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| Policy: | Gas Safety Management System |
| Legal Requirements: | <p>The Gas Safety (Installation and Use) Regulations 1998 as amended by The Gas Safety (Installation and Use) (Amendment) Regulations 2018 The Health and Safety at Work etc Act 1974</p> <p>The Management of Health and Safety at Work Regulations 1999. When procuring contracts for goods, services or works, the Association must comply with the Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014 ("the Act") which provides a national legislative framework for sustainable public procurement.</p> |
| Regulatory Standards: | <p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p> |
| Notifiable Events Guidance: | In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy. |
| Equality and Diversity: | <p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p> |
| Human Rights: | <p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p> |
| Complaints: | Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint. |

POLICY STATEMENT

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| General Data Protection Regulation (GDPR): | The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice. |
| Policy Author: | Kevin Freeman |
| Policy Review: | In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of March. |
| Policy Approval: | This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of March 2025. |



Introduction

Yoker Housing Association Limited ("the Association") is committed to maintaining the Health and Safety of employees, tenants and members of the public. The Association recognises the potential health risks associated with gas used for fuel within both its office premises and housing stock. Potential risks associated with using gas are significant, such as fire / explosion and carbon monoxide poisoning due to incomplete combustion, arising out of poor and / or irregular maintenance of gas appliances and systems.

The Association will take all reasonable steps to ensure that appropriate systems are put in place to ensure employees, tenants and members of the public are not put at risk from the effects of gas usage or the presence of carbon monoxide.

The Gas Safety (Installation and Use) Regulations 1998 places a duty on the Association to ensure that gas appliances and their flues are maintained in a safe condition, annual safety checks are carried out and records are kept and issued to tenants. These duties are in addition to more general duties that landlords are subject to under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations.

This document should be read in conjunction with the Association's Annual Gas Safety Check Policy and Procedures. The Annual Gas Safety Check Policy forms Appendix 1 of this document.

Aims and Objectives

The aim of this document is to demonstrate the Association's commitment to ensuring its employees, tenants and the general public are not knowingly exposed to any gas related risks that would affect their safety. In addition, the objectives of this document are:

- Raise resident and staff awareness of carbon monoxide and gas safety including recognising the symptoms of carbon monoxide poisoning and the procedures to follow if it is suspected.
- Guide staff members to effectively deal with reports of gas defects and repairs in order to protect the health and safety of residents.
- Educate and inform tenants on the safe use of gas appliances within their home.
- Ensure the Association fulfils its legal and regulatory obligations relating to gas safety by:
 - Performing an annual gas safety inspection in every home where gas appliances are present within twelve months of the anniversary of the previous inspection or installation date;
 - Maintaining robust procedures and safe systems of work that aim to prevent the release of carbon monoxide from domestic appliances and flues, minimise the risk of accidental damage to pipework and subsequent release of natural gas;
 - Taking action on any issues raised from the annual gas safety inspection within appropriate timescale.
 - Recording and monitoring installations and repairs to gas appliances carried out by Association gas contractors.
 - Maintaining gas safety records on all properties for a period of two years.
 - Ensuring that procedures are in place to make it as easy as possible for tenants to arrange appointments for annual gas safety inspections, maintenance, repair and upgrade works.
- Ensure that risk of danger to residents and staff are minimised by the use of robust procedures when:
 - Managing void properties;
 - Managing annual gas safety inspections that are due, including when access to a property for annual gas safety inspections cannot be gained; and
 - Unsafe appliances and installations are identified.
- Ensure the presence of a carbon monoxide detector in all rooms where there is a gas appliance or flue. This includes fixed combustion appliances with the exception of appliances used solely for cooking.
- Annual testing of carbon monoxide alarms in conjunction with the annual gas safety inspection in every property with a gas appliance owned or managed by the Association.

Legal Framework

The following list represents the most relevant legislation and guidance in relation to gas safety responsibilities:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Gas Safety (Installation & Use) Regulations 1998
- The Gas Safety (Installation & Use) Amendment Regulations 2018



Legal Framework (Continued)

- Gas Safety (Management) Regulations 1996
- Construction (Design and Management) Regulations 2015
- Reporting of injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Housing (Scotland) Act 2001

Health and Safety at Work etc. Act 1974

The Health and Safety at Work Act 1974 places a general duty on employers to ensure the health, safety and welfare of their employees at work, so far as reasonably practical. This statutory duty is also applicable to others who may be affected by the employer's undertakings and include contractors, tenants, neighbours, visitors and members of the wider public.

Management of Health and Safety at Work Regulations 1999

The Management of Health and Safety at Work Regulations 1999 reinforce the Health and Safety at Work etc. Act 1974 and expand the general duties contained in the latter. Regulation 3 of the Management of Health and Safety at Work Regulations 1999 places a duty on employers to undertake general risk assessments in order to protect persons who may be affected by their work activities.

