



1. Gas Servicing Policy

Policy Title:	Gas Servicing
Lead Officer:	Simon Haile
Policy drafted by:	Stephen Games
Date Agreed:	9 December 2008
Consulted with / agreed by who:	Repairs Service Review Group - 15 October 2008 RDTA – 5 November 2008 Housing Managers Meeting – 3 December 2008 Presented to Cabinet - 12 January 2009
Date Equality Impact Assessment:	Completed on 9 December 2008 Scheduled for January 2010
Next Review date:	January 2012

2. Introduction

It is Rugby Borough Council's (RBC) duty as a landlord to carry out an annual gas service of all appliances to RBC properties using approved Gas Safe registered personnel in accordance with the Gas Safety (Installations and Use) Regulations 1998.

This policy provides a framework for gas servicing and sets out:

- How RBC will comply with its statutory obligations as a landlord.
- How RBC will promote gas safety awareness.
- The organisation's approach for dealing with annual gas servicing.
- How RBC will ensure that the gas service is accessible to all tenants.

3. Scope of the Policy

This policy applies to all activities connected with the maintenance and servicing of gas appliances within RBC housing properties.

4. Legislation and Statutory Obligations

The Health and Safety Executive (HSE) is responsible for domestic gas safety policy within the scope of the Gas Safety (Installations and Use) Regulations 1998. Regulation 36 details the landlord's duties "to ensure that each appliance and flue to which duty extends" has been checked and serviced within a 12 month period, that proof of this is kept for 2 years and is available to the tenant(s) of the premises.

The duties outlined in Regulation 36 are in addition to a landlord's duties under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Documentation taken into consideration when assessing RBC's approach to gas safety were:

- 'Safety in the Installation and use of gas systems and appliances' – Published by the HSE
- 'Fundamental Review of Gas Safety Regime – Proposals for Change' – Published by the HSE
- The Audit Commissions - Gas Safety : Guidance for Landlords 2005
- The Audit Commissions - Key Lines of Enquiry (KLOE) No. 3 - Stock Investment and Asset management

5. Promotion of Gas Safety

RBC's tenancy agreement is a legal document between tenant and landlord and outlines both the tenants and landlord's responsibility in terms of gas servicing. Under the terms of the tenancy agreement tenants are required "To allow authorised Officers and Contractors of the Council to enter the premises to inspect the state of repairs and carry out necessary repairs and essential annual servicing of gas appliances as required by legislation AND FOR YOUR SAFETY". Guidance and literature is also available in the accompanying tenant's handbook.

Leaflets and posters are available in public reception areas advising tenants of the dangers of not allowing access to service gas appliances and regular articles feature in the tenant's newsletter "Tenants Times".

All documents are available in different languages and formats.

6. Procedure

RBC's approach to obtaining access for the annual service is as detailed in the accompanying Gas Servicing Procedure – Appendix 2 (revised Jan 2011). It outlines how RBC and its approved contractors will be proactive in arranging access at convenient times for tenants and discuss and liaise with colleagues in housing services or other agencies if access problems are denied due to a tenant being vulnerable.

RBC will make every effort to obtain access within the 12 month period however; will take enforcement action via a Warrant to Enter being applied for via the Courts when access has been refused.

A 12 month electronic timer will be fitted to all boilers to prevent a recurrence in the future where access has had to be gained via the Courts.

Tenants will be recharged a standard fee of £150.00 when access to service gas appliances has been granted following legal action.

7. Contractors

As outlined earlier, RBC contracts the servicing of its gas appliances to a Gas Safe registered approved contractor. This contract is procured on a partnership basis with Integral and expires on 31 March 2012, although there is a possibility of the contract being extended by one year. To ensure effective policing of the procedures RBC carries out random inspections to ensure compliance with the regulations.

8. Monitoring

The importance of monitoring the gas servicing contract is of paramount importance. With daily informal and formal weekly reporting being made by the Housing Maintenance Officer (Gas) and the Property Maintenance Team Leader. Each tenant who has received a gas safety check is sent a satisfaction survey with the feedback coming back to the Housing Maintenance Team Leader for analysis.

9. Review and Feedback

This policy and the accompanying procedure will be reviewed in January 2010 unless there are any legislative changes.

We welcome suggestions and complaints from people who use or provide our services. We believe that this can provide some important lessons to help us ensure the service is improved for everyone.

If you have something to say about RBC's policies and procedures or the information that is provided about them, then please let us know. Please refer any comments to the author of this document.

**IMPORTANT –
If you smell gas or have a suspicion of a gas leak then call
Transco immediately on 0800 111 999**