



# Gas Management (Maintenance) Policy

<b>POLICY IMPLEMENTATION CHECKLIST</b>	
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Effective From:	22 JANUARY 2025
Date of Next Review:	JANUARY 2030
Diversity compliant:	YES
Equality Impact Assessment:	LOW
Data Protection compliant:	YES
Health & Safety compliant:	YES
Procedure implemented:	YES
SDM system changes made:	N/A
Training Completed:	
Posted on Sharepoint:	
Posted on website:	

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## **1. Vision and values**

**FHC – We are committed to providing quality homes and services at the heart of our community**

We will be the landlord of choice in our neighbourhood, working with our customers, communities and local stakeholders to create an area where people choose and are happy to live. Great service and value for money will be at our core and we will strive relentlessly to balance both.

## **2. Governance**

Forgewood Housing Co-operative is a community controlled registered social landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Co-operative is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Co-operative's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

## **3. Policy Aims**

The purpose of this Procedure is to ensure that the Co-operative complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998.

## **4. Introduction**

The purpose of this Procedure is to ensure that the Co-operative complies with its legal obligations for gas safety as a landlord, under the Gas Safety (Installation & Use) Regulations 1998.

## **5. Scope**

This Procedure covers all tenanted properties managed by the Co-operative containing gas appliances & supplies. It begins when an appliance or supply has been identified in the service sequence and concludes when a service record has been produced, logged, filed and updated on the gas database.

## 6. Definitions

Gas appliance refers to: Gas fires (with or without back boilers), wall mounted gas boilers, gas tumble dryers, gas cookers and hobs.

Gas supply refers to: Gas supply pipework and/or gas meter (for which a soundness test will be carried out and certification produced).

- GSC refers to: Gas Servicing Contractor;
- HCDB refer to: Housing Co-operative Database.

## 7. References

- Gas Safety (Installation & Use) Regulations, 1998

## 8. Procedure

### Register of Appliances

- 8.1 The Maintenance Officer will maintain a record of all gas appliances installed in the Co-operative's managed properties, their previous service date and copies of landlord's paper gas safety certificates, or approved electronic certificates. This will be the master copy of information from which budgets, and the annual cyclical servicing programme will be derived.

### Obligation to Service Appliances

- 8.2 The Maintenance Officer will ensure that an annual service & safety check is carried out on all gas appliances in the Co-operative's tenanted properties and in all properties managed by the Co-operative. This obligation will be met through the implementation of a cyclical maintenance gas servicing programme. *Note: Void properties will also be serviced prior to commencement of any new tenancy agreements.*

### Programming and Preparing of Gas Appliance Service List

- 8.3 The cyclical programme of service visits is included in the SDM dashboard gas database, and is determined by last service date. It is intended that properties will be serviced on a 10 month cycle to ensure they are serviced by their anniversary date. This programme will update automatically ensuring any properties which have been serviced out of sequence, will be programmed accordingly in the following year.

## **Notification to tenants**

- 8.4 The Gas Service Contractor will issue letters with an appointment date (see Appendix No.1) to all tenants no later than 8 weeks before service due date. If the date is unsuitable to the tenant, they will have the opportunity to contact the GSC to change the appointment to a more suitable date and time.

## **Implementation**

- 8.5 Each week the GSC will highlight and letter any properties which have reached or are about to reach their 10 month cycle. This work will be checked by the Cooperative's maintenance administrator.

## **Execution of the Works**

- 8.6 Our GSC will carry out an annual gas service and safety check to all our domestic properties that have gas central heating.
- 8.7 During the course of the gas service visit the Gas Engineer will carry out a safety inspection of any non-Co-operative gas appliances in the property and test, the carbon monoxide detector, heat detector and smoke alarms. The Gas Engineer will record all details on their CP12 documentation including expiry dates on all alarms. The gas engineer will also replace the batteries on any wireless room stats.
- 8.8 In the event of a no access, the Gas Engineer will complete a maintenance visit slip and deposit it at the premises. For all access attempts, the tenancy details and no access dates will be passed to the Co-operative's maintenance administrator to record the details. This process should be followed by the GSC for no access 1 and 2.