Employers must undertake an assessment of all risks to health and safety arising from their work activity with the aim of establishing an effective system of preventative and protective measures. Regulation 5 imposes a statutory duty on employers to make arrangements to cover the effective planning, organisation, control monitoring and review of health and safety.

The Gas Safety (Installation & Use) Regulations 1998

Regulation 36 of the Gas Safety (Installation & use) regulations 1998 sets out the Association's duty in relation to gas safety. Under Regulation 36 any gas appliance in a property that is owned by the Association must be checked for gas safety within twelve months of its installation and within every subsequent twelve period thereafter, until the appliance is removed or replaced.

Specifically, Regulation 36 states:

36 (2): Every landlord shall ensure that there is maintained in a safe condition -

- (a) any relevant gas fitting; and
- (b) any flue which serves any relevant gas fitting.

so as to prevent the risk of injury to any person in lawful occupation or relevant premises.

36 (3): Without prejudice to the generality of paragraph (2) above, a landlord shall -

(a) ensure that each appliance and flue to which that duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety (whether such check was made pursuant to these Regulations or not);

(b) in the case of a lease commencing after the coming into force of these Regulations, ensure that each appliance and flue to which the duty extends has been checked for safety within a period of 12 months before the lease commences or has been or is so checked within 12 months after the appliance or flue has been installed, whichever is later; and

(c) ensure that a record in respect of any appliance or flue so checked is made and retained for a period of 2 years from the date of that check, which record shall include the following information -

- (i) the date on which the appliance or flue was checked;
- (ii) the address of the premises at which the appliance or flue is installed;
- (iii) the name and address of the landlord of the premises (or, where appropriate, his agent) at which the appliance or flue is installed;
- (iv) a description of and the location of each appliance or flue checked;
- (v) any defect identified;
- (vi) any remedial action taken;
- (vii) confirmation that the check undertaken complies with the requirements of paragraph (9) below;



Legal Framework (Continued)

- (viii) the name and signature of the individual carrying out the check; and
- (ix) 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 these Regulations.

In accordance with Regulation 36 (1) a “relevant gas fitting” means -

- (a) any gas appliance (other than an appliance which the tenant is entitled to remove from the relevant premises) or any installation pipework installed in any relevant premises; and
- (b) any gas appliance or installation pipework which, directly or indirectly, serves the relevant premises and which either –
 - (i) is installed in any part of the premises in which the landlord has an estate or interest; or
 - (ii) is owned by the landlord or is under his control,

except that it shall not include any gas appliance or installation pipework exclusively used in a part of premises occupied for non-residential purposes.

Determination of date when next safety check due under regulation 36(3)

- 36A** (1): Where a safety check of an appliance or a flue made in accordance with regulation 36(3)(a) or (b) is or was completed within the period of 2 months ending with the deadline date, that check is to be treated for the purposes of regulation 36(3)(a) and (b) as having been made on the deadline date.
- (2): Subject to paragraph (3), the landlord may ensure that an appliance or flue is checked for safety within the 2 month period beginning with the deadline date, instead of checking it within the 12 month period ending with that date.
- (3): The discretion conferred by paragraph (2) may be exercised -
- (a) only once in relation to each appliance or flue in the relevant premises; and
 - (b) only in order to align the deadline date in relation to the next safety check of that appliance or flue with the deadline date in relation to the next safety check of any other appliance or flue in the same relevant premises.
- (4): In this regulation “the deadline date”, in relation to a safety check for an appliance or flue, means the last day of the 12 month period within which the check is or was required to be made under regulation 36(3)(a) or (b).

Definitions

“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 for the use of portable or mobile space heaters (e.g. LPG cabinet heaters).

“Gas Fittings” – means pipework, valves (other than Emergency Controls), regulators and meters and fittings etc. designed for use by consumers of gas.

“Flues” – means a passage for conveying the products of combustion from a gas appliance to the external air.

“Pilot Light” – a small gas burner kept alight permanently to light a larger burner when needed, especially on a gas cooker or boiler.

HSE Advice

Health & Safety Executive (HSE) Gas Safety Advice Line. Open 9.00 a.m. to 5.30 p.m. Monday to Thursday and 09.00 a.m. to 5.00 p.m. on Friday. Telephone 0300 003 1747.

Competent Persons

The Association shall ensure no person is permitted to carry out works on gas installations unless competent to do so. Current competency is approved by the “Gas Safe Register”. All gas contractors used will also be on the Association’s List of Approved Contractors.

Current competency can be checked using the Gas Safety Register at www.gassaferegister.co.uk



Roles and Responsibilities

To ensure the operation of an effective Gas Safety Management System, the Association has defined roles for named individuals with accountability for the following aspects of the system:

Director

- Ensuring adequate resources are allocated to managing the risks and legal responsibilities relating to gas safety;
- Monitoring the performance of staff;
- Ensuring that members of the public, staff and contractors are not unnecessarily exposed to risk; and
- Ensuring the Association complies with its overall legal duties in relation to gas safety.

