



# Catalyst Housing

## Policy and Strategy for managing Gas Safety

Item	Reason for change	Officer /Manager	Version	Date
1.0	Policy approved by Group Board	Hannah Weight	1.0	Jul 10
2.0	Policy updated following a review by Calford Seaden	Neil Topping	1.1	Mar 11
3.0	Policy review following restructure changes	Anthony Sewell	1.2	Oct 11

### Scope

---

This policy applies to all areas served by Catalyst Housing Ltd

### Signed off

---

- Approved by Group Board July 2010
- Update approved by Group Chief Executive March 2011
- Oct 2011 update to be presented to January 2012 Board for approval

### Policy owned by:

---

- Asset Management and Maintenance team
- Area Maintenance departments
- Housing Management
- Health, Safety and Wellbeing Manager

### Regulation/ Co-regulation:

---

Health and Safety Executive

Tenant Services Authority Standards -

- Homes Standard
- Tenancy Standard

## Statute:

---

- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management) Regulations 1996
- The Landlord and Tenant Act 1985
- The Housing Acts 1985 and 1988
- The TSA Regulatory Code and Guidance
- Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Construction (Design and Management) Regulations 2007

## 1 Scope

---

**1.1** This policy applies to all properties with gas appliances owned or managed by Catalyst Housing Ltd.

**1.2** This policy outlines Catalyst Housing approach to ensuring the safety of all gas heating installations including boilers, fires and associated pipe work.

**1.3** This policy should be read in conjunction with the gas safety procedures document, dated October 2011, for Catalyst Housing Ltd. (see also 6.1 below).

**1.4** Gas installations in individual properties as well as in communal areas are covered by this policy.

**1.5** Not all Catalyst Housing properties are heated with gas appliances. Such properties will have their heating systems maintained through local cyclical and planned maintenance programmes.

**1.6** This policy applies to general needs and supported housing properties with gas heating appliances. Gas safety checks in Catalyst Housing leasehold and shared ownership property is not the responsibility of the organisation; however Catalyst Housing may offer a gas safety check service to leaseholders and shared owners through existing contract partnerships. Relevant departments will also remind shared owners and leaseholders annually of the importance of gas safety checks.

**1.7** Staff Health and Safety regarding this policy is covered by Catalyst Housing Health and Safety at Work Manual and Handbook.

**1.8** The key anticipated outcome of this policy is that gas systems will be well maintained so as not to present an uncontrolled risk of harm to residents, staff and others affected by the activities of Catalyst Housing.

## 2 Policy Statement

---

**2.1** The overall aim of this policy is to ensure the safety of people in properties owned or managed by the organisation, that have gas-fuelled heating appliances. Catalyst Housing aims to protect the occupiers of its properties, as well as other residents, visitors, staff, contractors and the general public, from the risks of gas so far as is reasonably practicable, and will provide sufficient resources to ensure this.

**2.2** Failure to comply with gas safety regulations is a criminal offence; but apart from this could result in:

- A health and safety risk from natural gas or carbon monoxide which could lead to serious injury or death
- Financial and legal penalties due to non-compliance with regulations
- Loss of reputation with residents and stakeholders due to poor service delivery.

**2.3** To ensure compliance and mitigate risk, the organisation will carry out a programme of annual gas safety checks, on each appliance and /or flue installed in all of its relevant properties as outlined in scope above.

**2.4** Catalyst Housing will ensure that where repairs and/or maintenance is required regarding gas appliances, pipe work and flues, this is completed to approved standards.

**2.5** Catalyst Housing will ensure that in conducting programmes of gas safety checks, that they procure and manage contractors appropriately, ensuring that they are registered with Gas Safe and qualified to carry out the work required of them.

**2.6** Catalyst Housing will ensure that detailed records are kept and administered, including providing residents with annual gas safety certificates.

### **3 Gas Safety Checks**

---

**3.1** Catalyst Housing are required under Gas Safety (Installation and Use) Regulations 1998 to ensure the ongoing maintenance of gas appliances, flues and fittings and carry out annual gas safety checks. The organisation will administer a programme of gas safety checks to meet this requirement.

**3.2** For new installations, the first safety check will occur within 12 months of being installed, then afterwards within 12 monthly intervals (the regional frequency is subject to contractual arrangements in place) and in accordance with all Gas Safety (Installation and Use) Regulations 1998 and other relevant and health and safety legislation.

**3.3** Safety checks will also be carried out on properties where there are no appliances, but have an incoming gas main to ensure that the occupants and property are safe.

**3.4** Catalyst Housing will also carry out gas safety checks on every property that is empty (void properties) before a new resident moves in, including mutual exchanges.

**3.5** All safety checks and servicing can only be undertaken by contractors registered on the Gas Safe Register and whose employees must be suitably qualified to undertake the work.

