

# Melville Housing Association



## Policy : Annual Gas Services

<b>Subject:</b>	Annual Gas Services
<b>Section:</b>	Property Services
<b>Objective:</b>	To ensure our tenant's homes are safe and meet the gas standards regulations
<b>Relevant Legislation</b>	To comply with the Gas Safety (Installation and Use) Regulations 1998
<b>Issue Date:</b>	January, 2020
<b>Review Date:</b>	January, 2023
<b>Policy Ref No:</b>	PRO 007

## **1.0 Policy**

- 1.1 We use specialised gas contractors listed on the Gas Safe Register to carry out annual servicing to central heating systems within our properties.
- 1.2 We employ an independent qualified gas engineer listed on the Gas Safe Register to provide quality control and audit on the work undertaken by the gas contractor on our gas heating systems.
- 1.3 We will carry out all annual services timeously as required by The Gas Safety Regulations.
- 1.4 Where necessary, we will provide our contractors with the contact details of leaseholders, tenancy support workers, nominated representatives or authorised carers.
- 1.5 Tenants will be made aware that annual service visits will normally be arranged between 9.00 – 5.00 Monday to Friday and that arrangements for an annual service require a minimum of 24 hours notice.

## **2.0 Procedure**

- 2.1 The contractor will notify a tenant in writing (**Letter 1**) approximately **56 days (8 weeks)** before the due service date, giving a minimum of 7 days notice of the date they intend to carry out the annual service.
- 2.2 If access is not gained by the contractor on this date, a no access card will be left asking the tenant to call the contractor, to arrange another visit. The contractor will wait 7 days and then send **Letter 2** giving another appointment for the following week.
- 2.3 If no access is given on the second visit, a further card will be left asking the tenant to contact the contractor and warning them of the next stage of the process.
- 2.4 If after 7 days the tenant fails to make contact with the contractor, Melville will be notified. The Property Compliance Coordinator will try to make contact with the tenant by telephone, by contacting any carers or support workers or next of kin through details held on file. The Property Officer will also call to the house to try to make contact and leave a card if no one is at home.
- 2.5 If after 7 days the tenant fails to make contact with either ourselves or the contractor, the contractor will send **Letter 3** giving notice of their intention to carry out a service at a prescribed time and date. The letter informs the tenant that if they are unable to carry out the service for whatever reason, the external gas supply will be capped.

### **External Meters**

- 2.6 If no access is given at this prescribed time and date, the contractor will isolate the external gas supply. A letter will be left for the tenant advising them to contact us or our contractor, to arrange for the gas supply to be restored, and the annual gas service carried out.

## **Internal Meters**

- 2.7 If it is an internal meter, the Property Compliance Coordinator will pass the detail to the Property and Allocations Manager to instigate the forced entry procedure.

Once the action has been authorised the Property Compliance Coordinator will liaise with the reactive repairs contractor, gas contractor and Property Officer to arrange a date for a forced access. **Letter 4** is then sent to the tenant from the gas contractor warning of this action and advising that the tenant is liable for all costs associated with the action taken.

## **3.0 Reporting**

We will provide the Board with quarterly and year end reports to inform them of the number of service visits completed and the number that were completed on or before the annual service date. The information included in the performance reports to the Board will also be used to inform the Annual Return on the Charter (ARC).

## **4.0 Equality & Diversity**

We are committed to Equality and Diversity and will not discriminate in the operation of this policy on the basis of age, gender, race, colour, ethnic or national origin, religion, marital status, family circumstances, political or sexual orientation, gender reassignment medical condition or disability. We aim to promote equal opportunities and comply with all current legal requirements relating to equal opportunities.

## **5.0 Review of Policy**

The Property and Allocations Manager will ensure this policy is reviewed every three years or earlier if there are any changes to legislation. The Senior Management Team have delegated authority to approve minor changes to this policy. Significant changes will be submitted to the Board for approval.

<b>Timetable</b>	
<b>Action</b>	<b>Calendar days before service date</b>
<b>Gas Contractor Letter 1</b> Giving 7-14 days notice of service	<b>56</b>
<b>Gas Contractor No access card</b> On day of no access for service	<b>42</b>
<b>Gas Contractor Letter 2</b> Sent <b>first class</b> within 7 days of no access card	<b>35</b>
<b>Gas Contractor No access card</b> On day of no access for service	<b>28</b>
<b>Melville informed</b> Melville try to make contact	<b>21</b>
<b>Gas Contractor Letter 3/4</b> Giving warning of capping of supply	<b>14</b>
<b>Gas Capped</b>	<b>2-4</b>