



Gas Servicing Policy

(Approved by Board – 19 May 2009)

1. Purpose

- 1.1 To establish a policy for compliance with the Gas Safety (Installation and Use) Regulations 1998 (which came into force on 31 October 1998) and other repairing obligations and statutory requirements regarding checking and repairing of gas appliances, flues and installations.

2. Aims

- 2.1 The aims of the policy are to: -

- ensure legal compliance
- maintain valid certification of all properties managed by Southway Housing Trust
- provide a timely and efficient service to customers
- minimise inconvenience and disruption whilst undertaking the servicing and repairs.
- seek cost effective methods of delivering servicing and repairs
- have cost effective procedures for managing the servicing of void properties
- have clear monitoring and no access procedures with set timescales.

- 2.2 The aims will be achieved by:-

- maintaining a gas servicing monitoring system
- having a contract in place with an approved Gas Safety registered contractor.
- maintaining an internal and external audit system
- considering best practice and benchmarking with external organisations
- ensuring continuous improvement in the selection of contractors, products used and methods of working
- ensuring that the diverse needs of customers are considered
- maintaining a no access escalation procedure that has defined timescales
- setting performance targets and having robust monitoring arrangements in place.

3. Targets

- 3.1 The target is for all properties to have a valid certificate and to be serviced at no more than twelve month intervals through an annual gas servicing programme.

4. Monitoring

- 4.1 The policy will be reviewed regularly by the Director of Regeneration and Asset Management and next reported to Board in April 2011, unless changes to the Gas Regulations require an earlier review.
- 4.2 The Head of Property Services will be responsible for ensuring service provision and repair obligations are met and that relevant contracts are in place to deliver Southway Housing Trust's requirements.
- 4.3 Regular reviews are undertaken to ensure compliance with procedures and legislative requirements, and the contractor is subject to a 5% inspection of their work by the Property Services Team. This review is carried out in conjunction with an external auditor appointed by the contractor who also carries out a further audit of another 5% of the properties serviced. The outcome of these audits is shared.
- 4.4 Each stage of the access procedure is monitored by a dedicated Officer in Property Services.
 - 4.5 Any cases where injunctions are required will be assessed individually and any lessons learnt regarding access are incorporated into the procedure to minimise the need for legal action
- 4.6 The policy is supported by a comprehensive Gas Servicing Access Procedure.

5. Audit

- 5.1 The gas servicing policy is supported by a Gas Servicing Access procedure and monitoring arrangements.
- 5.1 In addition the gas servicing engineers are subject to a 100% audit of the submitted certificates, by Property Services Team.

<u>POLICY IMPLEMENTATION AND REVIEW HISTORY</u>	
Date Approved by Board: 06 /05 / 08	Date Implemented: 06 / 05 /08
Projected Date of Review: 06/05/09 Review Date: 07/05/09 <p style="text-align: center;"><u>Amendment(s) Made/Reason</u></p> <ol style="list-style-type: none"> 1. Remove reference to CORGI and add in reference to Gas Safety Register 2. Remove references to Asset Management Team and add in Property Services Team following internal re-organisation Next Review Date: 07/05/11	
Date Approved by Board: / /	Date Implemented: / /