

# Derwentside Homes

## Board Policy Outline

POLICY NUMBER

POL

## Gas Safety Policy

### PURPOSE OF POLICY

This policy contains policy and procedures which, to satisfy legal responsibilities, must be complied with by all Derwentside Homes' staff and other employees and any sub contractors employed to carry out duties with respect to the installation and use of gas at premises under the control of Derwentside Homes.

Derwentside Homes' Gas Safety Policy adheres to the following statutory Documents

- Health and Safety at Work Act 1974
- Building Regulations (England & Wales) 1991 amended
- The Gas Safety (Installation and Use) Regulations 1998 (under review)
- The Gas Safety (Management) Regulations 1996 (under review)
- Reporting of work-related accidents, diseases and dangerous occurrences in accordance with the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Regulations 1995

### POLICY STATEMENT

Derwentside Homes' Gas Safety Policy will be implemented with the clear recognition that every employee of Derwentside Homes has a responsibility relating to Gas Safety awareness

The policy will be available on line for managers and supervisors and a handbook made available for employees who do not have electronic access.

The policy clarifies the responsibility of every employee of Derwentside Homes.

The full Gas Safety Policy and procedures (Appendix A) includes the following elements.

- ❑ Description of service
- ❑ Gas heating installation
- ❑ Gas servicing and repair
- ❑ Quality control

- ❑ Warning notice
- ❑ Control of sub contractors
- ❑ Void properties
- ❑ Temporary accommodation
- ❑ Gas supply emergencies
- ❑ Change of heating from Solid fuel to gas
- ❑ Cyclical maintenance
- ❑ Access required database
- ❑ Storage of documentation
- ❑ Gas audit
- ❑ CORGI
- ❑ Innovations
- ❑ Gas operative equipment

## PERFORMANCE MEASURES

- Satisfaction with gas Servicing 9.00 (VISION) Local 30
- The physical monitoring of the work and the competence of individuals 100% documentation checks.
- The physical monitoring of the work and the competence of individuals post inspection check 3%
- The physical monitoring of the work and the competence of individuals physical work check 1%
- CORGI to carry out external audit every 2 years
- A report every quarter to the IMAM group and the Board on the % of access required for annual safety check to gas appliances in Derwentside Homes' properties.

**Responsible Officer:**

Mechanical Services Manager

**Policy Author:**

Partnering and Direct Works Manager/  
Mechanical Services Manager

**Date Approved by the Shadow Board:**

**Frequency of Review:**

Annually or as dictated by legislation/guidance

**Review Date:**

November 2007

**File Reference:**

**Consultees:**

Staff; Management Team;  
Derwentside Homes Board.

# Gas Safety Policy

## 1 Statement of Intent

- 1.1 Derwentside Homes is aware of its statutory responsibilities and duties to its customers/users both internal and external and acknowledges that certain items may be the responsibility of other individuals /tenants.
- 1.2 Derwentside Homes has an obligation to ensure that gas appliances/pipe work (owned by the company) installed in a property owned by the company is maintained in a safe condition. However, Derwentside Homes is not responsible for the servicing of gas cooking appliances not owned by Derwentside Homes (tenant owned).
- 1.3 Derwentside Homes' engineers have a responsibility to carry out a visual inspection of tenant owned appliances. If the engineer considers any appliance or pipe work to be unsafe he has the authority to make the appliance/pipe work safe and issue a warning notice informing the tenant of an unsafe situation. The information will be recorded in the Landlord Safety Certificate.
- 1.4 Derwentside Homes' commitment to training, and in particular the legislative training as required by the accredited certificated scheme for gas operatives (ACS), ensures that its customers/users are protected from the dangers which may arise from faulty gas appliances/installations. Derwentside Homes ensures through its commitment to training that the supervising officers and all maintenance personnel whose work falls within the scope of the current Gas regulations hold all necessary up to date certificates of competence.
- 1.5 Derwentside Homes further protects customers/users by instructing all staff to comply with its warning notices procedures, the full requirements of current gas safety regulations and all other standards and specifications, which may apply from time to time.
- 1.6 Derwentside Homes will instruct all employees and sub contractors who may make or take reports on gas installations that they are responsible for gas safety and that where a gas safety certificate cannot be issued Derwentside Homes' warning notice policy should be explicitly followed.
- 1.7 Consultation will take place between the Association and safety representatives both formally and informally in order to promote an effective health and safety culture.

