



**WEAVER VALE HOUSING TRUST
(WVHT)
GAS SAFETY POLICY**

<p>This replaces:</p> <p>Title: Gas Safety Policy and Working Procedures for Gas</p> <p>Issue: January 2005</p>	<p>Issued by: Director of Property Services</p> <p>Issue Date: February 2008</p> <p>New Issue:</p>
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GAS SAFETY POLICY

1.0 AIM

- 1.1 To provide a policy framework for compliance with all aspects of the Gas Safety (Installation and Use) Regulations which affect the Trust's business.
- 1.2 It is the responsibility and intention of WVHT to ensure that all of our gas installations are serviced and maintained so that they are safe to use and are checked for safe operation at least once every twelve months.

2.0 POLICY

- 2.1 WVHT has a statutory responsibility to its customers and staff to ensure that all gas related work undertaken by or on behalf of WVHT is completed safely and that only suitably qualified and trained personnel work on gas installations and equipment owned or managed by WVHT.

Therefore only those people who have the necessary CORGI registration will be allowed to work on gas installations for WVHT; this includes any contractors.

Risk assessments will be used, where necessary, to ensure that the health and safety of WVHT employees, tenants, clients and the public is not compromised.

- 2.2 The responsibility for ensuring compliance with this policy on behalf of WVHT rests with the Enterprise Group Manager whose employees undertake such work or where contractors/sub-contractors managed by his/her section/team undertake gas work. Meeting legal obligations for annual gas safety checks is the responsibility of:
 - Interim Gas Manager (to 31/3/08)
 - Property Investment and Asset Manager (from 1/4/08).

It is also the responsibility of all employees of WVHT to be vigilant and advise their Line Manager of any suspected gas related problems.

- 2.3 The CORGI registration scheme includes numerous separate training and assessment accreditations (Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives commonly known as ACS). These separate ACS accreditations will determine, specifically, what parts of any particular Gas installation an employee or contractor is qualified to work on and, more importantly, what they cannot work on.

All CORGI registered people are issued with a CORGI registration card. This card will specify each individual's accreditations and therefore the limit of gas installations on which they can work.

Whatever is on the particular individual's CORGI card is what they are allowed, by law, to work on and nothing else. Without a CORGI card it is not possible to work on any gas system.

- 2.4 As well as ensuring that employees and contractors are CORGI registered for the work that they undertake, it is also incumbent on WVHT to ensure that employees are continually assessed to ensure their capabilities to carry out gas works for WVHT. This is done by means of internal and external safety and quality audits and, continuous assessment.
- 2.5 Providing assurance that the safety and quality of work undertaken is of the highest standard is of fundamental importance to WVHT. This ensures that statutory servicing and ongoing maintenance and repairs are completed safely.
- 2.6 The Human Resources (HR) Manager will maintain a file of CORGI registered WVHT employees detailing ACS accreditations. Responsible Enterprise Group Managers will provide the HR Manager with all relevant information including details of ongoing training undertaken and any safety quality and efficiency information is contained therein. At least annually (as part of the annual budget process) the HR Manager and responsible Enterprise Group Managers will review the file to ensure all accreditations are current and plan the training required for the following year. The Enterprise Group Manager will initiate and ensure completion of all training prior to the expiry date of accreditations.

It is incumbent on all Enterprise Group Managers who employ contractors or sub-contractors for work on gas, to maintain a file of contractors and sub-contractors employees and ensure that all are CORGI registered for the works being undertaken. This is to include holding copies of the ACS records of all gas contractors and sub-contractors.

- 2.7 It is within the remit of all managers, supervisors, senior tradesmen and surveyors to request to see the CORGI card of any operative or contractor or sub-contractor who works on any gas installation on behalf of WVHT. Any such reasonable request should not be denied and if it is, the matter should be immediately reported to the relevant Enterprise Group Manager who can ask any person who refuses to show their CORGI card to either stop work immediately or in the case of contractors or sub-contractors be removed from site until CORGI cards are available for inspection.

- 2.8 External quality assurance and audit specialists and internal supervisors/quality control staff will be employed to report on the proper function of WVHT working procedures including the proper use of certification and, reporting and recording practices.

This will be ongoing and at regular intervals. A 100% inspection of all new central heating installations will be conducted.

Audit of the gas service will consist of a regular monthly audit of at least 10% of all works completed by WVHT on gas installations or equipment: this 10% to include any contract or sub-contract work.

