

**Gas Servicing Policy (Domestic Systems)****Approved by: Executive Board****Date of approval: 18 October 2017****Review date: October 2020****Version: 3****1. Statement of Intent**

- 1.1 We are committed to undertaking timely and regular maintenance and servicing of gas equipment within our properties in order to ensure the safety of the residents, their visitors and the public.
- 1.2 We recognise that as a landlord Radian has a legal obligation to ensure that all the appliances within our stock are checked and/or serviced annually in accordance with the Gas Safety (Installation & Use) Regulations 1998.

**2. This policy applies to**

- 2.1 All staff administering and delivering the service including Development, Housing and Technical Services staff. The policy applies to residents, both tenants and leaseholders, and partnership and agents.

**3. Policy**

- 3.1 Under the Gas Safety (Installation & Use) Regulations 1998 we have a legal responsibility to ensure that gas appliances owned by the group are safety checked within 12 months of being installed and at intervals of no more than 12 months thereafter.
- 3.2 We undertake to ensure that all gas appliances we own are fully serviced in accordance with the manufacturer's recommendations at intervals of no more than 12 months. This is achieved by arranging access for servicing on an 11 month cycle. A Landlord's Gas Safety Certificate (CP12 or equivalent) is issued and a copy given to the resident as required by the regulations.
- 3.3 Gas appliances we do not own that are installed in our properties (eg cookers, fires, etc.) will be visually safety checked as part of the servicing programme and included on the safety certificate.
- 3.4 Where properties are owned by Radian but managed by others, Radian are not the landlord and therefore do not have responsibility under the Gas Safety (Installation & Use) Regulations 1998. In such cases, we will require the managing organisation to provide us with copies of the current Landlord's Gas Safety Certificate so that we can ensure they are meeting their legal obligations.
- 3.5 As part of the gas servicing visit all smoke detectors will be tested, as will carbon monoxide detectors (where fitted). The engineer will immediately report any defects

found with smoke or CO detectors to Technical Services via PDA reporting and a subsequent repair is arranged.

- 3.6 All gas servicing, maintenance and installation work is undertaken by appropriately qualified and competent Gas Safe registered engineers. This is done using either Radian Services' own engineers or external contractors. In addition, quality audits on a 10% sample of gas services are carried out annually by a suitable and competent independent company.
- 3.7 Access and appointments for gas servicing are made in accordance with the Radian Gas Servicing Procedure. Whilst taking account of residents' requirements, servicing work is targeted by geographical location in order to minimize engineers' travelling time and maximize efficiency.
- 3.8 A series of letters and cards are used to seek access in instances where the resident has failed to make or keep an appointment for gas servicing. These are detailed in the Gas Servicing Procedure (Domestic Systems).
- 3.9 Using staff knowledge and any vulnerability data held, we endeavour to proactively identify those residents with specific needs who may have difficulty in comprehending the importance of the annual gas service, or understanding our standard forms of communication. We contact and treat these residents in an appropriate manner and where necessary seeks assistance from other agencies.
- 3.10 The initial gas servicing appointment offered is an all day appointment between the hours of 0800hrs and 1700hrs. On notification of the initial appointment the resident can rearrange the appointment for the following time periods:
  - AM – between 08:30 and 12:00
  - PM – between 12:00 and 17:00
  - School Run – between 09.30 and 14.30

Evening or Saturday appointments are offered for hard to access properties

- 3.11 All correspondence with the resident and failed access attempts are recorded and monitored to ensure that the relevant documentation is available should the matter proceed to Court action.
- 3.12 We utilise all appropriate powers at our disposal under current legislation, housing law and tenancy conditions, to gain access to properties within the twelve month period. This includes raising general awareness of the importance of gas servicing and safety through leaflets, regular articles in resident newsletters, etc.
- 3.13 If all attempts to gain access in accordance with the Gas Servicing Procedure have failed, we will proceed with legal remedies ultimately seeking a Court injunction to gain access to a property. We will seek to charge all costs incurred by this process to the resident.

### Risk Mitigation

- 3.14 By undertaking gas servicing and safety inspections on an 11 month cycle and commencing the access procedure 6 weeks before the service is due it is possible,

with the co-operation of the resident, to complete the service before the previous safety certificate expires.

- 3.15 Across Radian there are three Radian Services Gas Planners and at least one further back-up planner. There are overlaps and shared knowledge between all these roles ensuring a degree of cover in the event of the loss or absence of one or more of these members of staff.
- 3.16 As part of all new gas central heating installations and when a boiler is replaced, Radian will consider installing an appropriate “service interval programmer”, or similar device, and the service interval functionality is left disabled. Any property referred for Court action, or where a solicitor’s letter has been sent on two consecutive years, a “service interval programmer” may be installed and/or activated when the service is finally carried out. This results in a visual and audible reminder to the resident when the subsequent service becomes due, followed by a restriction of no less than 15 minutes of heating per hour if they continue to fail to arrange access. Special consideration is taken prior to activating this equipment where a resident is considered vulnerable, is known to be pregnant, has a child under 12 months old, is disabled or frail and will be at risk if the heating period is restricted. Such equipment is left deactivated at all changes of tenancy.
- 3.17 An internal audit of the gas servicing procedure will be undertaken from time to time.
- 3.18 In addition to the annual servicing all gas appliances are safety checked and a CP12 (or equivalent) safety certificate is issued at every change of tenancy, including both void properties and mutual exchanges.
- 3.19 Leaseholders and shared owners are responsible for the servicing and safety of all the gas appliances installed in their home. We encourage these home owners to ensure that their appliances are regularly serviced and maintained and offer to carry out a gas service for these residents at a charge.

#### **4. Legal & Regulatory Framework**

- Gas Safety (Installation & Use) Regulations 1998.

#### **5. Related Policies**

This policy links to

- Asset Management Strategy
- Void Management Policy
- Equality & Diversity Policy
- Repairs and Maintenance Policy

#### **6. Related Procedures**

- 6.1 This policy does not detail the practical steps and procedures to be taken by staff when dealing with gas servicing. Any such advice, action and assistance is covered in the Radian Gas Servicing Procedure document, which should be used in conjunction with this Policy.

This Policy links to:

- Gas Servicing Procedure
- Void Management Procedure
- Mutual Exchange Procedure

## 7. Definitions

7.1 We follow Plain English guidelines. The complicated terms of this policy are explained here:

<b>Term</b>	<b>Definition</b>
Gas Safe Register	The body empowered by the Health & Safety Executive (HSE) to maintain a register of approved gas installers and service engineers.
Gas Safety (Installation & Use) Regulations 1998	The main legislation for gas safety in residential properties.
CP12	Landlords gas safety certificate