## **Certification and Recording of Inspection**

- 8.9 Following completion of the Appliance Servicing & Safety check the Gas Engineer will:
- Complete a Landlord's Inspection Service Record (or CP12,), or electronic equivalent.
  - issue a copy record to the tenant;
  - GSC will forward original copy to Maintenance Administrator for recording and filing.
- 8.10 In the event of the property being void the GSC will ensure that the original landlord's safety record is forwarded to the Co-operative's maintenance administrator. A copy should also be provided for inclusion in the void pack that is passed to the relevant Housing Officer for issue to the new tenant as part of the sign-up process.

## **Notification and Rectification of Unsafe Appliances**

- 8.11 In the event that a non-Co-operative appliance is found to be unsafe, the Gas Engineer will action the issue as per Gas Safety Regulations. In addition the Gas Engineer will inform the Co-operative's maintenance administrator.

## **Logging of Completed Inspection/Service**

- 8.12 The Maintenance Administrator will ensure that completed gas service certificates are logged on the HADB and the gas safety certificate is scanned and filed within 7 working days of the completed service.
- 8.13 Following return of the Gas Appliance Service/Safety Record to the Co-operative's maintenance administrator will at least weekly:
- Log the Gas Appliance Inspection/Service date on to the gas safety database.
  - File the Inspection Servicing Record in the relevant files.
  - Produce weekly reports for the Maintenance Officer detailing those properties over 345 days for their last service date.
  - And where there are outstanding service/safety records to be provided by GSC.
  - Update the gas servicing database to show new properties, change of ownership or appliances.

## **No Access & Forced Entry Arrangements**

- 8.14 As a final mechanism to ensure the Co-operative's compliance with its statutory obligations, we will consider capping external gas meters or forcing entry to properties to carry out this safety work. Every effort will be made to avoid this, through written correspondence and other appropriate methods of communication.
- 8.15 Between each of the actions detailed below, a maximum of 7 days should be allowed.
- 8.16 Action 1 – The GSC will issue a letter to the tenant informing them of their next gas service date. This should be no sooner than 8 weeks before the service due date. The tenants will have the opportunity to change their appointment by contacting the Gas Service Contractor. (Letter Appendix 1). If the GSC fails to get access we will progress to Action 2.
- 8.17 Action 2 – If the GSC fails to gain access on the appointment date, a no access card will be left at the property encouraging the tenant to contact the Co-operative or the GSC to arrange a suitable appointment.

8.18 Action 3 – If no response received by the tenant within 7 days of the no access card being delivered, the GSC will try all possible means of communication with the tenant to arrange a suitable appointment. If the GSC fails to make contact with the tenant, a further appointment letter will be sent to the tenant. (Letter Appendix No.2). Action 2 should be followed again should the GSC fail to get access on the second visit.

8.19 Action 4 – On notification of the second no access, the maintenance staff will attempt to contact the tenant by phone, and/or email to make arrangements for access for this work. When calling by telephone, 3 attempts will be made (one a.m., one p.m. and one late call, and dates/times recorded).

The maintenance staff will also contact the Housing Officer to ascertain if there are extenuating circumstances such as -

- serious health issues which may impair the tenant's ability to allow access,
- to assess any risks which may be present during forced entry,
- to gain alternative contact numbers/email addresses or
- To ascertain any other circumstances why access has not been provided – such as abandonment, custodial sentences or long term hospital stays.

8.20 Action 5 – Failure by the tenant to contact the GSC or the maintenance staff within 7 days of the Action 3 no access card, will result in the maintenance staff sending our third letter with an appointment date for access.