At intervals no greater than six months a written report will be provided by the external audit body.

GAS INDUSTRY UNSAFE SITUATIONS PROCEDURE

- 2.9 Unsafe or substandard situations are dealt with by means of the CORGI Gas Industry Unsafe Situations Procedure. All gas operatives who have undergone training and assessment and have subsequently been issued with CORGI registration cards will thus be trained to comply with this procedure.

2.10 Immediately Dangerous (ID)

An ID situation is one where, if an appliance/installation was operated or left connected to a gas supply there would be an immediate danger to life or property. The gas engineer will make every effort to rectify this or will isolate the appliance/installation and attach a "DOT NOT USE" label to the appliance/installation.

The situation will be explained to the tenant, a "WARNING NOTICE" form completed by the engineer and signed by both the engineer and the tenant a copy left with the tenant with the original returned to the office and a "WARNING" notice attached to the appliance/installation. If the tenant will not or cannot sign for whatever reason the form should be completed with such reason written on the form by the engineer.

2.11 At Risk (AR)

An AR situation would arise if the operation of the appliance/installation would lead to a situation which could create a risk to life or property.

The gas engineer will make every effort to rectify this or will isolate the appliance/installation and comply with the same procedure as for the ID risk above. For the safety of our tenants the procedures for dealing with the AR scenarios by WVHT are treated the same as ID risks (see above) except that the relevant warning notice completed by the gas engineer will identify either ID or AR categories of risk.

2.12 Not to Current Standard (NCS)

This would arise where the existing appliance/installation does not comply with current standards and the appliance/installation does not constitute an IR or AR situation.

In this instance the gas engineer will if reasonably simple or inexpensive, bring the installation up to current standards. If the engineer cannot bring the appliance/installation up to current standards then he/she will explain to the customer what has been found and complete a NCS certification. This will be signed by the engineer and tenant and a copy left with the tenant, the original returned to the office for action and filing.

It is important to note that two or more NCS categories attributed to defects on the flue system or ventilation to an open flued appliance in one property will constitute an AR situation and be dealt with as an AR situation by the gas engineer.

GAS SAFETY INCIDENTS

- 2.13 Where gas work carried out by an existing WVHT employee or an employees of an approved contractor/sub-contractor is found to have led to an ID or AR unsafe situation, that employee will be immediately suspended from working on any gas installation or maintenance work pending investigation.
- 2.14 For any ID or AR situation affecting the Trust's property, or work undertaken by a Trust employee in the course of their employment, an investigation will be undertaken in accordance with the Trust's Accident Investigation Policy. If appropriate, action will be taken under the Trust's disciplinary procedure. If appropriate the incident must be reported by the relevant Enterprise Group Manager to the Health and Safety Executive in accordance with the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) (see Appendix A). A copy of the HSE notification will be sent to the Health & Safety Advisor.

LANDLORD'S GAS SAFETY CHECKS

- 2.15 The Trust treats its responsibility to ensure that installation pipework, appliances, and where applicable, their flues, are checked for safety at intervals not greater than 12 months as an absolute priority. The Trust will ensure that the resident receives a copy of the Landlords Gas Safety Record (LGSR) within 28 days of the gas safety inspection being completed.

Performance will be monitored by the Board in its key performance indicators against a target numbers of properties having no current gas safety certificate and properties not having had a gas safety check for more than 15 months. The targets will be set annually by the Board.

- 2.16 The Trust will maintain comprehensive procedures for meeting this obligation, and will use all legal powers available to ensure access is provided for annual gas safety checks. The Responsible Manager (see 2.2 above) will keep the procedures under continuous review to ensure that best practice is adopted and the Board's targets are achieved.
- 2.17 During the annual safety check, all Trust appliances are to be serviced in accordance with manufacturer's instructions.
- 2.18 Where customers have installed their own gas appliances the following actions will apply to tenants:
- i) Gas cookers – checked for gas leaks and stability only. The cooker installation will be inspected to ensure the correct method of restraint (chain or stability bracket). The cooker, and any defects in method of restraint will be recorded on the LGSR.
 - ii) Gas space heating/water heating appliances
 - a) Installed with the Trust's Permission
Full service and repair in accordance with manufacturer's instructions providing customer can supply instructions; otherwise gas safety check only (or disconnect if unable to check without instructions).
 - b) Installed without the Trust's Permission
Safety check only (or disconnect if unable to check due to absence of manufacturer's instructions).
- 2.19 In leaseholder's properties the responsibility for safety of gas appliances rests with the leaseholder and not the Trust.

