GAS SAFETY AND MAINTENANCE POLICY AND PROCEDURES

Date of Review:	August 2025
Date of Next Review:	August 2028

Contents

1. Purpose	Page 3
2.Legislation, Regulations and Guidance	Page 3 - 4
3. Roles and Responsibilities	Page 4 - 5
4. Objectives	Page 5 - 6
5. Risk Management	Page 6
6. Association Responsibilities	Page 6 – 8
7. Association and Contractor Responsibilities	Page 9 – 12
8. Gas Repairs	Page 12 - 13
9. Void/Relet	Page 13
10. Closing Up	Page 13
11. Temporary Heating	Page 13
12. Access for Annual Gas Servicing	Page 13 – 14
13. Appendices	Page 15 – 17

1.0 Purpose

This policy aims to ensure the effective inspection, maintenance and management of gas systems within premises controlled by the Association and to provide a servicing and to provide a servicing and repair regime which is legally compliant and provides excellent customer service.

This policy will also include smoke, Carbon Monoxide (CO) alarms and heat detectors that the Association provides for residents ensuring that these safety devices are checked during the annual gas safety check and maintained within our existing repairs procedures.

All gas servicing, maintenance and repair work will be contracted to an external Gas Safe Registered contractor.

We are committed to sustainable development and will recognise sustainability aims and principles when implementing this policy. This will include, wherever possible, the use of sustainable materials, products and specifications, which will maintain properties to a high standard of energy efficiency.

We are committed to the principles of good corporate governance and sustainability and will endeavour to develop fair and consistent policies, procedures and practices.

In line with our commitment to equality, diversity and inclusion, this policy can be made available in a variety of formats, including large print, translated into another language or other media. We will make any reasonable adjustments to assist you if you have a disability.

1.1 Legislation, Regulations and Guidance:

- The Health and Safety and Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Corporate Manslaughter Act 2007.
- Right to Repair Regulations (under the Housing (Scotland) Act 2001)
- The Gas Safety (Installation and Use) Regulations 1998 as amended – Approved Code of Practice (L56).
- Gas Industry Unsafe Situations Procedure IGEM/G/11 Edition 2.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Gas Safety (Management) Regulations 1996 (as amended).
- Gas Appliances (Safety) Regulations 1995
- Gas Safe Register.
- Building Standards (Scotland) Regulations 2014.

- Scottish Government – Building Standards. Technical Handbook 2009 Domestic Environment.
- Construction (Design and Management) Regulations 2015 (L153).
- The Scottish Social Housing Charter (SSHC).

1.2 Competent Persons

The Association shall ensure no person is permitted to carry out any works on gas installations unless competent to do so. Current competency is approved by the "Gas Safe Register" (www.gassaferegister.co.uk).

1.3 Roles and Responsibilities

The Gas Safety Policy should identify persons responsible for the policy's implementation and their specific responsibilities. They are as follows:

The Gas Administrator role will be undertaken by the Maintenance Assistant and will involve:

- ✓ Maintaining a record of all gas appliances installed in the Association's managed properties, their previous service date, and copies of the landlord's gas safety certificates (approved electronic or paper copies). This will be the master copy information from which budgets and the annual planned servicing programme will be derived.

- ✓ Ensuring that an annual service and safety check is carried out on all gas appliances in the Associations tenanted properties and all properties managed by the Association. This obligation will be met through the implementation of a planned service programme. Void properties will also be serviced prior to commencement of any new tenancies.

- ✓ Ensure quarterly reports are compiled which advise the number of properties with current gas safety certificates.