8.21 Action 6 – Following a no access to Action 5 - Where the intended action is to be taken to force entry or cap an external gas meter, the standard pro forma (Copy at Appendix 5) should be fully completed and countersigned by Housing Manager or the Director of the Co-operative prior to proceeding with arrangements to force entry.

8.22 Action 7 – On approval of a completed Appendix 5 form, the maintenance staff will issue a Force Access letter (Copy at Appendix 4) giving at least 5 days' notice of the Co-operative's intention to force entry will be hand delivered to the tenant.

These letters will note the Co-operative's intention to gain entry by force if no access is provided on a specified date and time, the consequences and costs associated with non-cooperation and also the tenant's legal obligations under their tenancy agreement with the Co-operative.

Please note - Should the gas supply meter be located externally the letter will be altered to inform the tenant that the gas meter will be capped external for safety should there be no access at the final visit.



8.23 Action 8 – Ensure that Forced Entry Procedure is fully adhered to during the action to force entry and carry out the gas service/safety check. In addition to this, the following actions should be carried out:

1. The lock changed (if tenant not present and entry has been forced).
2. Notification left pinned to the door (Copy at Appendix 4) that the locks have been changed and the service/safety check carried out, along with details of what the tenant must do next (contact the office to retrieve the new keys).
3. Minimum 2 staff members (inclusive of Gas Engineer) to remain in attendance whilst gas service is carried out, property vacated and secured all as Forced Entry Procedure.
4. **Where there is no gas supply (quantum meter) present at time of forced entry and service, the supply piping from the meter will be disconnected and capped on the Co-operative's side of the meter.**

**The tenant will have to contact us direct to have this supply reinstated and the appliance serviced during the same visit.**

8.24 Action 9 – When forcing entry a member of the Co-operative staff present will photograph any pre-existing damage as well as record what was done in the house and any damage caused by the HC and/or its contractors as a result of the process of breaking in.

8.25 Action 10 – If a tenant makes, then breaks an arrangement for access the HC will move on to the next stage as if no arrangement had been made.

## **9. Quality Assurance**

All contractors instructed by the Co-operative to work with gas appliances will demonstrate to the Co-operative that they are on the GAS SAFE register of gas installers.

Copies of Heating Engineer's Gas Safe registration cards will be provided to the Co-operative annually. Only engineers who have submitted copies of their cards may work on Co-operative's gas appliances.

This information will be requested by the Maintenance Officer as part of the Approved List audit information, on an annual basis from each contractor who works on gas appliances for the Co-operative, be it of a servicing or installation nature.

At least 5% of Gas services/safety checks will receive a quality assurance inspection from an independent competent inspector. This percentage can be increased by the Maintenance Officer if they feel it necessary.

## **10. General Data Protection Regulation (GDPR)**

The Co-operative will process information and data contained within the application in accordance with its policies and procedures relating to the General Data Protection Regulations.

Information regarding how data will be used and the basis for processing data is provided in the Co-operative's Fair Processing Notice.

## **11. Equality and Diversity**

The Co-operative is committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

We will endeavour to ensure a fair and equal service to everyone and that all services are carried out in an undiscriminating manner in line with the Co-operative's Equality and Diversity Policy.

In particular, we will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender reassignment, sex and sexual orientation.

We will ensure that everyone has equal access to information and services to meet specific need. Upon request we will make available documents in a range of alternative formats/languages.

## **12. Policy Review**

The Maintenance Officer is responsible for ensuring that this Procedure is followed by all appropriate staff.

The policy will be reviewed every five years, or sooner, in response to a change in legislation or circumstance.

## **APPENDIX 1 – 1<sup>st</sup> Letter**

# Forgewood Housing Co-operative Ltd

Registered office:  
49 Dinmont Crescent, Motherwell ML1 3TT  
Tel. No: (01698) 263311 Fax No: (01698) 263399  
email: [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)  
[www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)



The Current Occupier  
Address  
Town  
Postcode  
Date:  
Dear Sir Madam,

### **Notice of Annual Gas Safety Inspection**

As you will be aware, it is vital that all gas systems and appliances are checked on an annual basis. This is to ensure the safety of yourself, your family and your neighbours.