- 1.8 It is the responsibility of the Mechanical Services Manager to review the policy in light of current and impending legislation and best practice and to make recommendations to the Chief Executive and Directors regarding modifications and any improvements necessary.
- 1.9 All tenants are to be provided with information and guidance concerning Gas Safety within properties, including written notification regarding access required for gas safety checks.
- 1.10 Derwentside Homes will undertake enforcement action if a customer refuses access to carry out gas safety checks to fulfil its obligation to carry out a gas safety.

## **2 Outline of Service**

- 2.1 Derwentside Homes' Gas Safety Policy is designed to serve as a reference document for all matters relating to Gas Safety.
- 2.2 The policy contains the Chief Executive's statement of intent, management structure, responsibilities and operating arrangements, covering aspects of current legislation.
- 2.3 The policy in its entirety is available on the intranet, replacement sections will be placed on-line as, and when legislation or circumstances dictate to ensure the policy remains a current and up-to-date reference at all times.
- 2.4 All employees are welcome to comment freely on its contents either through the Mechanical Services Manager or Assistant Mechanical Services Manager, Health and Safety Officer or their safety representative.
- 2.5 Derwentside Homes records and monitors all gas work carried out to its housing stock
- 2.6 This document illustrates the general procedure for installations, maintenance and servicing of domestic gas appliances in accordance with associated manufacturers statutory and regulatory legislation.
- 2.7 When any works are carried out in relation to gas appliances and other fittings all Derwentside Homes or sub contractor gas operatives will be competent and hold a valid certificate of competence for each work activity that they undertake.
- 2.8 The valid certificate will have been issued under the Nationally Accredited Certification Scheme (ACS) for individual gas operatives.
- 2.9 It is intended that the policy contributes towards:

- Valuing staff commitment - by ensuring a safe and healthy working environment provided for all employees;
- Fulfilling customer expectations – by ensuring that all activities are carried out in a manner that does not compromise customers’ health, safety and welfare;
- Delivering through partnership – where services are delivered through partnership all necessary steps will be taken to ensure that partners’ Gas Safety policies are equal to those of Derwentside Homes and that they comply with all legal requirements and legislation.

### **3 Implementation**

3.1 Responsibility for approval of this policy lies with the Board of Derwentside Homes. Commitment by the Chief Executive is outlined within section 3.2.

Responsibility for formulating, maintaining and reviewing this policy lies with the Mechanical Services Manager

Responsibility for the implementation of this policy lies with the Chief Executive, Directors, Managers and Staff of Derwentside Homes.

#### **3.2 The Chief Executive**

The Chief Executive will:-

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes’ staff
- Monitor through Directors and the Mechanical Services Manager, the implementation and effectiveness of the Gas Safety Policy;
- Confirm or amend annually the objectives of the Gas Safety Policy;
- Set a personal example at all times.

#### **3.3 Directors**

The Directors will: -

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes staff.
- Promote an interest and enthusiasm for Gas Safety throughout their respective Directorates;

- Ensure through line management that all employees receive adequate Gas Safety awareness training and are encouraged to develop and promote safe working practices and attitudes;
- Ensure managers are aware of their responsibilities within the requirements of the Gas Safety Policy and that it is being implemented and administered as intended;
- Set a personal example at all times.

### **3.4 Responsibility of Head of Maintenance Operations**

Head of Maintenance Operations will:

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes staff.
- Ensure that managers are aware of their responsibilities within the requirements of the Gas Safety Policy and that it is being implemented and administered as intended;
- Ensure that managers have communicated the requirements of the policy to all of their employees and that where any uncertainty exists, clarification is available;
- Ensure that where audits and/or monitoring functions identify shortcomings, these are addressed at the earliest opportunity;
- Ensure that any Gas Safety awareness query raised through line management which cannot be resolved in-house is communicated to the governing body;
- Ensure through line management that all employees receive adequate Gas Safety awareness training and are encouraged to develop and promote safe working practices and attitudes;
- Set a personal example at all times.