Housing Manager

- Formulate and revise the Association's policies in relation to gas safety;
- Ensure that gas safety policies and procedures are up to date;
- Engage with auditors to ensure the provisions with the gas safety policies are being met;
- Ensure adequate training is maintained to effectively manage a gas safety regime;
- Ensure the completion of KPIs and reports to Management Committee to evidence compliance with the Association's responsibilities with regards to gas safety; and
- Support the Property Services Officer to ensure the effective implementation of the Association's Annual Gas Safety Check Policy.

Property Services Officer

- Manage the Annual Gas Safety contract and report concerns in relation to the adherence of this to the Housing Manager;
- Ensuring that all properties have a Landlord Gas Safety Record (LGSR) carried out within the last twelve months.
- Ensuring that tenants are issued with a copy of the Landlord Gas Safety Record within twenty-eight days of the inspection or installation;
- Ensuring that systems are in place for a Landlord Gas safety Record to be carried out at change of tenancy or mutual exchange; and
- Ensuring that Landlord Gas Safety Records are logged, filed and stored for a minimum period of two years.

Employees

- All employees, irrespective of their position shall take reasonable care for their own health and safety and that of other persons who may be adversely affected by gas safety, including tenants, members of the public and contractors; and
- Liaise as appropriate with other staff and agencies to ensure compliance with this policy and all other legal requirements.

Training

The Association will ensure that adequate information, instruction and training is given in relation to the Gas Safety (Installation and Use) Regulations 1998. All staff members involved in the implementation of the Gas Safety Management System will be required to attend externally provided suitable gas safety awareness training.

Frontline staff dealing with the implementation of the Annual Gas Safety Check Policy and Procedures will also attend practical training by shadowing the Association's gas contractor as they undertake an annual service. This training allows staff to gain a working knowledge of the processes involved when undertaking the servicing of an appliance.



Landlord Annual Gas Safety Check

The Association will ensure that each gas appliance, flue and all related parts are checked for safety and fully serviced within twelve months of being installed and at intervals of not more than twelve months thereafter. Where gas supplies are capped, an annual inspection will be carried out to these properties for monitoring purposes.

Gas Safety Funding

Gas servicing and maintenance will be funded from both the Association's cyclical maintenance and reactive repairs budgets.

Contractor Selection and Control

The Association defines a detailed scope of works for annual gas servicing and maintenance contract and appoint a gas contractor in accordance with its Procurement Policy.

Gas contractors will be required to demonstrate compliance with the competency requirements of the Regulations and will be, as a minimum Gas Safe Registered. The appointed gas contractor will be required to provide a copy of their Gas Safe registration and copies of the current Gas Safe Registration Card for each employee engaged on the Contract.

Access Arrangements

The Association recognises the importance of gas safety and has therefore implemented well documented and clear procedures for staff to follow in order to ensure that checks are completed timeously, and that gas safety is managed correctly.

Tenants will be contacted twenty-eight days before the current gas safety certificate for their property expires in order to arrange their next gas safety inspection using a four step process including pre-arranged appointments. If the tenant persistently fails to arrange an inspection, or fails to provide access despite an arrangement being made, the Association will implement its Forced Access Procedures detailed within the Annual Gas Safety / Service Procedures document. These procedures provide for access to be forced to those properties where the gas safety inspection is due, with the objective of ensuring each property has a valid and continuous safety certificate.

All communications with tenants will stress the importance of completing the safety checks on time. We will use newsletters to communicate our commitment to ensuring we comply with legislation.

Flexibility will be demonstrated when arranging appointments, offering two-hourly timeslots for appointments to be carried out and ensuring access is sought at a sufficiently early stage so that all necessary action can be completed before the current gas safety certificate expires.

Landlord Gas Safety Records (LGSR)

The Association will maintain a record of all gas appliances installed in its tenanted properties, their service due date and the two most recent landlord's gas safety certificates in each individual property file.

The following information will be recorded on a Landlord's Gas Safety Record inspection sheet:

- Information and details relating to the appliance;
- Information relating to the inspection;
- Information relating to carbon monoxide detectors;
- Faults; and
- Remedial works required and carried out.

Defects identified during the gas safety inspection will be listed under the following categories:

- Immediately Dangerous (ID): Where defects are deemed to present a serious risk to the health and safety of the residents, the gas contractor will disconnect the appliance, isolate the gas supply and issue a warning notice for the appliance. The contractor must notify the Association immediately of the defect and obtain instruction for remedial action to be carried out. Where the defect leaves a resident without heating, the gas contractor will provide temporary heaters.



Landlord Annual Gas Safety Check (Continued)

- **At Risk:** Where defects are deemed to be potentially dangerous, the gas contractor will issue a warning label and advise residents not to use the appliance. The gas contractor must notify the Association immediately of the defect and obtain instruction for remedial action to be carried out. Where the defect leaves a resident without heating, the gas contractor will provide temporary heaters.

