



LANDLORDS GAS SAFETY POLICY

Version 9

1.0 Aim

1.1 This policy aims to summarise how the Together Housing Group will ensure that it complies and fulfils its Landlord's legal duty under Regulation 36 (2), (3) of the Gas Safety (Installation and Use) Regulations 1998.

- It is a Landlord's duty to carry out a gas safety check at least once every 12 months, ensuring all landlords appliances, fittings and flues are compliant.
- This requirement applies to all residential properties, all non domestic properties/buildings managed by the THG (e.g. Community centres, shops, etc), and a number of shared ownership properties which are vacant and still under the ownership of the THG.
- A gas safety check has to be completed before the expiry date of the last issued Landlord Gas Safety Record (LGSR).
- The Together Housing Group complies with the legislation requirements placed on it with respect to all new installations under its control.

1.2 Implements a robust escalation process in order to manage the risk of a gas failure/leak effectively in order to minimise the risk and associated implications to the tenant, employee, company, group and community, group and general public.

2.0 Policy Statement

2.1 The Together Housing Group recognises its responsibilities to send written confirmation to the tenant/advocate, advising them in advance of the date of their annual gas safety check appointment.

2.2 Provide flexibility for all tenants to be able to change their gas safety appointment if the first written appointment date is not convenient for them. (providing the alternative appointment is within 12 months of the last service date)

2.3 Take the required action as outlined in the Together Housing Groups' escalation process if tenants do not provide access to allow the THG to carry out their gas safety check.

- 2.4 Utilise customer profiling data to highlight specific tenant needs enabling, where possible, to adapt service delivery to meet those needs.
- 2.5 Ensure all Gas Technicians are registered with Gas Safe, supported, trained and competent to complete a gas safety check in a responsive and tenant focussed way.
- 2.6 Carry out a visual check of all gas appliances not belonging to the respective Landlord and advise the tenant of any faults and repairs required and isolate any appliance which fail to comply and/or is/are dangerous.
- 2.7 Ensure all external Contractors working on behalf the Together Housing Group are qualified and competent and deliver gas safety checks in line with legislation, company policies, procedures and service standards and are informed of any vulnerabilities/disabilities.
- 2.8 Send a legal document known as a Landlord/Home Owner Gas Safety Record certificate to the tenant/advocate within 28 days of the gas safety check being completed. (LGSR). A copy of which is held with THG.

3.0 Scope

- 3.1 This Gas Policy applies to any member of the THG, including Contractors and other representatives working on behalf of the THG, employees, tenants, general public, the Group and local community.

4.0 Context

The THG must comply with and fulfil its Landlords' legal duty under regulations 36 (2), (3) of the Gas Safety Installation and Use) regulations 1998. It is a Landlord's duty to carry out a gas safety check at least once every 12 months, ensuring all landlords appliances, fittings and flues are compliant. This requirement applies to all residential properties and all none domestic properties/buildings managed by the THG (e.g. Community centres, shops, etc.) A gas safety check has to be completed before the expiry date of the last issued Landlord Gas Safety Record (LGSR)

5.0 Associated Documents

5.1

- Home & Community Agency Regulatory Framework
- Landlord & Tenancy Act 1985.
- Recharge Policy
- Equality & Diversity Policy
- Positive Difference Analysis
- Safeguarding Adults Policy
- Customer Services Strategy
- Value for Money Strategy
- Complaints/Comments/Compliments Policy

- Company Service Standards (to be developed for the Group)
- Resident Involvement Strategy
- Tenancy Agreement
- Together Housing Group protocols and procedures
- Gas escalation procedures

6.0 Equalities

- 6.1 When implementing this policy and relevant procedures the Together Housing Group will ensure that the organisation complies with the Equality Act (2010).
- 6.2 Through implementation of this policy, the Together Housing Group does not discriminate on the grounds of any protected characteristic, namely: age, disability, gender, gender reassignment, marriage and civil partnership, maternity, race and ethnicity; religion or belief; and sexual orientation.
- 6.3 The THG will carry out a Positive Difference Analysis (PDA) on this policy by April 2015. Any actions identified will be incorporated into the Equality & Diversity action plan.

7.0 Performance Reporting

- 7.1 Measure, monitor and manage its compliance and performance, daily, weekly and monthly with the assistance of an independent external auditor.
- 7.2 Ensure it meets the Gas Safety annual audit inspection requirements and rectify any failings in procedure accordingly.
- 7.3 Monitor, measure and produce monthly reports to Group Head of Service regarding overall targets and performance results, identifying areas for improvement.
- 7.4 Use various mechanisms to measure customer satisfaction including monthly surveys carried out by an external independent company and feed back findings and recommendations to tenants on a regular and consistent basis.
- 7.5 Recognise and value tenants' views, comments and feedback to review and continually improve service delivery, via complaints, face to face, email etc
- 7.6 Consult and involve tenants, giving them the opportunity to influence key decisions affecting service delivery, through performance monitoring groups.
- 7.7 Carry out regular reviews of all aspects of the gas safety service to ensure we are delivering an efficient and Value for Money service.
- 7.8 Review best practice and comparisons with other organisations to ensure we deliver the most cost effective gas safety check service and publish the outcomes. (minimum of once a year)

8.0 Policy Review

- 8.1 This policy (and where appropriate, the associated strategy and/or procedures) will be reviewed in April 2015 and every three years – or more frequently if required.

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