### **3.5 Responsibilities of the Mechanical Services Manager**

The Mechanical Services Manager will: -

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes staff.
- Formulate policies and procedures which enable the Association to provide safe systems of work and to meet its obligations under The Gas Safety (Installation and Use) Regulations 1998;

- Monitor Gas Safety policies and procedures to ensure compliance and report through line management any inconsistencies which raise serious concerns;
- Work closely with Head of Maintenance Operations, Directors and heads of department to ensure that departmental working practices are safe and in accordance with current legislation;
- Keep up-to-date with current and proposed Gas Safety legislation;
- Advise on safe systems of work, suitability of personal protective equipment, safety appliances and plant and equipment;
- Investigate causes of gas non-compliance and compile/ maintain appropriate records;
- Liaise with the Health and Safety Executive, CORGI the Association's Insurers, Trade Unions and other organisations on Gas issues;
- Review the Gas Safety policies and procedures of other organisations tendering for contracts of work with Derwentside Homes;
- Prepare and present training courses on Gas Safety awareness to ensure that all employees understand their responsibilities and are competent to carry them out;
- Set a personal example at all times

### **3.6 Assistant Mechanical Services Manager Responsibilities**

The Assistant Mechanical Services Manager will: -

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes staff.
- Deputise for the Mechanical Services Manager in his absence to ensure continuous gas safety.
- Carry out the physical monitoring of the work and the competence of individuals 100% Documentation checks
- Carry out the physical monitoring of the work and the competence of individuals post inspection check 3%

- Carry out the physical monitoring of the work and the competence of individuals physical work check 1%
- Provide technical support to all employees, contractors and sub contractors
- Set a personal example at all times

### **3.7 Managers**

The Managers will: -

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes' staff.
- Ensure that the Gas Safety Policy is available to everyone, either by access through the intranet, or as a service specific, printed copy;
- Ensure that employees new to the organisation have received adequate induction training to carry out their duties;
- Ensure that the Mechanical Services Manager and Health and Safety Officer is made aware of all contracts of work involving sub-contractors;
- Ensure that where non compliance has occurred remedial measures have been implemented to prevent a reoccurrence;
- Reprimand/discipline any individuals failing to discharge their responsibilities as required in the interests of Gas Safety;
- Set a personal example at all times.

### **3.8 Responsibilities of Foremen/Supervisors**

Foremen and Supervisors will: -

- So far, as is reasonably practicable ensure the health, safety and welfare of all Derwentside Homes' staff.
- Have an understanding of the Gas Safety Policy and appreciate the responsibilities of each individual;
- Check over working methods and precautions where necessary with senior management before work commences as changes at this stage may prove vital;

- Be aware of the limited nature of generic risk assessments and where necessary formulate specific risk assessments where unplanned changes occur or new hazards present themselves;
- Ensure that employees do not carry out any work for which they have not been suitably trained;
- Ensure that **all incidents** are promptly and fully reported to the Health and Safety Officer, especially those reportable under RIDDOR;
- Ensure that all employees under their control are adequately informed, trained, instructed and supervised, especially young people, trainees, new employees, those inexperienced or those with special needs;
- Ensure that any sub-contractor who works for the Association on a self-employed basis observes the requirements of the Association's policy at all times;
- Ensure that all employees have a copy of the Gas Safety Policy booklet and that it has been signed for

### **3.9 Employee Responsibilities**

- All Gas operatives employed by Derwentside Homes and /or Sub Contractors are required to be CORGI registered and will fully comply with Derwentside Homes' Gas Safety Policy and procedures.
- All Gas operatives employed by Derwentside Homes and /or Sub Contractors must at all times perform gas work in accordance with the Gas Safety (Installation and Use) Regulations 1998, and must clearly indicate if a gas appliance or installation can be used safely or is unsafe for use.
- All Gas operatives employed by Derwentside Homes and /or Sub Contractors must complete a Landlord's Gas Safety Certificate when any gas work is carried out.
- Any gas appliance or installation deemed unsafe will require the operative to complete a warning notice as categorised in accordance with Derwentside Homes' warning notice procedure.
- To take reasonable care for their own safety and that of other persons who may be affected by their acts or omissions;

- To help the employer fulfil their legal obligations by giving them adequate co-operation in all aspects of Gas safety;
- To wear appropriate PPE at all times;
- To ensure that all employees and non-employees proposing to access a site area notify the site manager/supervisor before doing so;
- Not to intentionally misuse or interfere with safety equipment or PPE
- Set a personal example at all times.

## **4 Consultation**

4.1 Derwentside Homes will seek the views of staff, tenants and board members on this policy in a variety of different ways including service review groups.