RESPONSIVE MAINTENANCE PRIORITIES

- 2.20 The Trust maintains a prioritisation scheme for its customers to report incidents of disrepair.
- 2.21 Any report of a gas escape, or concerns regarding the immediate safe operation of a gas appliance including concerns regarding potential carbon monoxide poisoning will result in advice to the customer to turn off the appliance and/or turn off the gas supply at the meter. Gas escapes are to be reported immediately to National Grid (see also Section. 5.3 below). Subsequently, after ensuring immediate safety, WVHT will arrange to complete the repair.

- 2.22 The Trust will proceed in accordance with its published timescales / procedures for responsive repairs.

VOID PROPERTIES

- 2.23 Upon notification that a tenancy has ended the Trust will attend and cap off the gas supply within 2 working days.
- 2.24 The gas supply is reinstated following a request by the new tenant to carry out a “turn on” and “test” at the commencement of their tenancy when a safety check is carried out and a certificate is issued to the new tenant.

PUBLICITY

- 2.25 Gas Safety will feature in the Trust’s newsletter “Your Home” at least once every year and preferably in every edition.

3.0 OUTCOMES FOR CUSTOMERS

- 3.1 Assurance that the gas appliances, pipework and flues in their homes operate safely.

4.0 OUTCOMES FOR THE TRUST

- 4.1 Compliance with legislation, excellent unblemished reputation, contributing towards a good or excellent rating at inspection.

5.0 EQUALITY AND DIVERSITY

- 5.1 A Race and Diversity Impact Assessment has been carried out and is attached at Appendix B.
- 5.2 Where appropriate, access arrangements will be made in sympathy with the needs of disabled customers (verbally for those who are sight impaired, by post for the deaf), and use will be made of support workers and independent living assistants wherever such staff have contact with customers.
- 5.3 Wherever a customer indicates or gives the Trust reason to suspect that they are unable or unwilling to switch off an appliance or turn off the gas, where there is a suspicion of a spillage products of combustion or of a gas leak, the Trust will ensure an immediate emergency response via National Grid. If National Grid cannot respond, the Trust will attend the property as an emergency, at the earliest possible opportunity, to effect the necessary action.

6.0 MONITORING

- 6.1 The compliance regime detailed in Section 2.8 will provide assurance in respect of gas works.
- 6.2 The Board will monitor compliance with Landlord's Gas Safety obligations as per the targets set out in paragraph 2.15 above.
- 6.3 Relevant responsible managers will maintain records of all inspections of work carried out by in-house managers, supervisors, senior tradesmen, surveyors and also inspections by external auditors and consultants.
- 6.4 Gas safety will be subject to formal internal audit at intervals determined by the Audit and Assurance Committee.
- 6.5 Relevant managers will review the gas safety training requirements, new and refresher training of gas workers employed in their sections/teams during the annual appraisal process, and during the annual budget process.
- 6.6 A formal review of the performance of gas contractors/sub-contractors will be carried out as part of the annual review of the performance of contractors, consultants and suppliers, where the annual total value of transactions exceeds £25,000, and this is reported to the Board.

7.0 CONSULTATION

- 7.1 The Trust's External Gas Auditors, Morgan Lambert, have reviewed this policy during its drafting.
- 7.2 All responsible managers have reviewed this policy during its drafting.

8.0 LINKS AND INTERDEPENDENCIES

- 8.1 The Gas Safety (Installation and Use) Regulations and associated Approved Code of Practice (ACOP).
- 8.2 Essential Gas Safety (published by the Council of Registered Gas Installers – CORGI).
- 8.3 WVHT Accident Investigation Policy.
- 8.4 WVHT Risk Maps.
- 8.5 Risk Assessments Procedures and Guidance Notes.
- 8.6 Responsive Repair Procedures.

8.7 Gas safety check/servicing contract.

9.0 RESPONSIBILITY

9.1 The Director of Property Services has overall responsibility for the effective implementation of this policy.

9.2 The responsibility of operational managers are set out where appropriate in the policy.

10.0 COMPLAINTS, COMPENSATION AND APPEALS

10.1 The Trust's Complaints Policy and Compensation Policy apply to any service failure under the Gas Safety Policy.

11.0 REVIEW

11.1 The policy will be reviewed in 2011.

12.0 ACTION PLAN

12.1 An action plan is attached to this policy at Appendix C.

APPENDIX A

Gas Incidents – RIDDOR

The following is an extract from “Essential Gas Safety” (published by the Council of Registered Gas Installers – CORGI).