Task	Job Holder Responsible
Overall responsibility for monitoring performance on gas servicing and repairs, and for approval of this policy.	Management Committee
Ultimate accountability and responsibility for the development and implementation of this policy.	Director
Responsibility for the practical delivery and implementation of this policy and for identifying amendments and areas of improvement. Signing the Gas Contract.	Operations Manager
Responsibility for the day to day management and implementation of this policy. Ensuring that the Committee are given an annual report on the gas	Senior Maintenance Officer

safety checks/servicing completed and the level of non-access.	
Delivery of the Gas Management Programme.	Maintenance Assistant
Administration of the Gas Safety Management Programme.	Maintenance Assistant
Ensuring that a copy of the contractor's Gas Safe registration is verified.	Maintenance Assistant
Ensuring that all the contractor's engineers Gas Safe cards are received.	Maintenance Assistant
Ensuring that the service programme is received 2 months before the servicing commences.	Maintenance Assistant
Ensuring that the specified volume of quality control is carried out by the contractor.	Maintenance Assistant
Issuing and checking the landlord's certificates, the work orders and the Quality Control Sheets.	Maintenance Assistant
Examining, checking and filing certificates.	Maintenance Assistant
Ensuring that the landlord certificates and job sheets are submitted on a regular basis.	Maintenance Assistant
Post inspection surveys of the contractor's work on site.	Gas Quality Assurance Contractor
Ensuring that the gas register is kept up to date.	Maintenance Assistant

1.4 In implementing this policy our objectives are to:

Ensure that policies always comply with all current legal and regulatory responsibilities and codes of good practice.

Provide a prompt, economic and efficient repairs service, including an out of hour's emergency service for all our residents and owners who have taken up the offer to have the contractor provide the same contract conditions and costs as to the Association.

Achieve a high standard of customer care and satisfaction by monitoring our service providers' performance regularly and enabling residents and other service users to comment on repairs undertaken.

Establish and maintain a comprehensive and systematic program of planned maintenance and property improvements.

Provide a value for money service by seeking competitive quotes or tenders for work in accordance with the expenditure levels.

Provide opportunities for residents to be involved in the decision-making process, in accordance with our policies and the Scottish Social Housing Charter. (See further detailed below).

Ensure that all our residents are given clear information on the division of responsibility for repair and maintenance between us as landlord and themselves as residents.

Ensure that all internal procedures supporting this policy are clear, comprehensive and available to all staff, to ensure a consistent approach to managing, implementing and budgeting for all aspects of this area of our repairs and maintenance service.

1.5 Scope

The policy applies to all Management Committee members, employees, workers, and agency staff responsible for the management of gas servicing and repairs with the Association.

2.0 Risk Management

2.1 The provision of a written detailed Gas Maintenance Policy and Procedure ensures the Association can deliver a uniform and professional approach throughout the organisation, and that the service delivered is compliant with law, best practice and internal policy. The overall aim of this policy is to ensure the safety of people in properties owned by Calvay Housing Association which have gas-fired appliances or a gas supply pipe entering the property. We aim to protect the health and welfare of the occupiers of our properties, residents, visitors, staff, contractors and the general public so far as is reasonably practicable.

2.2 Not having this Policy in place would lead to systems being vulnerable to interpretations which may fall out with the current legislation. The significance of the legislation must not be underestimated as, should an accident or fatality occur, and these systems have not been checked for safety in accordance with the legislation, and the policy and procedure not adhered to, then ultimately the Association and officers of the Association could face legal charges.

3.0 The Associations Responsibilities

3.1 *Gas Safety (Installation and Use) Regulations 1998. Approved Code of Practice and guidance L56 (Second edition) (GSR)*

Guidance for landlords under Regulation 36 of the above has been removed and replaced with a small amount of Approved Codes of Practice (ACoP) text. Detailed guidance for landlords is available from the Health and Safety Executive (HSE) website. - ***Landlords responsibility for Gas Safety***, which states that landlords are legally responsible for the safety of their residents in relation to gas safety.