## **5 Monitoring**

- 5.1 The Chief Executive will present an annual report to the Board of Derwentside Homes detailing the Health and Safety record of the association, including any breaches relating to Gas Safety.
- 5.2 A report is to be provided by the Head of Maintenance Operations every quarter to the IMAM group and the Board on the percentage of access achieved for an annual gas safety check to gas appliances in Derwentside Homes' properties.
- 5.3 The Association records and monitors the properties for access required and has a procedure to follow with enforcement action being the final option if a customer refuses access to carry out gas safety checks.
- 5.4 Quality control is a continuous monitoring process to ensure safe gas work, it involves:
- Carrying out the physical monitoring of the work and competence of individuals - 100% Documentation checks
  - Carrying out the physical monitoring of the work and competence of individuals – 3% post inspection check
  - Carrying out the physical monitoring of the work and competence of individuals – 1% physical work check

## **6 Review**

- 6.1 This policy and its procedures will be regularly reviewed to ensure compliance with the Gas Safety (Installation and Use) Regulations 1998. A review will be undertaken during 2007/8.

## **7 Legislation and Guidance**

Derwentside Homes will ensure that its approach to Gas Safety is in line with the Housing Corporation's Regulatory Code and Guidance, Guidance for Charitable Registered Social Landlords – the Joint Guidance – the Charity Commission and the Housing Corporation. It will ensure that this policy is compatible with the obligations of existing legislation including but not limited to:

- The Gas Safety (Management) Regulations 1996 (under review)
- The Gas Safety (Installation and Use) Regulations 1998 (under review)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- The Management of Health and Safety at Work Regulations 1999
- Health and Safety at work act 1974
- Display Screen Equipment Regulations 1992
- Building Regulations (England & Wales) 1991 amended
- Construction (Design and Management) Regulations 1994
- Workplace (Health Safety and Welfare) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- Control of Substances Hazardous to Health Regulations 2002

## **Appendix A**

### **Introduction to procedures**

The Gas Safety (Installation and Use) Regulations 1998, Regulation 36 requires Derwentside Homes as a landlord to ensure that the following are maintained in a safe condition in order to prevent the risk of injury to any person in lawful occupation of relevant premises:

- a) Any relevant fittings
- b) Any flue which serves any relevant gas fitting

A Relevant gas fittings means: -

Any gas appliance (other than an appliance which the tenant is entitled to remove from the premises) or any installation pipe work installed in any relevant premises

B Any gas appliance or installation pipe work 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
- ii is owned by the landlord or is under his control, except that it shall not include any gas appliance or installation pipe work used in a part of the premises occupied for non residential purposes.

Regulation 36 also requires, amongst other things, that a landlord shall ensure that: -

- each appliance and flue 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.
- only those who are CORGI registered carry out such checks.
- in any room occupied or intended to be occupied as sleeping accommodation by a tenant there are no gas fittings that would contravene the regulations. For instance, this will require the removal of any gas appliances installed in a room converted into sleeping accommodation by landlords after 31 October 1998 that are not either room-sealed or fitted with a suitable safety (ventilation) device (depending on their heat input), and their replacement with complying appliances, or other alternative ones that are not gas-fuelled.
- written records are kept, giving details of appliances or flues checked, dates of checking, and any defects identified and remedial action required
- a copy of the record is provided to the tenant within 28 days of the check

- these records are maintained in the house file for a period of 2 years.

## **Gas Safety**

This document contains procedures to satisfy legal responsibilities, which must be complied with by all Derwentside Homes' staff and other employees, also any sub contractors employed to carry out duties with respect to the installation and use of gas at premises under the control of Derwentside Homes.

### **In adopting these policies and procedures, Derwentside Homes has the following objectives.**

To ensure as far as possible, that all gas appliances used in properties owned by D H and for which D H as a landlord has a responsibility, are in a safe condition and that all the occupants of and persons visiting these properties are in no danger from such appliances.

To set out the legal obligation imposed upon the Company in connection with gas appliances within the properties owned by Derwentside Homes.

To set out the obligations which the Company owes to the tenants of such properties and others.

To set out a procedure which will enable Derwentside Homes to meet its obligations on safety.

1. To ensure that all persons who are involved in the installation, inspection, servicing and repair of gas appliances are properly trained and accredited.

## **COUNCIL FOR REGISTERED GAS INSTALLERS CORGI**

In the 1960s there was a major gas explosion in a tower block known as the Ronan Point Disaster, it claimed several lives. This led to the formation of CORGI, set up to improve safety standards to which gas installers could become voluntary members.

During the 1980's continuing gas related incidents resulted in much public concern. On 30 March 1991 it became law under the Gas Safety (Installation and Use) Regulations issued under the Health and Safety at Work Act for all businesses undertaking Gas Work on fittings supplied by natural gas to be registered with a body approved by the Health and Safety Executive.