What to report

Generally speaking, only those installations that pose an immediate threat to gas users should be reported. The sorts of situations that should be reported are:

- instances where the use of unsatisfactory fittings or poor workmanship result in a gas escape outside the tolerance of soundness test;
- instances where uncapped, open ended pipes are connected to the gas supply;
- instances where appliances are spilling products of combustion, or show past signs of having done so, with no evidence that the cause has been rectified;
- instances of defective flues or chimneys that are not clearing flue gases;
- instances of appliances that should be flued but are not;
- instances where appliances are showing signs of combustion problems because of inadequate permanent ventilation;
- instances where appliances are not suitable for use with the gas supplied (e.g. Natural gas appliances being used with LPG);
- instances where appliances have had a safety device, such as a flame supervision device (see Part 18 – Definitions), made inoperative;
- instances where appliances are connected to the gas supply by a connection made of unsatisfactory material, such as garden hose;
- instances where appliances are dangerous through faulty servicing;
- instances where gas installation/appliances, may have given rise to a potential incident in the past.

When to report

By law (RIDDOR), you should send a report of any dangerous gas fittings within 14 days of finding them.

How to report

Reports should be sent directly to HSE on an F2508G2 form.

Forms are available from CORGI Merchandise quoting order reference RPI, or from HSE Books (See Part 20 – References).

The HSE now operates a health and safety incident reporting service for businesses. It is now possible to report Flammable Gas Incidents and Dangerous Gas Fittings directly to HSE “on line” by accessing the web site, www.riddor.gov.uk and clicking on either “Report of Flammable Gas Incident” or “Report of a Dangerous Gas Fitting”.

Where to report

Completed F2508G2 forms should be sent to the national HSE reporting centre, namely:

The Incident Contact Centre
Caerphilly Business Park
Caerphilly
Wales
CF83 3GG

Tel: 0845 3009923

Fax: 0845 3009924

Web site: www.riddor.gov.uk
E-mail: riddor@natbrit.com

“Illegal”

Some gas fittings may not have been installed in accordance with the requirements of the gas safety legislation in force at the time the work was completed. However, unless there is good reason to believe they are dangerous they are not strictly reportable to the HSE.

Nevertheless, there are some types of “illegal” installations that call into question the competence of the original operative. The HSE would prefer notification by telephone or letter about such installations. Such installations would include:

- All illegally installed open-flued appliances in bathrooms and shower rooms (those known to have been installed after 24th November 1984)
- Appliances in rented accommodation that have not been safely maintained.

Installations “Not to Current Standards” (formerly known as “Substandard”)

Some gas installations may be found that do not fully comply with current regulations and British Standards. The points identified should be reported to the customer or to the responsible person for the installation, so that they can consider whether the installation should be upgraded. (For further guidance, see Part 8 – Gas Industry Unsafe Situations Procedure).

Involvement of CORGI

Where “unsafe or unsatisfactory” gas work carried out by a registered business or competent gas operative is found, the responsible person for the property should be advised to contact CORGI Customer Services to complain about the standard of workmanship and to request that a CORGI Inspector visits to assess the situation.

CORGI visits all cases where there is a complaint made regarding unsatisfactory gas work. This includes gas work by non-CORGI-registered installers. CORGI will not become involved with matters outside of the gas safety remit and will give advice on other agencies or organisations that may be of assistance.

Appendix B - Race and Diversity Impact Assessment (RDIA)

Name of the service:

GAS SAFETY

Directorate:

PROPERTY SERVICES



a. Preparation

The work on this section should be done in advance and be used as part of your RDIA. Please attach any examples of currently available monitoring information, research and consultation reports you may have.

1. Do you have monitoring data available on the number of people who are using or impacted upon by your policy?

- Number of people with disabilities
- Black and minority ethnic communities
- Women and men
- People with a hearing impairment
- People with a sight impairment
- People with reading difficulties
- People with a mobility impairment
- People in the 16 -24 age group
- Families with children

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. If monitoring has NOT been undertaken, will this be done in future? Yes No

If so, specify the arrangements you intend to make; if not, please give a reason for you decision:
Customer Satisfaction Surveys on Landlord's Annual Checks

b. Your Service

1. What is the main purpose of the service?

To ensure safety of customers and compliance with legislation

2. List the areas of activity of the service, e.g. HR recruitment might have:- advertising, interviewing, short listing etc. as activity areas.