By law, landlords must ensure that all gas fittings – to include installation pipework, valves, fixings, appliances and associated flues – are maintained in a safe condition, that annual safety checks are carried out by a competent person and that records are kept and issued (or in certain cases displayed) to residents. Failure to comply with the regulations is a criminal offence which could result in the prosecution of The Association's Senior Staff both in the Civil and Criminal Courts by the HSE

3.2 The Association will procure (in line with the current procurement policy) a competent contractor, registered with Gas Safe, to carry out annual servicing, safety checks to void properties and repairs and maintenance. The contractor **must** be

enrolled on the 'Gas Safe Register', their employees **must** hold current relevant qualifications under the Accredited Certification Scheme (ACS), listing the areas of gas work that the installer can undertake. The contractor will have a proven track record in carrying out this type of work and will self-audit 10% of their services.

3.3 At the commencing of any contract award, the names and qualifications of the operatives who will work on the contract will be registered with the Association. Any operative whose qualifications have not been copied to the Association will **not** be permitted to work on the Association's gas servicing and maintenance contract. Any changes to the information provided by the contractor must be immediately relayed to the Association.

3.4 Under this regulation the Association will be responsible for ensuring that the gas pipework – all installation pipework that runs from the meter to the appliance - should be included in the maintenance check. Appliances and flues provided by the Association for our residents' use are always maintained in a safe condition and are inspected for safety every 12 months with a minimum of an annual gas safety check by a 'Gas Safe' registered engineer. Under the Gas Safety Regulations all appliances must be checked, including resident's own appliances in respect of gas soundness, ventilation and flue provisions. Even where there is no gas appliance or gas meter, each property that has an incoming gas main will be checked to ensure that the supply is safe, and that no appliance or meter has been added without the Association's knowledge.

3.5 The Association will employ a suitably qualified person to carry out third party quality control on a 10% sample of works carried out, by passing a batch of certificates as received to the Quality Assurance Contractor to carry out an independent inspection of the main contractor's servicing practices. These audits will be a combination of desktop and site visits. The Association will also arrange quarterly review meetings with the contractor to monitor the progress of the contract.

3.6 The Association are also required to provide a copy of the certificate of inspection to the resident within 28 days of the annual Landlords Gas Safety Check (LGSR). The Association must also keep a copy of this certificate/record for a minimum of two years. This record may be kept electronically so long as it can be reproduced in hard copy format when required, is secure from loss and interference and uniquely identifies the Gas Safe registered engineer who carried out the safety check by way of an electronic signature, a scanned signature, a Gas Safe engineer licence number and the name of the engineer. Residents can also have an electronic copy of their Landlords Gas Safety Check paperwork but must also have a paper copy if they ask for it. It would be permissible for the gas engineer, to send the electronic record directly to the resident, if requested by the resident. Failure to comply with the legislation is an offence, unless it can be shown that "reasonable steps" have been taken to prevent that contravention. The gas safety check record contains the results of the annual gas safety check. It should be issued on completion of the checks and not delayed even if concerns are found and not delayed until necessary remedial action has been taken. The record is a 'living document' and The Association should supplement it with records of any follow up action taken (if required). New residents must be provided with a copy of the current safety check record before taking up tenancy. A safety check is also required on any newly installed appliance/flue within 12 months of the date of installation. It is also the

Associations responsibility to ensure residents are informed about their responsibilities while occupying the Association's properties.

3.7 The Association will create and maintain a database/register which will be held centrally within our computer system containing relevant information relating to their properties containing gas mains pipework, gas meters, gas appliances and associated fixtures fittings and safety devices such as smoke, CO alarms and heat detectors.

When appliances are added, removed or replaced, we will update the database/register accordingly.

- The property address.
- The property reference.
- Resident's name and contact details.
- The make, model and location of appliances within the property.
- The Association's appliance/s installation dates.
- Date of last service and next service due date.
- Presence of smoke alarm/s CO and heat detectors and their expiry dates.
- Links to current and previous LGSR certification.

3.8 The Scottish Secure Tenancy Agreement which is used by the Association and signed by all residents, has a section which states as follows.

"We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable times of the day. We will give you at least 24 hours' notice in writing. If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily".