Derwentside Homes recognises CORGI as the approved body set up by the HSE which has been given responsibility to maintain a register of competent installers and monitor their gas work.

Therefore Derwentside Homes is a member of CORGI.

Derwentside Homes has supplied details of the competence of each gas operative it employs and each operative has been supplied with a CORGI registration card, which must be made available for inspection upon request.

Derwentside Homes will fully co-operate with CORGI as and when requested and will ensure full compliance with rules for registration and implement any amendments.

Derwentside Homes will fully co-operate with a business inspection by CORGI presently on a bi-annual basis at a mutually agreed time.

Derwentside Homes is aware that CORGI may randomly select sites to visit for inspection from time to time selected from the gas work notification process without the prior permission of the company.

Derwentside Homes will make available all Gas Safety Documentation and Quality Audit Documentation for inspection given reasonable notice.

## **Appendix B: Gas Heating Installation Procedure**

To remove as applicable existing system/equipment i.e. boiler, tanks, flues, radiators, etc and put in a replacement gas fired central heating system including renewal of gas installation pipe work all in accordance with relevant project specifications. Asbestos procedures to be adhered to when encountering any Asbestos containing materials (ACMs)

If suspect ACMs are discovered, work will cease immediately and the safety officer must be contacted for further guidance.

The whole of the installation works shall be installed in accordance with the appropriate manufactures instructions and comply with the requirements of The Gas Safety (Installation and Use) Regulations 1998, current IEE Wiring Regulations, current Building Regulations and all other stated by law, Regulations and British Standards/Codes of Practice.

On completion of the installation the system will be fully tested and all central heating pipe work will be flushed. When satisfactory results are achieved the installation engineer who will sign and date as a true record will complete a commissions/ benchmark certificate.

Instruct the tenant on the operation of the installation and leave a copy of the manufacturer's operating instructions.

Upon completion the engineer who will leave one copy with the customer and another copy returned and placed in the house file will issue a CPI2 gas safety certificate.

## **Appendix C**

### **Gas Service & Repair Procedure.**

To service maintain and repair as appropriate appliances/installations

All services and repairs carried out in strict accordance with the manufactures/appliance installations and service instruction.

All works and materials will comply with the requirements of the Gas Safety (Installation and Use) Regulations 1998 and all other stated by statutory law, Regulations, British Standards and codes of practice.

When servicing/repairing any appliance always refer to manufacturers instructions for guidance. In the absence of manufacturers instructions gas engineers should use their own professional engineering competence to carry out a comprehensive service/repair or safety check.

Upon completion of any gas works a landlord Gas Safety record (CP12) will be fully and accurately completed by the engineers who will leave a copy with the customer, another copy is returned and placed in the house file.

## **Appendix D**

### **Warning Notice Procedures**

When a Derwentside Homes' engineer or contractor performs work on a gas appliance he will immediately thereafter examine:

- The effectiveness of the flue
- The supply of combustion air
- Its operating pressure or heat input, or where necessary, both
- Its operation to ensure its safe functioning.

The results of the above tests will be recorded and indicated on the (CP12)

If a defective appliance/installation is found during gas work, guidance for the CORGI gas industry unsafe situations procedure (dealing with unsafe situation in customers premises) must be adhered to

#### **This guidance book is issued to all gas engineers**

Derwentside Homes' warning notice procedures have been designed in a way, which allows the Department to follow up on identified defects to provide our customers/users with a safe, efficient, and cost effective solutions. It complies with section 26 (9) and 34 (1) of the GSIUR 1998 and the CORGI gas industry unsafe situations procedure.

#### **Categories of Unsafe Situations**

Classification of defective appliances/installations may fall within one of three following categories

1. Immediately Dangerous (ID)
2. At Risk (AR)
3. Not To Current Standards (NTCS)

#### **Immediately Dangerous (ID)**

The most serious category, Derwentside Homes or its contractor will on all occasions arrange to have the appliance or installation disconnected from the gas supply, and personnel will inform the customer/users that this appliance/installation would, if not disconnected, present an immediate danger to life and property. The engineer will raise a warning notice and attach a notice to the appliance/installation.

## **At Risk (AR)**

This is the next most serious category. The advice given by the engineer to the customer/user in this situation is that this appliance/installation, if operated, may lead to a situation, which could create risk to life and property. The engineer will on ALL occasions, request permission from the customer/user to disconnect the appliance/installation from the gas supply. The engineer will raise and attach a warning notice to the appliance.

