

Introduction

The purpose of this procedure is to guide staff through the processes involved in ensuring a gas safety check is carried out within all properties owned by the Association on an annual basis in accordance with Gas Safety Regulations, the Scottish Secure Tenancy Agreement and the Short Scottish Secure Tenancy Agreement.

This document outlines the Association's procedures in relation to the following sections:

1. Legal Provisions
2. Record Keeping
3. Planning
4. Responsibility for Completion of Gas Safety Checks
5. Use of Registered Trades
6. Arranging Access
7. Arranged Appointments
8. Forced Access Procedures
9. Void Properties

1. Legal Provisions

The Association has a statutory responsibility to ensure that all fixed Gas Heating Appliances provided for tenants' use in properties owned by the Association are maintained in a safe condition. Appliances must be checked each year by a Gas Safe registered installer to ensure they comply with current regulations.

The procedures have been developed in accordance with and with reference to the following documents:

- The Gas Safety (Installation and Use) Regulations 1998 as amended by the Gas Safety (Installation and Use) (Amendment) Regulations 2018.
- The Gas Safety (Management) Regulations 1996.
- The Housing (Scotland) Act 2001.
- The Health and Safety at Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.

2. Record Keeping

The Association will maintain a record of all gas appliances installed in its tenanted properties, their service date and the five previous landlord's gas safety certificates. The record of appliances will be held in the Gas Servicing – Boiler Makes and Model file. Paper copies of the current and two previous landlord's gas safety certificates will be held in the Maintenance section and scanned copies of the current and four previous landlord's gas safety certificates will be stored in the Gas Servicing file. The register will be regularly reviewed and administered by the Maintenance section.

3. Planning

Maintenance Services will identify the properties from the Monthly Gas Servicing Performance Report which are due to have a gas safety check carried out no less than four weeks prior to the expiry of the current certificate. This will allow all appliances and flues to be inspected on time and within the statutory twelve-month period. It is anticipated that this four-week trigger date will allow enough time for the Association to lawfully gain access to non-cooperative tenancies to avoid any gaps in annual safety certification.

Maintenance Services will identify previously non-cooperative tenancies and prioritise these for early inspection dates at the beginning of the programme, if necessary, starting the process in advance of the four-week period.

4. Responsibility for Completion of Gas Safety Checks

Maintenance Services will be responsible for maintaining the gas safety programme and the Association's record of all gas appliances.

5 The Maintenance Department will report the gas safety check performance figures to Management Committee on a quarterly basis.

5. Use of Registered Trades

10 The Association will only appoint Gas Safe registered contractors to carry out works on gas appliances. Maintenance Services will check that the operatives contracted hold current Gas Safe certification and hold electronic copies of the relevant identification and insurance documentation.

6. Arranging Access

15 All letters can be found as Word documents under Correspondence in the Maintenance Gas Servicing File. The Correspondence file takes its information from the excel document LGSR Correspondence in the Maintenance Gas Servicing Due file.

First Phase

20 Maintenance Services will notify all tenants using Appendix 1 no less than four weeks prior to the due date of the annual gas safety check. This letter will provide the date the current gas safety certificate expires and ask the tenant to contact the Association as soon as possible to schedule a suitable appointment. A record of this letter will be noted in the LGSR Correspondence spread sheet.

25 Where the tenant responds within one week of Appendix 1 being issued, an order line will be issued, and the date of the appointment logged in the LGSR Correspondence spread sheet.

Second Phase

30 Where no appointment has been arranged within one week of Appendix 1 being issued, Maintenance Services will phone the relevant tenant(s) to arrange a suitable appointment. Where access is arranged, an order line will be issued, and the date of the appointment logged in the LGSR Correspondence spread sheet.

35 Where access remains outstanding, Appendix 2 will be issued, stressing the importance of the annual gas safety check and urging the tenant to contact the Association as soon as possible

Third Phase

40 Where no appointment has been arranged within one week of Appendix 2 being issued, Maintenance Services will arrange an appointment for the tenant and Appendix 3 will be issued advising the tenant of the date and time of the arranged appointment. This letter will also advise that failure to provide access or arrange a more suitable appointment will result in the cost of the callout being recharged to the tenant and if access is not provided forced access will be arranged and all related costs recharged.

Fourth Phase

45 Where no access was given on the date and time arranged by the Association and the tenant has failed to make or adhere to an alternative arrangement, the Association will implement its Forced Access procedures noted in Section 8 and a letter will be hand delivered to the tenant.