Gaining access to a property via a locksmith/joiner will be a last resort and only after every reasonable attempt to gain access has been exhausted by the Association and this will follow a hand delivered correspondence advising that this action will take place. Only works required to make the gas installation safe and to allow the Association to meet its responsibilities shall be carried out at this type of visit. Arrangements for gaining access via a locksmith/joiner will ensure that two members of staff from the Association are in attendance, as well as the Gas Engineer. Police Scotland attendance will be requested if required. The Association will reinstate the security of the property; change locks where required and leave notification of what has taken place. Keys will be left either at the Associations offices or within a key safe at the address. The cost will be pursued and recovered through the rechargeable repairs' procedure.

3.9 The Scottish Housing Regulator also expects the Association to meet its legal duties in relation to checking the safety of gas appliances in 100% of our properties within any 12-month period. We will carry out all reasonable steps to achieve this.

4.0 The Association and Contractors Responsibilities

Industry recognised documentation as detailed within Gas Safe Register Technical bulletin 055, gives a clear process for engineers to follow when conducting annual safety checks on behalf of landlords. Landlords and engineers must clearly understand the **nine** key points detailed in the above regulations which must be documented for every landlord's annual safety check conducted. GSR 36(3c)

- The date on which the appliance or flue was checked.
- The address of the premises at which the appliance or flue is installed.
- The name and address of the landlord of the premises (or, where appropriate, his agent) at which the appliance or flue is installed.
- A description of and the location of each appliance or flue checked.
- Any defect identified.
- Any remedial action taken.
- Confirmation that the check undertaken complies with the requirements of paragraphs (a) to (d) of regulation 26(9) of the Gas Safety (Installation and Use) Regulations 1998
- The name and signature of the individual carrying out the check.
- The registration number with which that individual, or his employer, is registered with a body approved by the Executive for the purposes of regulation 3(3) of these Regulations.

Although only a void safety check is required when properties are empty, our current policy is to carry out a full gas safety check including let by and tightness testing.

5.0 The Contractors Responsibilities

The Contractors' responsibilities emanate from the Gas Safety Regulations and the Association's current gas contract which state that: -

- All engineers working on the Association's appliances are appointed by a Contractor who has been appointed by the Association; they will carry the contractor's 'Gas Safe Register' photographic identification badge and be suitably attired.

- 24-hour cover is provided for the maintenance of the Association's gas appliances and flues.

- When working on the Association's appliances the Contractor will always comply with legislation and amend practices and procedures in accordance with any changes to the legislation.

- The contractor will inform the Association immediately if there are any legislation

changes which may affect the current contract or procedures detailed within that contract.

- The Contractor will attend monthly meetings with the Association.

- A full-service including safety check on the Associations gas appliances is carried out within a 12-month period. The contractor must also ensure that CO, smoke, and heat detectors are checked, operating satisfactorily, interlinked and the expiry dates are recorded on the LGSR, and where an alarm/detector is found to be out of date or will be out of date within 10 months of the Landlords Gas Safety Check this alarm/detector will be renewed during the LGSC.

- The contractor will contact the resident of each property included in the Annual Gas Servicing contract 10 months after the date of the previous LGSC with a provisional appointment for their next LGSC. The contractor will inform the Association of any no accesses to these arranged visits. In the event of no access following a first visit, the contractor will write to the resident with a second visit within 10 working days of the first missed appointment. The contractor will notify the Association immediately if there is no access to the second appointment.

- The contractor will ensure that a hard copy of the Landlords Gas Safety Record (LGSR) is given to each existing resident of premises to which the record relates **within 28 days** of the date of the check.

- The contractor will create a program of works with regards to the annual gas servicing which will be in line with **Gas Safety (Installation and Use) Regulations 1998 as amended**. The contractor will update their online portal daily to ensure the Association has up to date accurate information regarding the annual landlord's gas safety inspection schedule. The contractor will also update the portal with any new boiler installation details and install dates which will affect the annual gas safety check program.