Where action is required, the contractor should indicate on the certificate if the work has been completed or follow-on repairs ordered.

Once complete, this form should be signed by the tenant or the tenant's representative (where present) and the gas contractor. One copy will be issued to the tenant, one copy to the Association and the final copy held by the gas contractor.

In all cases, a copy of the Landlords Safety Certificate will be issued to tenants within twenty-eight days of the safety check being completed.

The Association will maintain paper and scanned copies of LSGR certificates. Electronic LGSR certificate can be accessed via each individual property's Property Ledger file.

Quality Assurance (QA)

As part of the annual gas servicing and maintenance contract the Association appoints a qualified gas safe registered contractor to conduct an audit of 10% of all annual servicing carried out by the gas contractor.

The gas contractor undertaking the QA work will be gas safe registered and employ fully qualified engineers. On completion of the quality control check the QA contractor will provide the Association with a comprehensive inspection report which will be retained on file. The report will contain:

- Details of the appliance;
- An assessment of how the original LGSR certificate was completed;
- Details relating to the gas meter;
- In the case of gas boilers, an assessment of the heating system including the boiler, flues and pipework; and
- Details relating to defects noted on the original certificate.

Where the QA check identifies non-compliance or where unsatisfactory performance of the primary gas contractor is observed, details of the issues and suggestions for rectification will be clearly set out in the QA report.

Where the QA contractor identifies any situation that pose an immediate or imminent risk to health and safety, the QA contractor will notify the Association as soon as possible. These notifications should be in addition to the regular QA report.

Record Keeping

In accordance with current legislation, Landlord Gas Safety Records (LGSR) must be kept for a period of two years. The Association maintains a formal system for recording all activity in relation to gas servicing, maintenance, repairs, installations, emergencies and other relevant gas safety management data.

In relation to the annual gas safety inspection programme, the Association will hold the following records as a minimum:

- Inspection reports, finding and actions;
- Reports and communication from gas contractors;
- No access reports and actions (audit trail);
- Properties where the gas inspection has been carried out beyond twelve months and the reasons for this;
- Intermediate safety checks on properties (voids);
- External audit reports;
- Maintenance and repair records;
- Emergency situations and action taken; and
- Letters of complaint.



New or Replacement Gas Installations and Heating Systems

The Association will ensure that we receive a completion / commissioning certificate for each installation prior to handover signed by an approved engineer. The certification must confirm that the installation has been:

- Installed as per the manufacturer's instruction and in accordance with the Gas safety (Installation & use) Regulations 1998;
- Installed by a competent person;
- The system has been fully commissioned in accordance with the manufacturers requirements;
- Rust inhibitor of suitable concentration has been added to the system; and
- The following checks have been carried out and recorded:
 - The effectiveness of any flue;
 - The adequate supply of combustion air;
 - The operating pressure and / or heat input; and
 - That it is operating safely.

Property Ledger

The Association holds a central folder of all property files. These property files, where appropriate, detail:

- A description of the gas appliance;
- The make, model and where possible the location;
- The date of installation; and
- The date of the current gas safety check.

Where appliances are added or replaced, the Association will update the record accordingly. Records of the gas appliances including their previous service date and the previous gas safety records are within each individual property register.

Reactive Repairs and Maintenance

In addition to carrying out annual gas safety inspections to obtain Landlord Gas Safety Certificates, the Association also provides a full reactive repairs and emergency response service. This applies to all day-to-day repairs to gas installations and appliances. Only qualified and competent gas contractors who are listed on the Association's List of Approved Contractors will be used to carry out repairs.

The Association runs a call handling service where tenants can report repairs directly to Maintenance staff during office hours as well as by email or through website enquiries. Tenants reporting repair issues outwith office hours will be directed to the emergency gas contractor via the Association's telephone system.

Maintenance staff will gather all the necessary details from the tenant in order to assess whether or not the issue poses a health and safety risk and the degree of inconvenience to the tenant. Based on these factors, staff will then allocate the repairs to one of the following categories:

Emergency Repairs: Covers any situation where works are required to make a property safe or where there is a safety risk to the tenant or members of the public (e.g. internal gas leak that occurs beyond the meter).

Urgent Repairs: Works which are not classed as emergencies but which would cause a high degree of unavoidable inconvenience to the tenant and where there is no immediate threat to health and safety or the security of the property. This include a significant loss of heat or hot water or water leaks from the heating system that could damage the tenant's personal property or property belonging to the Association. If action can be taken by the Association in the short-term to remove or reduce the major inconvenience, this should be done and the repair would then follow up as a routine category repair.

Routine Repairs: Works identified as not being urgent and not causing any immediate danger to the tenant or the public and which do not have a significant effect on heating or hot water output.