7. Arranged Appointments

Contractor's First Appointment – Arranged by Tenant

5 A Gas Safe Registered contractor will call to conduct the inspection as arranged.

10 Where access is provided and the inspection successfully completed, one copy of the safety certificate should be given to the tenant at the time of the inspection, one copy is retained by the contractor and the remaining landlord's copy must be hand delivered to the Association within one working day of the inspection taking place.

15 On receipt of the certificate Maintenance Services will check the details to ensure they are properly completed, signed, and dated and any noted faults are actioned. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

20 Where access is provided and follow-up works are required to bring the appliance up to a safe standard, the contractor should report the works to the Association and carry out the required works at the time of the service where possible. Where this is not possible e.g. when parts are required or the tenant is unable to wait in the property to allow the contractor to carry out the works, a more suitable appointment should be arranged as soon as possible. The arranged appointment and nature of the works will be recorded in the Maintenance Repair Log.

25 Once complete and on receipt of the certificate, Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actioned. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

30 Where access is not provided the contractor must post a calling card through the tenant's door and inform the Association on the day of the arranged appointment. Maintenance Services will update the LGSR Correspondence spread sheet and immediately arrange a second visit.

Contractor's Second Appointment – Arranged by Tenant

35 As soon as notification of failed access is received, Maintenance Services will contact the tenant to arrange a new appointment. All correspondence relating to the re-scheduling of appointments will be documented in the LGSR Correspondence spread sheet.

40 Where access is provided and the inspection successfully completed, one copy of the safety certificates should be given to the tenant at the time of inspection, one copy is retained by the contractor and the remaining landlord's copy must be hand delivered to the Association within one working day of the inspection taking place.

45 On receipt of the certificate Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actioned. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

50 Where access is provided and follow-up works are required to bring the appliance up to a safe standard, the contractor should report the works to the Association and carry out the required works at the time of the service where possible. Where this is not possible e.g. when parts are required or the tenant is unable to wait in the property to allow the contractor to carry out the works, a more suitable appointment should be arranged as soon as possible. The arranged appointment and nature of the works will be recorded in the Maintenance Repair Log.

55 Once complete and on receipt of the certificate, Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actions. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

Where access is not provided the contractor must post a calling card through the tenant's door and inform the Association on the day of the arranged appointment. Maintenance Services will update the LGSR Correspondence spread sheet and an appointment will be arranged by the Association on the tenant's behalf.

Contractor's Third Appointment – Arranged by Association

Maintenance Services will liaise with Housing Management to ascertain if there are extenuating circumstances of which they are aware that may impair the tenant's ability to allow access and to gain alternative contact details where known.

The tenant will be issued with a letter advising of the date and two hour time slot for the gas service to be carried out and shall advise the tenant they must contact Maintenance Services if this appointment is not suitable. The letter shall also advise the tenant that failure to provide access either on the date arranged by the Association or on a suitable date arranged by the tenant, may result in the cost of the contractor's time being recharged.

Where access is provided and the inspection successfully completed, one copy of the safety certificate should be given to the tenant at the time of the inspection, one copy is retained by the contractor and the remaining landlord's copy must be hand delivered to the Association within one working day of the inspection taking place.

On receipt of the certificate Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actioned. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

Where access is provided and follow-up works are required to bring the appliance up to a safe standard, the contractor should report the works to the Association and carry out the required works at the time of the service where possible. Where this is not possible e.g. when parts are required or the tenant is unable to wait in the property to allow the contractor to carry out the works, a more suitable appointment should be arranged as soon as possible. The arranged appointment and nature of the works will be recorded in the Maintenance Repair Log.

Once complete and on receipt of the certificate, Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actioned. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

Where access is not provided the contractor must post a calling card through the tenant's door and inform the Association on the day of the arranged appointment. At this point, Maintenance Services will commence Forced Access Procedures.

8. Forced Access Procedures

The Association takes its responsibility to ensure every property has a valid gas safety certificate and is prepared, in extreme circumstances, to take the action required to obtain this.

Where the tenant has continually failed to provide access and there is no response during attempts to contact the tenant, action will be taken by the Association to force entry and carry out the service.

Maintenance Services will liaise with the required contractors to arrange a specific date and time for access to be forced and the annual gas safety / service carried out.

The tenant will be issued with a hand delivered letter no less than 48 hours before the arranged appointment slot, advising that failure to provide access at this stage will result in the Association forcing access to the property in order to complete the service, as detailed in both the Scottish Secure Tenancy Agreement and the Short Scottish Secure Tenancy Agreement. This letter will strongly encourage tenants to contact the Association to arrange an alternative date where required and will advise that all costs arising from the tenant's failure to allow access will be recharged. Notice should be placed on door no less than 48 hours before the arranged appointment slot advising of the date and time access will be forced (Appendix 5).