- A regular report, including formal monthly reports, self-audits of annual landlord gas safety/service inspections and daily electronic updates will be received during the safety check and servicing programme period. Details of the units completed, no access visits and dates for the outstanding units will be provided to the Association by the Contractor.

- The Contractor will provide certificates which will be submitted within 5 business days of any being carried out. Job records will always be made available to the Association (e.g., electronically or direct access through a client portal or download), as well as submission to the Association of a daily report on all jobs undertaken.

- Gas Industry Unsafe Situations Procedure: GSIUR No. 34 says that anyone carrying out gas work has the legal duty to notify the responsible person for the premises of any gas installation that is (or they have reason to believe is) dangerous. Unsafe gas appliances/installations are classified into two categories.

IMMEDIATELY DANGEROUS (ID)
As the name implies, the more serious of the two categories is “Immediately Dangerous” (ID). This is defined as “an installation which, if used, **will** represent an immediate danger to people or property.”

It is obviously essential that an ID installation is made safe as quickly as possible, either by being repaired or disconnected from the gas supply.

The GIUSP says that the gas engineer should:

- Notify the responsible person of the problem
- Request permission to make safe the appliances by disconnecting it from the gas supply or other means
- If the resident agrees, the installation should be disconnected and labelled as “Immediately Dangerous”
- The engineer should complete an “unsafe installation” form and ask the resident to sign it
- One copy of the form should be given to the resident, one copy should immediately be emailed to repairs@calvay.org.uk, and the other should be retained and uploaded on to the contractor’s portal for future reference.

Where the resident **does not** agree to the installation being disconnected the engineer should report it immediately to the Emergency Service Provider (ESP, currently, Scottish Gas Networks – SGN) and obtain the ESP’s reference number.

Under the Gas Safety (Rights of Entry) Regulations, nominated officials of the gas transporter (acting on behalf of the gas suppliers) can gain entry into a premises in order to make the gas installation safe, but only where an unsafe installation is suspected of creating an immediate threat to life or property.

AT RISK
“At Risk **(AR)** is the less serious category of the two, and is defined as “an installation which if used **may** represent a hazard to people or property”

The GIUSP says that for At Risk defects the engineer should still notify the resident and if the resident agrees, turn off and label the installation. The association must then be **immediately** notified via email and all supporting documentation and evidence uploaded onto the contractor’s portal.

There is no requirement to notify the ESP of an At Risk Situation.

RIDDOR
RIDDOR stands for Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. It places a statutory requirement on employers to report certain types of accidents and incidents to the Health & Safety Executive (HSE).

In the case of gas engineers, RIDDOR places a duty on them to report to HSE

any dangerous gas installations where the danger has been caused by incompetence, bad workmanship or inadequate quality management. These reports enable the HSE to compile statistics on various types of problem and, where appropriate, take enforcement action including prosecutions.

The types of faults likely to cause death or major injury and would be reportable include:

- A dangerous gas leak arising, for example, from the use of unsatisfactory materials or bad workmanship
- A gas appliance which spills products of combustion or shows signs of incomplete combustion or shows signs of combustion problems due to inadequate ventilation
- An appliance which is not suitable for use with the gas supplied
- An appliance in which a safety device has been made inoperative
- Use of unsatisfactory materials in gas connections
- An appliance installation which has become dangerous through faulty servicing
- Further information on RIDDOR is contained within the Accidents Policy of the Association's Health & Safety Manual

- The Contractor will carry out a visual check on gas appliances and flues provided by the resident (not belonging to the Association) and will report on the condition of appliances to the resident and the Association. If visual checks on tenant's appliances pass, the LGSR will state 'Safe to Use' (sometimes engineers put N/A, which is incorrect and not acceptable). Any unsafe appliance should have warning labels attached. The resident will be advised that the labels should not be removed until repairs are complete. They will also be advised of the action that they should take to rectify the fault if their own equipment is found to be faulty. Quality assurance checks will focus on these properties.