Reactive Repairs and Maintenance (continued)

The timescales for dealing with the different categories of repairs are:

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| 5 | Emergency repairs - | carried out within 3 hours. |
| | Urgent repairs - | carried out within two full working days. |
| | Routine repairs - | carried out within eight full working days. |

10 Where staff have difficulty assessing the category in which the repair should be allocated, they should immediately consult and seek advice from one of the Association's approved gas contractors with regards to the risk posed to tenants and the correct course of action. Instruction should then be issued to the contractor accordingly.

15 Delays to the timescales may occur in circumstances outwith the Association's control or the control of gas contractors. Such circumstances include extreme weather or non-availability of parts and materials. In such cases the response time will be extended to allow for these events and Maintenance staff will notify tenants of any delays.

Where the defect leaves a resident without heating, the gas contractor will provide temporary heaters.

20 For routine repairs where the nature of the repair cannot be ascertained from the information provided by the tenant, Maintenance staff should arrange a pre-inspection to determine the fault before the repair work can be instructed.

Details of all repairs relating to gas installations and appliances will be recorded on the Association's Repair Log.

Gas Leaks

25 Smell of Gas

Where a tenant reports a smell of gas or suspect a gas leak Maintenance Staff should undertake the following procedure:

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| 30 | <ul style="list-style-type: none"> Advise the tenant to contact SGN on 0800 111 999; Advise the tenant to switch off their gas appliance and shut off the gas supply at the meter control valve; Advise the tenant to open all doors and windows to ventilate the room; Advise the tenant to not switch any electrical switches on or off, smoke or light a match; Advise the tenant to move all residents into fresh air; |
| 35 | <ul style="list-style-type: none"> Advise the tenant to contact their GP or NHS 24 on 111 if they are feeling unwell from breathing in gas fumes; and Recognising that SGN will normally shut the gas supply to an individual property where a leak is found but will not carry out any further work, an arrangement should be made for a gas contractor to attend in order to carry out any remedial works. |

40 Where the tenant is able to turn off the gas supply using the emergency control valve on their meter, SGN will attend within two hours. Where the tenant is unable to turn off the gas supply using the emergency control valve on their meter, SGN will attend within one hour.

Where the repairs cannot be carried out that day and the heating system remains switched off, the gas contractor will be asked to provide temporary heaters. Maintenance Staff will record all repairs on the Association's Repair Log.

45 When contacting SGN tenants will be asked to provide the following information:

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| 50 | <ul style="list-style-type: none"> Address of the emergency; How many people are at the property or in the area; Where the smell is strongest; How long has the smell been there; Whether any neighbours are affected; The tenants name and telephone number; and Any special arrangements or access information. |
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Gas Leaks (continued)

Damaged Gas Pipes

Where a tenant reports that they have hit and damaged a gas pipe (e.g. hit a nail into the pipe while carrying out DIY), Maintenance Staff should undertake the following procedure:

- Advise the tenant to contact SGN on 0800 111 999;
- Advise the tenant to switch off their gas appliance and shut off the gas supply at the meter control valve;
- Advise the tenant to open all doors and windows to ventilate the room;
- Advise the tenant not switch any electrical switches on or off, smoke or light a match;
- Advise the tenant to move all residents into fresh air;
- Advise the tenant to contact their GP or NHS 24 on 111 if they are feeling unwell from breathing in gas fumes; and
- Recognising that SGN will normally shut the gas supply to an individual property where a leak is found but will not carry out any further work, an arrangement should be made for a gas contractor to attend in order to carry out any remedial works.

Where the repairs cannot be carried out that day and the heating system remains switched off, the gas contractor will be asked to provide temporary heaters. Maintenance Staff will record all repairs on the Association's Repair Log.

Carbon Monoxide

What is Carbon Monoxide

Carbon monoxide (CO) is a colourless, odourless, tasteless, poisonous gas produced by incomplete burning of carbon-based fuels, including gas, oil, wood and coal. Carbon-based fuels are safe to use. It is only when the fuel does not burn properly that excess CO is produced, which is poisonous. When CO enters the body, it prevents the blood from bringing oxygen to cells, tissues, and organs.

Carbon monoxide poisoning can result in death if gas appliances and flues have not been properly installed, maintained or are poorly ventilated. Levels of CO that do not kill can cause serious harm to health if breathed in over a long period. In extreme cases paralysis and brain damage can be caused as a result of prolonged exposure to CO.

Symptoms of Carbon Monoxide

Early symptoms of carbon monoxide (CO) poisoning can mimic many common ailments and may easily be confused with food poisoning, viral infections, flu or simple tiredness. Common symptoms include:

- Headaches or dizziness;
- Breathlessness;
- Nausea;
- Loss of consciousness;
- Tiredness;
- Pains in the chest or stomach;
- Erratic behaviour; and
- Visual problems.