Repairs, gas safety checks, audits, training, publicity.

3. Who are the main beneficiaries of the service?

Tenants and Leaseholders

4. In your view, does the service assist customers in meeting their most basic needs, i.e. shelter and income? Yes No

5. What number of people may be affected by the service? 10,000?
6. Are you expecting to make any changes to the service which may impact on minority groups during the coming year? Yes No
7. If you are planning changes how will they impact on any minority groups?

c. The Impact

1. Complete the following tables using ticks.

Where you think that the service could have a Negative impact on any of our customer groups, i.e. it could disadvantage them
 Where you think that the service could have a Positive impact
 Where you think that the service could have a Neutral impact

a) Does the service affect men and women in different ways, e.g. flexible working arrangements might have a positive impact on women with caring responsibilities

Gender	Positive impact	Negative impact	Neutral	Reason
Women	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Men	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Lesbians, Gay Men, Bisexuals or Transsexuals	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

b) Do people from different black and minority ethnic communities use Trust services differently, e.g. will women from certain minority communities communicate more easily if same sex interviewing arrangements are in place?

Race	Positive impact	Negative impact	Neutral	Reason
White British	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
White Irish	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
White Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>) May lack understanding of importance/relevance
Chinese	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>) of gas safety – possible language issues.
Asian Indian	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>)
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>)

- c) How will the service impact on people with disabilities, e.g. if information about rechargeable repairs is not made available in large print or alternative formats, customers with a visual impairment or learning disability may not understand their liability.

Disability	Positive impact	Negative impact	Neutral	Reason
Visually impaired	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unable to read appointment/legal letters.
Hearing impairment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unable to hear phone/door.
Physical impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Learning disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>) Don't understand reasons/implications for providing
Mental health problem	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>) safety check access.

2. a) Could you minimise or remove any negative impact that is of low significance? Yes No
 Explain how
Gender: N/A
Race: Utilise Language Line if necessary. Pro-actively contact non-English speakers before visits.

Disability: Ensure full range of publicity material and contact methods of access are used.

b Could you improve the positive impact? Yes No
Explain how

Gender: _____

Race: _____

Disability: _____

3. If there is no evidence that the service promotes equality, equal opportunities, or improved relations, could it be adapted so that it does? Yes No
Explain how

Gender: _____

Race: _____

Disability: _____

4. As a result of this Impact Assessment, what is the impact of your service on the equality target groups? Low Med High

Completed
by: G. ROBERTS

Date: 27/12/07.

APPENDIX C

GAS SAFETY ACTION PLAN

Policy Clause Reference	Action	Comments	Target Date	Responsible Officer
2.2	Ensure changes in management arrangements for in-house gas operatives and for management of gas safety checks take place with appropriate clarity of responsibility.		April 2008	Director of Property Services
2.6	HR Manager to review gas operative records with relevant managers.	Review annually during budget process.	Annually	HR Manager. Responsive Repairs Manager, Major Works & Voids Manager; Contracting Services
2.6	Contractors' operatives records to be obtained and kept on relevant files	Address at pre-contract meetings/order stage.	Ongoing	Responsive Repairs Manager; Property Investment & Asset Manager
2.8	Ensure "audit" checking of completed work is carried out in accordance with 10% target & external auditors provide written reports.		Ongoing	Responsive Repairs Manager; Major Works & Voids Manager; Contracting Services Manager; Property Investment & Asset Manager
2.14	Review whether ID and AR situations are/should be included in Trust accident statistics	Review at Health & Safety Forum	February 2008	Director of Property Services

2.16	Review access procedures for gas safety checks prior to inviting tenders for gas safety checks in February 2008.	Consultant appointed.	February 2008	Director of Property Services
2.20	Re-iterate actions to be taken for possible gas escape or carbon monoxide poisoning to all call handling staff (normal hours and out of hours)		January 2008	Interim Gas Manager
2.22	Ensure a request for a “gas safety” article is issued to the Director of Property Services in time for preparation prior to every deadline in Your Home.		Ongoing	PR Officer
5.1	See separate R & D Impact Assessment Action Plan	-	-	-
-	Carry out briefings of relevant managers on their responsibilities under this policy.		March 2008	Director of Property Services
-	Carry out briefings to relevant staff on their obligations under this policy	-	April 2008	Responsive Repairs Manager; Property Investment & Asset Manager; Major Works & Voids Manager; Contracting Services Manager