- In order to monitor the performance of all gas servicing engineers and the gas servicing and maintenance contract the Association will, ensure that a 10% quality control on all servicing and day to day repairs is carried out by the Contractor at the expense of the Contractor. Details of each inspection will be supplied to the Association on a monthly basis.

- All incidences of **ID/AR** appliances will be recorded as part of the master gas safety excel tracker. Additionally, a job order will be raised on SDM repairs module by the Maintenance Assistant to manage and monitor the repair/replacement of the appliance through to completion. This will be monitored weekly by the Senior Maintenance Officer.

6.0 Gas repairs

6.1 Residents report any gas repairs/breakdowns directly to the Association's office or to the gas service contractor and direct to the gas service contractor for out of office hours repairs. All reactive (or day to day) repairs will be classified as either Emergency, Right to Repair or Non-emergency and target completion times for each category of repairs as follows:-

- Emergency: Made safe within 6 hours
- Right to Repair: Completed within 1, 3 or 7 working days
- Non-emergency: Completed within 7 working days

6.2 The gas contractor will submit a detailed report for each repair they have been called to, these records will be filed into the gas services folder and a works order will be created within our repairs system to record each repair.

6.3 The Associations website will include a section on Gas Safety and will advise residents to notify Scotland Gas Networks immediately of any suspected gas leak.

6.4 The gas service contractor will be contacted, made aware and will visit the property, following any attendance by Scotland Gas Networks to assess the problem and repair any faults.

7.0 Void/Re-let Procedures

7.1 A formal procedure is defined for gas safety inspections associated with void properties and this is included in the overall gas safety management system, contractor's contractual requirements and monitoring procedures. Consideration will be given to capping the gas in long term voids on a case by case basis, with particular consideration to the following: properties being held for demolition; where major repair works are required following a fire or other health and safety issue; or any other issue which means that the property is likely to remain void for over 100 days.

7.2 A Gas Safety Check is carried out in each property prior to a Mutual Exchange being completed, in line with other new tenancies. This will be done even if it is still within date of the annual Gas Safety Check. The mutual exchange cannot go ahead without the Gas Safety Check completed.

7.3 For properties which are subject to Assignations and Successions, the annual Gas Safety Check will be carried out in line with the normal gas servicing programme

8.0 Closing-up

8.1 Where a property is to be closed up on a long term or permanent basis then the existing gas supply shall be disconnected from the pipework within the flat. The gas supply shall be physically disconnected at the meter point and both cut ends blanked. Where appropriate, SGN will be advised and requested to remove the meter supply from the property.

9.0 Temporary Heating

9.1 LPG or other bottled gas heating sources will not be provided to tenants as a temporary source of heating.

9.2 Where electrical heaters are provided as a temporary source of heating, the Electrical Safety policy should be consulted. Where temporary electric heating is provided, tenants will be compensated at a rate of £5 per day.

10.0 Access for Annual Gas Service Checks

10.1 The tendered contract for the servicing of gas installations includes three no accesses by the contractor within the price.

10.2 The Association incurs a charge for any visit by the contractor after the third no access visit which may be re-charged to the resident if agreed appointments have not been kept.

10.3 The contractor endeavours to obtain access for the **first service** by issuing an appointment letter to the resident 10 months after the date of the previous Landlords Gas Safety Check. If they cannot obtain access on the arranged date and time, they notify the Association and attempt to arrange a second visit by leaving a "no access" card or letter to the resident with a return visit one week later. If access at this second visit is also unsuccessful, then the contractor will leave a further "no access" postcard or letter to the resident advising they were in attendance.

10.4 Once CHA staff are notified of the second "no access", a 'Final Reminder' letter is issued (see appendix) asking the resident to contact Calvay Housing or the appointed contractor to organise a third visit, and if they fail to cooperate in providing access, then the association will arrange to force entry.