Signs of Carbon Monoxide

The following signs indicate incomplete combustion is occurring and may result in the production of CO:

- Yellow or orange flames rather than blue flames in appliances (except fuel effect fires or flueless appliances which display this colour flame);
- Soot or yellow / brown staining around or on appliances;
- Pilot lights that frequently blow out;
- Increased condensation inside window; or
- CO detector being activated.

Carbon monoxide can be produced by any combustion appliance, including those that burn fossil fuels such as oil, wood and coal.



Carbon Monoxide (continued)

Reports of Carbon Monoxide

To ensure the health and safety of residents, the Association has installed carbon monoxide detectors in all rooms where there is a fixed combustion appliance or a flue. The Association's gas contractor also checks for and tests carbon monoxide detectors when undertaking the annual gas servicing.

Where a tenant reports their CO detector being activated, the tenant or other residents are displaying signs of carbon monoxide poisoning and / or witnessing some of the 'Signs of Carbon Monoxide', Maintenance Staff should undertake the following procedures:

- Advise the tenant to switch off their gas appliance and shut off the gas supply at the meter control valve;
- Advise the tenant to open all doors and windows to ventilate the room;
- Move all residents into fresh air;
- Advise the tenant to contact SGN on 0800 111 999;
- Advise the tenant to contact their GP and explained that they may have been exposed to carbon monoxide; and
- Arrange for one of the Association's gas contractors to attend the property.

Maintenance staff should categorise the repair as urgent and arrange for a gas contractor to attend that day. Details of the repair should be recorded in the Association's Repair Log.

Where the repairs cannot be carried out that day and the heating system remains switched off, the gas contractor will be asked to provide temporary heaters. Maintenance Staff will instruct and then record all repairs on the Association's Repair Log.

Physical Damage to Gas Fittings

Instability, Sagging and Movement of a Flue

Instability, sagging or movement of a flue indicates a potential problem with the integrity of the flue itself. This could pose a potential health and safety risk to residents as the joints or flue pipework could be damaged or broken. A damaged flue could result in the emission of combustion gases such as carbon monoxide into the room.

If a tenant reports movement or sagging in relation to their flue, Maintenance Staff should treat this as a priority and record the repair as urgent on the Repair Log and arrange for a gas contractor to attend as soon as possible. Remedial works should be instructed and carried out as a matter of priority. Maintenance Staff should also advise the tenant to switch off the appliance and open doors and windows in order to ventilate the room. If a tenant advises that they are feeling unwell as a result of exposure to combustion gases they should be advised to seek medical advice.

Where the repairs cannot be carried out that day and the heating system remains switched off, the gas contractor will be asked to provide temporary heaters.

Instability and Movement of a Boiler

Instability or movement of a boiler indicates that it may not be properly secured to the wall. This could pose a potential health and safety risk to residents as the connection between the boiler and the flue may become damaged. This could result in the emission of combustion gases such as carbon monoxide into the room. Movement of a boiler may also cause damage to gas pipes which could cause a gas leak.

If a tenant reports instability or movement of a boiler, Maintenance Staff should treat this a priority and record the repair as urgent on the Repair Log and arrange for a gas contractor to attend as soon as possible. Remedial works should be instructed as a matter of priority. Maintenance Staff should also advise the tenant to switch off the appliance and open doors and windows in order to ventilate the room. If a tenant advises that they are feeling unwell as a result of exposure to combustion gases they should be advised to seek medical advice.



Physical Damage to Gas Fittings (continued)

Instability and Movement of a Boiler (continued)

If a tenant reports a suspected gas leak, Maintenance Staff should advise the tenant in accordance with the "Gas Leak" section of this document.

Where the repairs cannot be carried out that day and the heating system remains switched off, the gas contractor will be asked to provide temporary heaters.

Boiler Losing Pressure

A gas boiler losing pressure can suggest that there is a leak within the heating system which could result in the boiler failing to produce heating or hot water. Where a tenant reports a loss of pressure or no heating or hot water, Maintenance Staff should treat this a priority and record the repair as urgent on the Repair Log and arrange for a gas contractor to attend as soon as possible. This is owing to the inconvenience to the tenant caused by no heating or hot water and the potential damage that a leak could cause to the building. Remedial works should be instructed as a matter of priority.

Where the repairs cannot be carried out that day and the heating system remains switched off, the gas contractor will be asked to provide temporary heaters.

Void Properties

Maintenance staff will arrange for a gas safety check to be carried out on all gas appliances as part of its Void management Procedures prior to a property being re-let to a new tenant. A copy of the LGSR certificate will be provided to the incoming tenant during the sign-up process.

Mutual Exchanges

Prior to an exchange being carried out, Maintenance staff will arrange for a gas safety check be carried out prior to the exchange taking place. No exchanges involving properties with gas appliances will be completed without a gas safety inspection being carried out. A copy of the LGSR certificate will be provided to the incoming tenant(s) during the sign-up process.