**3.6** The Asset Management and Maintenance department will maintain comprehensive databases for all properties with gas supplies, including details of any gas appliances owned in the property. The gas safety check date will be recorded and updated when the completed schedules for each property have been returned by the contractor. Records of checks will be retained for a period of two years from the date they were carried out.

**3.7** Each resident shall also be supplied with a copy of the gas safety record (also referred to as a CP12) by the contractor within 28 days of the inspection being completed. New tenants will be provided with a copy of the gas safety record before they occupy the relevant property.

**3.8** Catalyst Housing’s obligation to undertake a programme of gas safety checks is set out in individual tenancy agreements, tenant/ resident handbooks and gas safety leaflets.

**3.9** The contractor responsible for the works will be instructed to disconnect or isolate any potentially dangerous appliances encountered on gas safety checks and to inform the relevant Maintenance department immediately.

**3.10** Catalyst Housing will also carry out visual checks on residents’ own appliances such as gas cookers and gas fires. Any problems identified will be recorded on the safety certificate and issued to the resident. Where the problem is potentially dangerous, the appliance will be disconnected and the supply capped off.

**3.11** Catalyst Housing will undertake safety checks on at least 5 per cent of landlord gas safety registers received to ensure compliance with regulations and good practice. All such audits will be completed by an independent third party.

## **4 Providing Access for Gas Safety Checks**

---

**4.1** It is a condition of individual tenancy agreements that residents must provide access to their properties for a gas safety check. The circumstances in which they are obligated to do so are set out in the tenancy agreement.

**4.2** Catalyst Housing will at all times act appropriately and in accordance with regulatory and legal requirements in gaining access to the premises to undertake necessary servicing. In doing so it will take into account any specific special needs or vulnerability issues before initiating legal action against a resident who fails to allow access for this purpose.

**4.3** As a final resort only, and with due consideration of any vulnerability, Catalyst Housing will take legal action against those residents who fail to allow access for the service to be carried out after all reasonable measures have been taken and failed.

**4.4** If our staff or contractors are unable to gain access to a property for a gas safety check, we may obtain an injunction from the local county court under the relevant Housing Act, because tenants must provide access under the terms of their tenancies. An order for costs will be sought as part of any injunction order. These costs will be pursued at the discretion of Catalyst Housing.

## **5 Policy Monitoring and Review**

---

**5.1** Performance monitoring will be undertaken in the following areas to assess the impact of the policy and meet industry standards:

The number of expired Gas Safety Certificates will be reported in percentages of-

- Total number of outstanding certificates with-
  - 100% compliance as a target
  - 99.5% compliance as a minimum
- Number of outstanding certificates at three months-
  - 100% compliance as a target
  - 100% compliance as a minimum

This monitoring will be undertaken by the Asset Management and Maintenance department and a report on progress will be provided to the FLAG Group, Leadership Team and relevant local Board.

**5.2** This policy will be reviewed as a minimum on an annual basis or in line with legislative or regulatory changes. This monitoring will be undertaken by the FLAG (Fire, Legionella, Asbestos and Gas) Group as initiated by the Health, Safety and Wellbeing Manager. Monitoring results as above will be used by the organisation to inform future policy review in this area.

**5.3** From time to time Catalyst Housing Limited will also conduct audits of operational procedures and supporting resources which will be used to inform continuous improvement in this area. These audits may be completed internally or by independent third parties.

## **6 Implementation and Responsibility**

---

**6.1** This policy is implemented through individual, gas safety procedures embedded in each contractual arrangement pertaining to respective maintenance teams, in accordance with all current gas and operational regulations.

**6.2** The Head of Asset Management and Maintenance shall be responsible for the operational delivery of and compliance with this policy, staff awareness & training, and communication to customers.

**6.3** The Head of Asset Management and Maintenance shall be responsible for the associated procedures; this includes responsibility for monitoring, review, and policy development.

**6.4** The Director of Customer Services is responsible for ensuring that adequate resources are made available to enable the objectives of the policy to be met.

**6.5** The Chief Executive retains the overall responsibility for the implementation of this policy.

## **7 Equality and Diversity**

---

**7.1** In accordance with the organisations Equality and Diversity Policy, Catalyst Housing is committed to equality of opportunity for all and to respecting the needs of our diverse communities in service delivery.

**7.2** If contractors acting on behalf of Catalyst Housing are unable to gain access to a property to carry out a gas safety check, it is recognised that there may be reasons for this such as a language barrier, disability or vulnerability. In these circumstances relevant departments will work with the customer to ensure that their specific needs are met.

## **8 Staff Training**

---

Staff will be fully trained in the implementation of this policy and accompanying procedures. This will include all staff from the asset management, maintenance and housing management teams who have an involvement in the organisation's gas procedures, in addition to any other staff who deal with any aspect of gas safety in their work.