10.5 If there is no response to this, and after phone calls/texts/emails, a 'Forced Entry' letter will be sent from the Association to the resident confirming a date and time for entry to be gained via a joiner/locksmith and CHA staff. (See 3.8 above for further details) Where possible we will avoid forcing entry on a Friday, so if locks are changed, residents, have a chance to collect keys from the Association prior to the weekend office closure.

10.6 Where a resident requests their annual landlords gas safety visit on a date which is within the period where we would have normally issued access letters and our 'Forced Entry' letter (i.e., *within 1 week of the landlord's gas safety check anniversary date*), we could be in a position where we are unable to follow our policy processes if access was not achieved on the requested date. Therefore, we will continue to follow the procedure noted above, advising the tenant that if entry is gained before the anniversary date the forced entry will be cancelled. However, if no access is gained on this additional visit the forced entry will take place on the previously notified date.

11.0 Quality Assurance

11.1 An external third party shall be appointed to carry out a minimum inspection of 10% of completed annual services.

11.2 The contractor undertaking the QA work will require to be Gas Safe registered and employ fully qualified engineers.

11.3 Where a QA check identifies non-compliances or where unsatisfactory performance of the primary gas contractor is being observed details of the problems and suggestions for rectification will be clearly set out in the QA contractor's report.

11.4 Where the QA contractor identifies situations that pose an immediate or imminent risk to health, the contractor will notify the Association as soon as practicable. These notifications should be in addition to the regular reporting regime.

11.5 The Association aims to continuously improve its gas services and will adapt processes in response to customer complaints, customer satisfaction information, input from internal audit and sector good practice.

12.0 Monitoring

12.1 A formal system of monitoring the gas servicing is established and maintained with properly defined reporting, escalation, and action procedures. Records will be retained until there have been two further checks carried out or, in respect of an appliance or flue that is removed from the premises for a period of 2 years from the date of the last check of that appliance or flue.

12.2 Monitoring will include:

a) A review of a each LGSR when received
b) Weekly review of open jobs including ID/AR
c) Timeous review of No Access Process to consider effectiveness
d) Quality Assurance and quality control reports
e) Weekly review of cases where certificates are expiring in the next 8 weeks
f) Monthly and Quarterly monitoring of emergency and non-emergency repairs performance

13.0 Reporting

13.1 Reporting to Management Committee is conducted on a quarterly basis.

13.2 Quarterly KPI Report which includes Health and Safety report. This report includes information around:

- Any missed or late services
- Any ID/AR appliances
- The number of Quality Assurance inspections completed

14.0 Not to Current Standards (NCS)

14.1 When an appliance is indicated to be not to current standards the Association will take a pragmatic approach to managing these. These should be noted on the LGSR and logged in the Gas Master Tracker. Unless identified as ID/AR then any appliance listed as NCS will be considered to be safe.

14.2 Annually the Maintenance Assistant will compile a report of appliances which have been identified as NCS to be reviewed by the Senior Maintenance Officer.

14.3 Tenants will be informed in writing of:

- The nature of the issue
- Confirmation that the appliance is safe to use
- Any plans for future upgrade or replacement

14.4 Where practical NCS appliances will be considered for replacement during:

- Void refurbishment
- Planned maintenance programmes
- Any unplanned boiler replacement (i.e. failed major components)

15.0 Related Documents

- Maintenance Policy.
- Procurement Policy.
- Tendering Policy
- Void Management Policy

GS4/Prop Ref: «Property_Code»
Ten Ref: «Tenant_Number»

17 September 2025

«First_Occup_Title» «First_Occup_Surname», «Second_Occup_Title»
«Second_Occup_Surname»
«House_Code» «Address_Line_1» «Unit_Description»
GLASGOW
«Postcode»

Dear «First_Occup_Title» «First_Occup_Surname», «Second_Occup_Title»
«Second_Occup_Surname»

ANNUAL LANDLORDS GAS SAFETY CHECK
FINAL REMINDER BEFORE LEGAL ACTION TO FORCE ENTRY

As you are aware the Association is required by law to carry out an annual gas safety inspection of all gas appliances in each of our properties and you as a tenant are also legally bound to provide access to your home to allow this inspection to be carried out. However, despite previous reminders from the Association and numerous visits and calling cards left by our contractors, GasSure, they have been unable to carry out the check.