At the arranged appointment time the joiner, Gas Safe Registered contractor and two representatives from the Association will attend the property. Before forcing access, final attempts will be made to avoid forcing the door by knocking loudly on the door.

5 Once access has been forced, the joiner will make the door safe. If the lock(s) have been damaged in the process of forcing access and require to be replaced, this will be done on the day access is forced and a notice (Appendix 6) will be attached to the flat entrance door advising the tenant the locks have been changed, the gas safety check has been carried out and details of what the tenant must do to retrieve new keys.

10 If the tenant or a representative of the tenant allows access on the date forced access has been arranged and they have failed to notify the Association, the cost of the joiner's attendance will remain rechargeable.

15 A minimum of two persons (the gas engineer and a member of Maintenance Services) must remain in attendance while the gas service is carried out and on completion of the service the property must be vacated and secured.

20 A member of Maintenance Services will photograph any pre-existing damage to the property, the works being carried out and any damage caused as a result of the forced entry.

25 Once access is gained and the inspection successfully completed, one copy of the safety certificate should be given to the tenant at the time of the inspection or left in the property, one copy is retained by the contractor and the remaining landlord's copy must be hand delivered to the Association within one working day of the inspection taking place.

30 On receipt of the certificate Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actioned. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

35 Where access is provided and follow-up works are required to bring the appliance up to a safe standard, the contractor should report the works to the Association. The required works must be carried out at the time of the service. The only exception to this is where would be when parts are required and cannot be sourced on the same day as entry has been gained. The nature of any follow-up works will be recorded in the Maintenance Repair Log.

40 Where follow-up works cannot be completed on the date of the service, an arrangement must be made with the tenant at the point they attend the Association to retrieve any keys. At this point, Maintenance Services should also ensure all contact details are up to date to ensure future communications are possible.

45 Once complete and on receipt of the certificate, Maintenance Services will check the details to ensure they are properly completed, signed and dated and any noted faults are actions. The date the service was completed will be logged on the Monthly Gas Servicing Performance Report, the certificate scanned into the corresponding scheme file and the hard copy retained.

9. Void Properties

50 The Association will ensure that all void properties have a valid gas safety certificate prior to re-let.

All properties will receive a gas soundness test prior to re-let, unless the most recent annual gas safety check has been carried out whilst the property is void.

All incoming tenants will be given a copy of the gas safety inspection certificate at the point of signing their tenancy agreement.

Procedure Review

This procedure was last reviewed by Maintenance Services on 31 March 2022 and will be subject to review every three years in conjunction with the Gas Safety Management System and Annual Gas Safety Check Policy.

Appendices

Appendix 1 Initial Access Letter

5 Appendix 2 Reminder

Appendix 3 Arranged Appointment Letter

10 Appendix 4 Forced Access

Appendix 5 Forced Access Notice for Door before Entry

Appendix 6 Forced Access Notice for Door after Entry

15



APPENDIX 1

5

«ICLettered»

Direct Line: (0141) 950 9051

«Long_Name»

Our Ref: MNT/

«Address_Line_1»

Your Ref: «Ref»

«Address_Line_2»

«Address_Line_3»

Post

«Address_Line_4»

Fax

«Address_Line_5»

E-mail

Dear «Short_Name»,

Annual Gas Safety Check

10

I am writing to inform you that your annual gas safety check is now due and **must** be carried out **before** «Due_Day».

It is a legal requirement that an annual gas safety check is carried out in order to ensure not only your own safety but also the safety of your neighbours. It is essential that the Association gains access to the property in order to carry out the necessary checks.

Please contact us as a matter of urgency and no later than seven days from the date of this letter to arrange for this check to be carried out.

This is a free service provided for your safety as part of your tenancy.

Call now on (0141) 950 9051

15

Please note that there must be a fully operational gas and electricity supply to the boiler in order that this service can be carried out. The cost of this service may be recharged if the service cannot be completed due to your not having a gas or electricity supply. Contact the Association immediately on the above number if you think this may be a problem.

Please note that failure to respond to this letter will result in further action being taken.

Thank you for your co-operation in this matter.

20

Yours sincerely,
Yoker Housing Association Limited

<Officer>

Maintenance

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5 APPENDIX 2

«RemLettered»

Direct Line: (0141) 950 9051

«Long_Name»

Our Ref: MNT/

«Address_Line_1»

Your Ref: «Ref»

«Address_Line_2»

«Address_Line_3»

Post

«Address_Line_4»

Fax

«Address_Line_5»

E-mail

Dear «Short_Name»,

10 ***Annual Gas Safety Check***

According to the Association's records you do not appear to have arranged an appointment for your annual gas safety check which must be carried out before «Due_Day».

