

CLYDE VALLEY HOUSING ASSOCIATION

Gas Servicing Policy

Policy Number M04

• Policy Prepared by	Kevin McGhee Housing Maintenance Manager
• Reviewed by Committee	August 2010
• Approved by Committee	August 2010
• Date of Next Review	August 2013
COMPATIBLE WITH:	
• Legislation	Yes
• Equality Policy	Yes
• Business Plan	Yes
• Performance Standards	Yes
• Tenant Participation Strategy	Yes
• Risk Strategy	Yes
• Statement on Openness and Confidentiality	Yes

Please Note

On request, the Association will provide translations of all our documents, policies and procedures in various languages and other formats such as computer disc, tape, large print, Braille etc. This can be arranged by contacting the Association's office.

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1. Introduction

- 1.1 This policy outlines the broad principles that will be used by Clyde Valley Housing Association (CVHA) in the management of Gas Servicing.
- 1.2 The Gas Servicing Policy has been set by the Board of CVHA and will be operated by officers of CVHA.

2. Aims & objectives

- 2.1 The Gas Servicing Policy aims to ensure that the Association effectively administers compliance with its landlord obligations in respect of gas servicing and thereby seeks to provide assure to tenant in terms of gas safety.
- 2.2 The main objectives of this policy include:
 - procuring appropriately qualified contractors to service gas appliances within the homes of tenants in line with legislative requirements;
 - ensuring that essential remedial is instructed so that the homes of tenants are safe to occupy in terms of legislative requirements.
 - ensuring that systems are in place to enable the Association to comply with its duties in relation to gas servicing;
 - providing a prompt, efficient and cost effective gas servicing service;
 - operating an effective gas servicing monitoring system;
 - having systems and procedures in place, which ensure that the gas servicing process is carried out efficiently, effectively and economically for both Association and tenant;
 - ensuring that audit trails exist within the gas servicing process;
 - ensuring that reporting systems are in place to promote feedback to monitor the gas servicing process; and
 - reviewing policies, procedures and systems regularly to ensure they are up to date and reflect current best practice guidance and legislation.

3. Corporate fit

3.1. Legislation & best practice

- 3.1.1 CVHA will comply with all relevant legislation, regulations, performance standards or any targets set down by the Scottish Housing Regulator in terms of Gas Servicing. This will include:
 - The Health & Safety at Work Act 1974;
 - The Housing (Scotland) Act 1987;
 - The Housing (Scotland) Act 2001;
 - Public Health (Scotland) Act 1987;
 - Environmental protection Act 1990;
 - Gas Safety (Installation and Use) Regulations 1998;

- Data Protection Act 1998;
- Performance Standards For Registered Social Landlords;
- Raising Standards In Housing;
- Building a Better Deal, Procurement Guide;
- The Smoking, Health & Social Care (Scotland) Act 2005; and
- The Prohibition of Smoking in Certain Places (Scotland) Regulations 2006.

3.1.2 CVHA's Gas Servicing Policy is consistent with our Housing Maintenance Policy Guide, Asset Management Strategy, Health & Safety Policy and Risk Management Strategy.

3.2. Equalities

3.2.1 CVHA's Gas Servicing Policy complies with CVHA's Equality Policy to ensure equality of treatment for all tenants without discrimination or prejudice. At all times CVHA will therefore consider all customers, regardless of sex, faith or religion, race, ethnic origin, sexual orientation, mental or physical health, disability or marital status.

3.3. Confidentiality

3.3.1 CVHA recognises that confidentiality is important to tenants and will treat their tenancy information in the strictest confidence under the Data Protection Act 1998 and in line with CVHA's Openness and Confidentiality Statement.

3.4. Business Plan & risk management

3.4.1 CVHA's Business Plan reflects that gas servicing and gas safety are key landlord responsibilities. We seek to mitigate against business risk through managing gas servicing in an efficient, effective and economic manner.

3.5. The Board

3.5.1 The Board, via the Operations Committee, will monitor the implementation of this policy to ensure that it is properly operated, that there is appropriate officer involvement in the processes used in managing gas servicing, and that there is effective scrutiny of the Gas Servicing Policy.

3.5.2 The Board will ensure that the Gas Servicing Policy is meeting its intended objectives and that appropriate monitoring and reporting of activities takes place. In implementing its Gas Servicing Policy certain functions are the responsibility of the Board or nominated committee, although staff have delegated authority to undertake many tasks. Examples of key functions / tasks are summarised below.

Function / task	Responsibility
Gas Servicing Policy – review, amendment & approval	Operations Committee responsible for making recommendations to Board for approval.
Gas Servicing Procedures – development, monitoring & review	Operations Director and Housing Maintenance Manager to develop operational procedures that reflect the principles set out within the Gas Servicing Policy.

4. Gas servicing

4.1 Context

- 4.1.1 Legislation and regulations prescribe CVHA’s landlord responsibilities in terms of gas servicing and gas safety. CVHA’s policy is therefore to ensure that relevant legislation and regulations are fully complied with in order that CVHA fully discharges its landlord responsibilities in terms of gas safety.
- 4.1.2 CVHA’s property database will be routinely updated to ensure that all properties that require gas servicing are clearly identified and through its Gas Servicing Procedures, the Housing Maintenance Manager will ensure that competent contractors are instructed to service gas installations within the timescales prescribed.

4.2 Funding

- 4.2.1 CVHA will allocate sufficient resources from within its cyclical maintenance budget to enable gas servicing in all identified properties.

5. Monitoring & review

- 5.1 CVHA will publicise its Gas Servicing Policy through our intranet and will routinely monitor the following:
- number of gas services completed;
 - percentage of gas services completed within timescale; and
 - summary of reasons for gas services completed outwith timescale and remedial action taken.
- 5.2 CVHA will review its methodology for managing Gas Servicing every three years or sooner if required by statutory, regulatory or best practice requirements.