Because this check has not taken place you are not only endangering the life of all members of your family and any visitors but are also endangering the life of people in surrounding homes. You will be responsible for anything that happens as a result of your failure to co-operate.

YOU MUST CONTACT THE ASSOCIATION BY NOON (INSERT DATE)

If you fail to contact us by this date to arrange access, the Association will immediately instruct our solicitors to instigate legal proceedings against you to force entry to your home and carry out this work.

As a result of forcing entry, the locks on your door may need to be changed and this will prevent you gaining access to your home. You may also face legal action for breach of tenancy, and you will be fully responsible for all repair charges and legal fees, which may be in excess of £200.

You can prevent this unnecessary action by simply contacting the Association before (INSERT DATE) to arrange for the safety inspection to be carried out.

Yours sincerely

(Insert Name)
Property Services Officer (Maintenance)

GS5/Prop Ref: «Property_Code»
«Tenant_Number»

17 September 2025

HAND DELIVERED

«First_Occup_Title» «First_Occup_Surname», «Second_Occup_Title»
«Second_Occup_Surname»
«House_Code» «Address_Line_1» «Unit_Description»
GLASGOW «Postcode»

Dear «First_Occup_Title» «First_Occup_Surname», «Second_Occup_Title»
«Second_Occup_Surname»

ANNUAL LANDLORDS GAS SAFETY CHECK – FORCED ENTRY

I refer to previous correspondence from the Association regarding the above and note that you have not provided access for this work to be carried out.

Arrangements have now been made for our gas engineer to access the property to service the gas appliances at **TIME** on **DATE**

A member of staff from Calvay Housing Association will be in attendance, together with the gas engineer, joiner, and the Police if required. Should access not be made available to us at the above time and date, our tradesmen will be instructed to open the door, by forcing entry if necessary. If we have to force entry then the locks to the property will be changed. The keys for the new locks will be available at our office during normal working hours. Outwith working hours you will need to phone Shettleston Police Station on 101 to make arrangements to get the keys.

You will have to provide identification in order to be given your new keys.

YOU WILL ALSO BE BILLED FOR ALL COSTS ASSOCIATED WITH THIS WORK.

I trust this clarifies the seriousness of the matter and that you will avoid all unnecessary costs by providing access at the arranged time. Should you wish to arrange access at any other time **BEFORE** the above date, you must contact this office on 0141 771 7722 or GasSure Services directly on 01294 468 113 – otherwise the forced access will go ahead at TIME on DATE.

Yours sincerely

(Insert name)
Senior Maintenance Officer

GAS APPLIANCE SAFETY AND SERVICING

LOCK CHANGE

ADDRESS:

«House_Code» «Address_Line_1» «Unit_Description»
Barlanark
«Postcode»

A Service Engineer called to service your gas appliance and was **UNABLE** to gain access despite our advance notice and previous correspondence.

In order to carry out this work, entry has now been forced to the property and the locks have been changed.

You may collect the new set of keys from Calvay Housing Association at 16 Calvay Road, Barlanark, Glasgow G33 4RE, during office hours: -

Office Opening Hours:

9.00 to 17:00 – Monday to Friday

Out with office hours, please phone Shettleston Police Station on **101** to make arrangements to get the new keys.

You chose not to give us access despite various requests. As a result, the Association is not responsible for any inconvenience which you experience as a result of the lock change.

Please note that you will be required to confirm your identity before issue of the new set of keys.