15 As previously explained in our letter of «ICLettered» the annual gas safety check is a legal requirement. It is carried out in order to ensure not only the safety of you and the residents at your property but also the safety of residents in neighbouring properties.

I would be grateful if you would contact the Association now on (0141) 950 9051 to book a suitable appointment. Appointments can be arranged well in advance.

Please note that it may be possible to provide you with an appointment as a first call (around 8.30 am) or a last call (around 4.30 pm) if necessary.

20 Thank you for your co-operation in this matter. I look forward to hearing from you very soon.

Yours sincerely,
Yoker Housing Association Limited

25
<Officer>
Maintenance



5

APPENDIX 3

«AppLettered»

Direct Line: (0141) 950 9051

«Long_Name»

Our Ref: MNT/

«Address_Line_1»

Your Ref: «Ref»

«Address_Line_2»

«Address_Line_3»

Post

«Address_Line_4»

Fax

«Address_Line_5»

E-mail

Dear «Short_Name»,

10

Annual Gas Safety Check

I refer to our previous letters of «ICLettered» and «RemLettered» requesting that you make an arrangement for access to your property to carry out the annual gas safety check.

The gas safety certificate for your property expires on «Due_Day». As you have so far failed to make your own appointment to have the safety check carried out, an appointment has now been arranged for you.

15

An engineer will call at your property on «AppDay» between «AppFrom» and «AppTo».

If this date or time is not suitable you must contact us immediately to re-arrange the appointment. If the appointment is not re-arranged and access is not given to the engineer at the appointed time, then you will be charged for the cost of the call-out. There must be a sufficient gas and electric supply to the property to enable the engineer to carry out the check.

20

It is our legal obligation as a landlord to hold a current gas safety certificate for our property. Failure to provide access to our engineers to carry out this safety check is a breach of your tenancy agreement and will result in a forced access being arranged and all related costs recharged to you.

I hope you can appreciate the seriousness of the situation and look forward to hearing from you soon.

25

Yours sincerely,
Yoker Housing Association Limited

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<Officer>
Maintenance



Yoker

Housing Association

Direct Line: (0141) 950 9051

APPENDIX 4

«FAccLettered»

Our Ref: MNT/

Your Ref: «Ref»

«Long_Name»

«Address_Line_1»

«Address_Line_2»

«Address_Line_3»

«Address_Line_4»

«Address_Line_5»

Post

Fax

E-mail

Dear «Short_Name»,

Forced Access - Gas Safety Check

I refer to our previous letters of «ICLettered», «RemLettered» and «AppLettered» requesting that you make an arrangement for access to your property to carry out the annual gas safety check. According to our records this has not been completed despite repeated attempts to contact you and an appointment being made by the Association to have the check carried out.

The Association now holds you in breach of your tenancy agreement. Section 5.11 of your tenancy agreement states;

“We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it ... If you refuse us entry, we will have the right to make forcible entry ... In an emergency, we have the right to make forcible entry to your house without notice”.

We now consider this to be an emergency. **We intend to force access to your property on «FAccDate»«FAccDay» at 3.00 p.m. to allow the necessary gas safety check to be carried out.** All costs arising from this action will be recharged to you. If you do not contact us to make an alternative arrangement by 4 p.m. on Tuesday «FAccDeadline» then this action will go ahead.

The Association does not take this action lightly. However, we have a legal duty to have this check carried out and to ensure the safety of all residents, and as such we feel that this action is now necessary.

I would remind you that there must be a fully operational gas and electricity supply in order that the check can be completed. The cost of the check will be recharged if it cannot be completed due to no supply.

If you would like to discuss this matter, then please contact the Association urgently.

Yours sincerely,

Yoker Housing Association Limited

<Officer>

Maintenance

APPENDIX 5



5

YOKER HOUSING ASSOCIATION WILL BE
FORCING ENTRY TO THIS PROPERTY ON
<DAY> <DATE> <MONTH> <YEAR>
AT <TIME>

10

TO CARRY OUT EMERGENCY GAS
SERVICING WORKS

15

APPENDIX 6



5

ACCESS HAS BEEN FORCED TO THIS PROPERTY TO CARRY OUT ESSENTIAL GAS SAFETY CHECKS. THE LOCKS HAVE BEEN CHANGED.

10

15

PLEASE VISIT YOKER HOUSING ASSOCIATION'S OFFICE AT 2310 DUMBARTON ROAD, YOKER, G14 0JS, WITH IDENTIFICATION TO COLLECT KEYS FOR THE PROPERTY.