## **Not To Current Standards (NTCS)**

Any existing appliance/installation which cannot satisfy all current regulation standards and specification or Codes of Practice, but constitutes neither an immediately dangerous or at risk situation, will fall into this category.

The advice given to the customer/user in this situation is that the appliance/installation requires some works to bring it up to required standards, but is still safe to use until these works are completed. A warning notice will not be raised; however, the particular defects should be clearly indicated on the (CP12) landlord gas safety record.

## **Warning Notice Audit Trail**

All warning notices are logged to enable an audit trail and all relevant information is recorded.

Remedial works will be carried out and the warning notice will be lifted and new landlord safety certificate completed

Where a warning notice applies to customer own appliances, pipe work or installations, a letter is sent to the customer raising the defects and the category of risk and a copy of this letter is filed in the gas section for reference.

The warning notice is monitored to ensure gas safety.

Examples of unsafe situations

(ID) Gas Escapes, Spillage of products of combustion.

(AR) Pipe work showing signs of corrosion or damage

(NTCS) Unsleeved pipe work (not showing signs of corrosion)

## **Appendix E (Non Live Gas Supply)**

When it is not possible for an engineer to carry out a gas tightness test on installation pipe work for various reasons such as the termination of the supply by the gas transporters or the tenant does not use gas the following procedure applies:

- The engineer shall insert a blanking disc above the emergency control valve.
- A CP12 will be completed indicating, Gas Capped at Meter. The customer/user will be informed when they require gas re-established. A commission/safety check must be carried out when the property is relet.

## **Appendix F**

### **Gas Appliance Cases**

Engineers occasionally encounter gas appliance cases that have been repainted.

It is important to remember that cases are both decorative and functional and they are normally in close proximity to the heat source, hence the type of paint/stain that is used can be critical.

Products used should have no flame spread.

If an appliance has been painted and there are no signs of scorching, distress or smells, the appliance will be regarded as not to current standards.

However, if there are sign of scorching etc, the appliance will be regarded as at risk and the warning notice procedure will be applied.

## **Appendix G**

### **Void properties**

When estate managers or other staff identify a property becoming void, they must issue immediate instructions to have the gas supply decommissioned as soon as the tenant vacates the premises.

Heating Services Staff will carry this out. To terminate the supply they insert a line disc above the emergency control valve.

This is the only way that Derwentside Homes can ensure that any gas installation in a void property has been left in a safe condition.

Reference:  
Gas Safety Regulations  
Reg. 36 (1) – (10), Para 226

Wherever possible, decommission works should be issued on appointment thus avoiding A or B priorities.

Heating service engineers will collect keys and return them to the Neighbourhood Offices or Maintenance units.

### **Property Relet**

When a property is relet a full gas safety check will be carried out and a new gas safety certificate will be provided.

Estate managers will ensure that gas and electricity services are available and issue works on an appointment thus avoiding A and B Priorities.

## **Appendix H**

### **Quality Control Management Review and Training**

The Gas Safety (Installation and Use) Regulations 1998 place responsibilities upon Derwentside Homes to ensure that all appliances are left in a safe condition. It would therefore follow that we exercise a legitimate interest in the manner that the work is undertaken.

This will be carried out in a meaningful and structured way i.e. the monitoring of gas work and the visual inspection of all completed work documentation.

Measurement (other than visual quality control of documentation) will be carried out in 4 ways.

- The physical monitoring of the work and the competence of individuals.
- Management review of performance feedback into the system for continued improvement via documentation
- External independent audit.
- Customer Satisfaction survey

#### **Quality control Checks are**

- a) Documentation 100 %
- b) Post Inspection Visual Check 3%
- c) Physical Work Check 1%

#### **Training of Current Personnel**

- Will be in accordance with ACS requirements
- On going product training as required
- On going equipment training as required

## **Appendix I**

### **Performance Management and System Review**

The system operated by Derwentside Homes for the installation and servicing of gas works will be continually reviewed and monitored allowing for weaknesses to be identified and improvements to be made.

The system will ensure that levels of customer satisfaction are monitored and that the needs of the customer are met through liaising with residents' groups and customer panels

A report will be prepared on an annual basis, which will outline performance in terms of: -

- a) Number of properties safety checked
- b) Number of properties outstanding
- c) Number of quarterly checks

The report will also give details of feedback from the customer satisfaction surveys

The aim is to achieve 100% of properties owned by Derwentside Homes to receive landlord gas safety certificates CP12.

## Appendix J Access required flow chart