New Build / Acquisitions

New build development units containing gas appliances will be subject to a gas safety inspection within 12 months of the date of installation. The installation contractor will be required to provide a landlord safety certificate for each property at the date of handover along with the information supplied in the Health and Safety File for the development. A copy of the LGSR certificate will be provided to incoming tenants during the sign-up process.

Properties being considered for acquisition will be subject to a condition report to identify any necessary repairs prior to purchase. On completion of purchase, the property will be subject to an annual gas safety check and any repairs will be instructed by Maintenance Staff. A copy of the LGSR certificate will be provided to the incoming tenant during the sign-up process.



POLICY STATEMENT

Advice to Tenants

The Association takes a proactive approach to gas safety by providing key information and advice to tenants.

When writing to tenants to arrange their annual gas safety check, the Association outlines the pertinent issue of gas safety by advising:

- The Association's commitment to gas safety;
- Tenants responsibility under their tenancy agreement; and
- The importance of the annual gas safety check and need for access to the premises.

The Association also provides key gas safety information to new and existing tenants via its website, newsletters and resident handbook. The Association provides all new tenants with user manuals for gas appliances during sign-up. The key gas safety information provided to tenants via these platforms includes:

- The Association's commitment to gas safety;
- Tenants responsibility under their tenancy agreement;
- Key health and safety risks;
- The importance of the annual gas safety check;
- Key points on the safe use of gas and gas appliances;
- Action to be taken if a gas leak is suspected;
- Action to be taken if carbon monoxide is suspected;
- Procedures for reporting repairs; and
- The requirement to ensure that all gas related work is carried out by a Gas Safe registered engineer.

Temporary Heating

To ensure resident safety, Liquefied Petroleum Gas (LPG) or other gas heating sources will not be provided to tenants as temporary source of heating.

The Association will ensure that the contractor responsible for gas maintenance provides temporary heaters to a tenant where a loss of heating occurs and no other source of heating is available within the property.

The Association will not directly supply temporary heaters to tenants.

RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations)

In relation to gas safety there are duties imposed upon gas conveyors and suppliers to report cases whereby death or a major injury (as defined by regulations) occurs out in connection with gas supplied.

It is also recognised that a gas contractor will have a duty to formally report certain situations where it is deemed likely that a gas installation may cause death or major injury. The types of faults likely to cause death or major injury and would be reportable include:

- A dangerous gas leak arising, for example, from the use of unsatisfactory materials or bad workmanship;
- A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation;
- An appliance which is not suitable for use with the gas supplied;
- An appliance in which a safety device has been made inoperative;
- Use of unsatisfactory materials in gas connections; and
- An appliance which has become dangerous through faulty servicing.

Further information on RIDDOR is contained within the Accidents policy of the Association's Health and Safety Manual.

Closure of Long-term Voids

Where a property is to be closed up on a long-term or permanent basis, the Association will arrange for the existing gas supply to be disconnected from the pipework within that property. The gas supply shall be physically disconnected at the meter point and both cut ends blanked. Where appropriate, the Association should advise SGN of the closure and request that the meter supply be removed from the property.



Monitoring Gas Safety Compliance

To ensure a robust approach to gas servicing, the Association monitors its performance in relation to its annual gas servicing on a daily basis via the Gas Service Action Report. This allows Maintenance Staff to be aware of gas service inspections due within a four week period.

The Association reports gas servicing performance on an annual basis within the Annual Return on the Charter (ARC) which is submitted to the Scottish Housing Regulator.

In addition to the ARC, Management Committee are presented with the following Key Performance Indicator (KPI) information on a quarterly basis:

- Number of gas safety checks not undertaken and completed by the anniversary due date; and
- Number of forced entries for gas safety checks.



Appendix 1 – Annual Gas Safety Check Policy

This document is available in other languages or formats.
Please contact the office for details.



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| Policy: | Annual Gas Safety Check Policy |
| Legal Requirements: | The Gas Safety (Installation and Use) Regulations 1998 as amended by The Gas Safety (Installation and Use) (Amendment) Regulations 2018 The Health and Safety at Work etc Act 1974 The Management of Health and Safety at Work Regulations 1999 |
| Regulatory Standards: | The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management. This policy evidences that the following Regulatory Standards are being met: Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users. Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. Standard 5. The RSL conducts its affairs with honesty and integrity. |
| Notifiable Events Guidance: | In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy. |
| Equality and Diversity: | The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy. In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation. |
| Human Rights: | In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy. In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions. |
| Complaints: | Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint. |

POLICY STATEMENT

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| General Data Protection Regulation (GDPR): | The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice. |
| Policy Author: | Kevin Freeman |
| Policy Review: | In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of March. |
| Policy Approval: | This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of March 2025. |



POLICY STATEMENT

Statement of Policy Aims/Principles

Yoker Housing Association is committed to achieving the highest possible standards in the services it provides, providing properties of a standard which reflect legislative requirements, best practice, and meet customers' reasonable expectations.