Saltire is carrying this work out on behalf of Forgewood Housing Co-operative.

We are required to carry out the annual safety inspection of the gas appliances within your home for this year.

### **We have arranged for an engineer to call at the property on << PLANNED DATE>>**

If the above appointment is not convenient, please contact the Servicing Team at Saltire's office on 01698 743647 between the hours of 9am & 4pm Monday to Friday within 7 working days of date of letter to discuss an alternative date. You can also contact the servicing team by email at [serviceappointments@sfml.co.uk](mailto:serviceappointments@sfml.co.uk)

We have a number of AM and PM slots available so please contact us on the above number if you wish to request one.

As your landlord, Forgewood Housing Co-operative has a legislative duty (under regulation 36 1-12 GSIUR) to ensure that an annual safety inspection is carried out on all gas appliances and flues within their domestic properties. Failure to permit access to carry out these checks may be deemed as a breach of your tenancy agreement.

After successful completion of the Annual Gas Safety Inspection, your certificate will be available online via our portal using the following link: <https://servicecert.aeromark.co.uk>.

When logging in you will be asked for your unique number which is as follows: «Job\_Name» and your postcode. On first login, you will be asked to update your contact details to include email address, mobile number and telephone number. You then click on the box for service documents to view your service certificate and you can then save, print or store as required.

Should you require a hard copy to be posted, please contact us on 01698 743647 and we will be happy to send this out.

Please note you must ensure that you have adequate supply of gas and electric within your meters to allow the gas safety check to be carried out.

Thank you for your assistance with this

Servicing Co-Ordinator  
Saltire

## **APPENDIX 2 – 2<sup>nd</sup> Letter**

# Forgewood Housing Co-operative Ltd

Registered office:  
49 Dinmont Crescent, Motherwell ML1 3TT  
Tel. No: (01698) 263311 Fax No: (01698) 263399  
email: [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)  
[www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)



The Current Occupier  
Address  
Town  
Postcode Date:

Dear Occupier,

### **Reminder of annual gas safety inspection**

You have failed to respond to our initial appointment letter and card that our engineers have left at your home to arrange a suitable date to carry out the annual safety inspection to your heating.

We **will** be calling at your property for a final attempt on **date** as per the no access card left at your property on the **date**.

Please ensure you have adequate supply of gas and electric in your meters to enable the service to be completed.

If our heating engineer **is** unable to gain access at this visit the details will be passed back Forgewood Housing Co-operative to action.

If you have any queries regarding this letter or you wish to re-arrange the appointment please contact our Servicing Team on 01698 743647 as soon as possible.

We appreciate your assistance in this matter,

Kind regards,

Servicing Co-ordinator

### **APPENDIX 3 - 3<sup>RD</sup> LETTER**

## Forgewood Housing Co-operative Ltd

Registered office:  
49 Dinmont Crescent, Motherwell ML1 3TT  
Tel. No: (01698) 263311 Fax No: (01698) 263399  
email: [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)  
[www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)



Date

Name

Address 1

Address 2

Address 3

Post Code

Dear Name,

We have been unable to gain access to your property a few occasions for your compulsory Annual Gas Service. We are legally required to service all gas appliances we own annually in your home.

**First no access – Date**

**Second no access – Date**

Members of our staff team have also tried to contact you by telephone over the past few weeks without any success.

We have now arranged your gas service for **DATE**. If you are not at home we will make arrangements for a final visit which would involve us forcing access to the property should you not be at home.

Please contact our contractor Saltire Facilities Management on 0330 202 0444 or our office on 01698 263311 should you need to make any changes to this.

We thank you in advance for your cooperation in this matter.

