

Melville Housing Association



Policy: Annual Gas Services

Subject:	Annual Heating Services
Section:	Property Services
Objective:	To ensure our tenant's homes are safe and meet the gas standards regulations
Relevant Legislation	To comply with the Gas Safety (Installation and Use) Regulations 1998
Issue Date:	January, 2023
Review Date:	January, 2026
Policy Ref No:	PRO 007

1.0 Policy

- 1.1 We use specialised contractors 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 in good time 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 for Gas Servicing

- 2.1 All properties that are on the gas network require an annual service. This includes properties where the gas supply has been isolated (capped).
- 2.2 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.
- 2.3 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.
- 2.4 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.
- 2.5 If after 7 days the tenant fails to make contact with the contractor, Melville will be notified. The Property Assistant 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 Assistant will pass the detail to the Property Services Manager to instigate the forced entry procedure.

Once the action has been authorised the Property Assistant 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 Other Heating

Although not a statutory requirement, we will conduct an annual service of all oil and solid fuel heating appliances. We will endeavour to engage with tenants to ensure the annual service is carried out but will not enforce the Procedure for Gas Services if we do not gain access within 12 months of the previous service.

4.0 Reporting

We will provide the Board with 6 monthly 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 Head of Asset Management 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.

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