reviewed at any time but will automatically be reviewed after a 3 yearly basis from the date of original approval.

8.2 This policy will be reviewed:

- At the request of either staff or management or as and when statutory changes are required i.e. significant changes to legislation or regulation
- There are found to be deficiencies or failures in this policy, due to complaints or findings from any independent organisations.

8.3 The effectiveness of this policy will be monitored by the reviewing Committee or Lead Director.

9.0 Implementation and Access

This policy will be published on Policy Hub.

10.0 References and Links to Other Documents (For This Policy)

- The enforcing authority for the Gas Safety Regulations is the Health and Safety Executive (HSE).
- Gas Safety [Installation & Use] Regulations 1998
- Gas Safe Register
- Asset Management Strategy
- Approved Maintenance Contractors and Subcontractors Code of Conduct 2023
- Replaces Adullam Gas Management Policy & Procedure- Jan 2020

11.0 Appendices

Appendix One Template Letter Three Adullam - No Access

Appendix Two Template Letter Four Adullam - No Access

Appendix Three Template Letter from Contractor One

Appendix Four Template Letter from Contractor Two

Appendix One - Template Letter 3 Adullam - No Access

Name & Address

Dear

LAST WARNING PRIOR TO NOTICE SEEKING POSSESSION AND APPLICATION FOR AN INJUNCTION

LANDLORD ANNUAL GAS SAFETY CHECK

Despite numerous letters and two visits from the gas contractor, Adullam Homes Housing Association Limited has not been able to gain access to your home to carry out the Gas Safety Check.

The Gas Safety Check is legally required as any gas appliances that have not been checked within the past year may be unsafe or dangerous to use and could put you, your family and your neighbours at risk.

Gas Appliances, which have not been serviced, can produce Carbon Monoxide. This is a poisonous gas, which you cannot see, smell or taste. It is estimated that 50 people a year die from Carbon Monoxide poisoning.

You have signed a Tenancy/License Agreement with Adullam in which you agree to allow access to its staff and its contractors, and particularly where we provide 24 hours of the need to gain access.

You are in breach of your Tenancy/License Agreement, and we will serve you with a Notice Seeking Possession. **THIS IS THE FIRST STEP OF A LEGAL PROCESS WHICH MAY RESULT IN YOU LOSING YOUR HOME.**

In the meantime, we will also make an application to the County Court for an injunction against you, which once granted, will allow access to your home.

We will also seek from the County Court a judgement against you for any legal costs of taking the above actions.

If you contact us within 7 days of this letter to agree and arrange access we will NOT take legal action against you

Please contact our Maintenance Team on any of the following contact details:

Pauline Shawcross 07768636773 E-mail : repairs@adullam.org.uk. Renuvo Direct on Tel 01872780950

PLEASE DO NOT IGNORE THIS LETTER AS YOU ARE AT RISK OF LOSING YOUR HOME

Yours sincerely

Ged Riley
Executive Director of Housing and Support

Appendix 2 Template Letter 4 Adullam - No Access

Name & Address

NOTIFICATION: GAS SUPPLY HAS BEEN 'CAPPED OFF' FOR GAS SAFETY AND COMPLIANCE

Dear

We wrote to you on the XXXXXXXXXXXX to request URGENT access to your home to undertake gas safety checks and annual gas servicing as per your Tenancy/License agreement and gas safety regulations and use 1998.

We have tried previously on 2 occasions to obtain access to your home, but have not had any responses from you, **we have therefore 'capped-off' your gas supply at the gas meter as the annual gas safety and service date has now expired and the gas installation may be unsafe to use.**

Warning notices have been placed at the gas meter to indicate that the gas supply has been capped and made safe.

We are now writing to you to update you of our actions, and to request that you contact us immediately to arrange access to carry out the gas safety check and service requirements and following this we will re-instate your gas supply.

We have also referred this to the Housing Team who will also be trying to contact you to ensure that you are complying with the terms and conditions of your Tenancy/License agreement.

Yours sincerely

Ged Riley
Executive Director of Housing and Support

Appendix 3 Template Letter from Contractor 1

Ref K0025844

Name & Address

Dear



YOUR YEARLY HEATING AND SAFETY CHECK IS DUE

Renuvo and Adullam Homes Housing Association are working together to make sure that every tenant, resident or service user has their free yearly heating service and safety check. As your housing provider, Adullam Homes Housing Association is required by law to do this, as it is vitally important for the health and safety of you and everyone who resides in your home.

We've therefore arranged for one of our engineers to visit you on: _____

With a smart phone, you can scan the above QR code to confirm or change this appointment online. Alternatively, please contact us on **01827 870950** or by email at custint@renuvo.co.uk. Our engineer may not attend your property if your appointment is not confirmed.

Thank you for your co-operation in helping us deliver this important service. We look forward to seeing you.

Yours sincerely

Customer Services team
Renuvo Limited

Office hours: - Monday-Friday 8.00am-5.00pm

Renuvo Limited is registered in England no.7289284
Registered Office: Unit 1 Kingsbury Link, Tamworth B78 2EX Tel: 01827 870 950 Web:
www.renuvo.co.uk

Appendix 4 Template Letter from Contractor 2



Ref K0028221

Name & Address

Dear

YOUR YEARLY HEATING AND SAFETY CHECK IS NOW URGENTLY DUE - SECOND REMINDER

We have previously attended an appointment on ##/##/20## but could not gain access. We have now arranged a second appointment for one of our engineers to visit you on: _____

Renuvo and Adullam Homes Housing Association are trying to make sure that your home has its free yearly heating service and safety check. As your housing provider, Adullam Homes Housing Association is required by law to do this, as it is vitally important for the health and safety of you and everyone who resides in your home.

With a smart phone, you can scan the above QR code to confirm or change this appointment online. Alternatively, please contact us on **01827 870950** or by email at custint@renuvo.co.uk. Our engineer may not attend your property if your appointment is not confirmed.

We rely on our tenants to cooperate in delivering this vital service and look forward to seeing you on the date and time of your appointment.

Yours sincerely

Customer Services Team
Renuvo Limited
Office hours: - Monday-Friday 8.00am-5.00pm

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