Yours sincerely,

*Billy Gibb*

**Billy Gibb  
Maintenance Officer**

**APPENDIX 4 – Letter Notifying tenant of Force Entry (Date & Time) & Letter to be pinned to door following lock change.**

**Hand Delivered**

**Forgewood Housing Co-operative Ltd**

Registered office:  
49 Dinmont Crescent, Motherwell ML1 3TT  
Tel. No: (01698) 263311 Fax No: (01698) 263399  
email: [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)  
[www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)



**DATE**

**NAME**

**ADDRESS**

**POST CODE**

Dear **NAME**,

We have attempted to gain access into your property/contact you, several times over the past few weeks but we have had no response.

We require access to your property on **DATE** at **TIME** to carry out the annual gas safety check. If access is not given at this time we will force access under section 5.11 of your tenancy agreement.

**"5:11 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 time of the day. We will give you at least 24 hours' notice in writing. We have the right of access to your house in order to lay wires, cables and pipes for the purpose of telecommunications, water, gas and electricity, providing we give you reasonable notice in writing. We have the right of access to the common parts at any reasonable time. 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. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay for the cost of such damage. In an emergency, we have the right to make forcible entry to your house without notice."**

We appreciate your assistance in this matter.

Yours sincerely,

*Billy Gibb*

**Billy Gibb  
Maintenance Officer**

**Notice to be pinned to door following Forced Entry & Lock change**

**Forgewood Housing Co-operative Ltd**

Registered office:  
49 Dinmont Crescent, Motherwell ML1 3TT  
Tel. No: (01698) 263311 Fax No: (01698) 263399  
email: [enquiries@forgewoodcoop.org.uk](mailto:enquiries@forgewoodcoop.org.uk)  
[www.forgewoodcoop.org.uk](http://www.forgewoodcoop.org.uk)



Date:

NAME  
ADDRESS  
POSTCODE

**Gas Service**

Dear **NAME**,

**Forcible entry**

**On DATE** Forgewood Housing Co-operative served a letter providing 24 hours' notice of forcible entry in accordance with section 5.11 of your tenancy agreement.

Locks have now been changed. Keys will be held at Forgewood Housing Co-operative until **16:30** today, or you can collect from Motherwell Police station from **17:15** onwards with proof of identification.

Please contact the office as a matter of urgency to arrange collection of keys.

Yours sincerely,

*Billy Gibb*

**Billy Gibb**  
**Maintenance Officer**

## **APPENDIX 5 – Pro Forma for Authorisation to Force Entry or Cap Gas Supply**

**Externally.**

### **Authorisation for access by forced entry to carry out Gas Servicing Repairs**

To: \_\_\_\_\_ **Housing Manager / Director**

The following tenant has failed to give us access to their home to enable us to carry out a gas service/safety check. Authorisation is sought to force entry to the property to carry out the outstanding gas works. The information provided below details our attempts to inform the tenant of our requirements to access their home.

Your authorisation is sought to force entry to the house on the date given below should the tenant not voluntarily give access that day.

<b>Tenant Ref. No.</b>		
<b>Tenant's Name</b>		
<b>Stage 1 – Date of Contractor's first no access</b>		
<b>Stage 2 - Date of Contractor's second no access</b>		
<b>Date of Contractor's final warning letter</b>		
<b>Stage 3 – date 7 day letter issued to tenant</b>		
<b>Date checked with Housing Officer</b>		
<b>Housing Officer's Notes</b>		
<b>Stage 4 – Date tenant was phoned to attempt to arrange access</b>		
<b>Stage 5 – I confirm that a signed copy of the SSTA is on file</b>		
<b>– Date of letter notifying date of proposed forced entry/Meter</b>		
<b>Stage 6 cap</b>		
<b>Stage 7 - Date and time of forced entry/Meter cap</b>		

Signed \_\_\_\_\_ Date \_\_\_\_\_