The aim of this policy is to ensure that Yoker Housing Association complies with gas safety legislation and guidance to maintain gas fittings and flues in a safe condition for tenants and to carry out safety checks for appliances and flues every year.

Legal Requirements and Standards

The Gas Safety (Installation and Use) Regulations 1998 as amended by the Gas Safety (Installation and Use) (Amendment) Regulations 2018 specifically deal with the installation, maintenance and use of gas appliances, fittings and flues in domestic and certain commercial premises. They place duties on certain landlords to ensure that gas appliances, fittings and flues provided for tenants' use are safe. These duties to protect tenants' safety are in addition to the more general ones that landlords have under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999.

As a social landlord, Yoker Housing Association has a duty to:

- Ensure gas fittings and flues in tenants' homes are maintained in a safe condition.
- Ensure that a safety check of appliances and flues is carried out at intervals of not more than twelve months.
- Make sure that these checks are carried out within one year before the start of a new tenancy.
- Have all installation, maintenance and safety checks carried out by a Gas Safe Registered engineer.
- Keep a record of each safety check for at least two years.
- Issue a copy of the latest safety check record to existing tenants within 28 days of the check being completed, or to any new tenant before they move in.

The Gas Safety (Installation and Use) (Amendment) Regulations 2018 enabled landlords to have the annual gas safety check carried out any time from 10 to 12 calendar months after the previous check but still retain the original deadline date as if the check had been carried out exactly 12 months after the previous check. Landlords can take advantage of this flexibility if they wish but are under no obligation to do so.

(SOURCE: THE HEALTH AND SAFETY EXECUTIVE LEAFLET INDG 285 REV 3, REVISED 04/18).

Policy Details

Yoker Housing Association will ensure that each gas appliance, flue and all related parts are checked for safety and are fully serviced within twelve months of being installed and at intervals of not more than twelve months thereafter. As part of the annual service all carbon monoxide alarms within our properties will be tested to ensure that they operate correctly. We will ensure that tenants have a copy of a current safety check record or can view the record in relevant settings.

Where a house is unoccupied or void, we will ensure that all appliances / flues are safe by instructing a safety check by a Gas Safe Registered engineer. We will provide an up to date gas safety check record for new tenants before they move in.

Yoker Housing Association recognises the importance of gas safety. We aim to have well documented and clear procedures which key Property Services staff will follow to ensure that checks are completed timeously, and that gas safety is managed correctly.

Tenants will be contacted twenty-eight days before the current gas safety certificate for their property expires in order to arrange their next gas safety inspection. If the tenant persistently fails to arrange an inspection, the Association will implement its Forced Access Procedures as detailed within the Annual Gas Safety / Service Procedures document. These procedures provide for letters to be issued and access forced to those properties where the gas safety inspection is due, with the objective of ensuring each property has a valid and continuous safety certificate.

All communications with tenants will stress the importance of completing the safety checks on time. We will use newsletters to communicate our commitment to ensuring we comply with legislation.

POLICY STATEMENT

Policy Details (Continued)

Flexibility will be demonstrated when arranging appointments, offering two-hourly timeslots for appointments to be carried out and ensuring access is sought at a sufficiently early stage so that all necessary action can be completed before the current gas safety certificate expires.

If the contractor fails to gain access at the agreed appointment time, the contractor will advise Property Services Staff and post a calling card at the address, informing the tenant of their attendance and asking the tenant to contact the Property Services department as soon as possible. If access is denied on two or more occasions, the tenant MAY be recharged for the costs incurred by the Association.

The Association will maintain a record of all gas appliances installed in its tenanted properties, their previous service date and the two previous landlord's gas safety certificates in each property file. All information detailing appliances, inspections, faults and remedial work required will be noted on a Landlord's Gas Safety Record inspection sheet. Once complete, this form should be signed by the tenant or the tenant's representative (where present) and the contractor. One copy will be issued to the tenant, one copy to the Association and the final copy held by the contractor.

When a property is to be re-let, an up to date Gas Safety Certificate will be issued to the incoming tenant at the point of sign up, alongside a record of the current utility suppliers, where these are known to us.

As part of the gas safety check, a gas soundness test will be carried out on all properties during the void period.

In the event of any appliance being condemned, the contractor will notify the Association as soon as possible in order that any arrangements required, i.e. temporary heating can be made.

The Association's responsibility for gas appliances only covers appliances and pipework installed by Yoker Housing Association and does not include gas cooking appliances. If a fault (i.e. gas leak) is discovered during this service at such an appliance, this will be disconnected, and pipework capped and sealed. The tenant will be advised, and a warning label will be placed on the appliance.

All works will be carried out by a Gas Safe Registered engineer who is on the Association's approved contractor's list.

At the beginning of each calendar month, 10% of the gas safety inspections completed in the preceding month will be subject to a quality control check.

Risk Management

The risks associated with the non-implementation of this policy are:

- Risk to health of residents including risk of death.
- Risk of serious damage to housing and adjacent property.