

Policy Summary

Gas safety and servicing

Customer summary of a Genesis Housing Group policy

The policy relates to gas safety and servicing. It applies to all tenants who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. The policy does not cover customers whose housing is managed by Genesis Housing Group on behalf of a local authority, for example; Westminster and Hackney.

Introduction

We are committed to making sure our customers and staff are safe in relation to gas appliances within properties owned or managed by Genesis Housing Group. We have measures in place to:

- fully comply with safety regulations, in particular the Gas Safety (Installation and Use) Regulations 1998
- test and where necessary service gas appliances, flues and pipework in all our properties on an annual basis
- maintain an effective planned maintenance programme for gas appliances
- provide clear direction to staff on dealing with unsafe gas appliances
- increase awareness of gas safety
- audit gas safety certification and keep appropriate records.

Definitions

The policy does not cover the maintenance, testing or service of the following:

- service pipe – which distributes gas from the main source to the home (this is the responsibility of the service gas provider)
- appliances, flues or installation pipe in leaseholders' home
- additional appliances installed by the customer which are not the responsibility of the Group. These will be tested at our discretion.

Annual gas test

We have a duty to check and test gas appliances and will follow clear guidelines to arrange access. We will employ gas installers that are registered with the Gas Safe Register to

carry out the safety checks on our behalf, before the existing safety certificate expires.

We will contact customers to book convenient appointments. Where customers do not respond to appointments we will take alternative steps to arrange access, including legal action.

Communication & raising awareness

We will raise awareness with our customers to make sure they understand their responsibilities about allowing access and following gas safety instructions. We will produce useful information written in plain English and will provide this, together with our letters, in other languages or formats on request. We will work with customers and specialist agencies to make sure all our customers receive a fair service. We respect the cultural differences amongst our customers, and will listen to any particular requests. We will also work with our contractors to make sure they consider our vulnerable customers during their visits, for example giving disabled customers extra time to open the door.

Communal appliances

We will arrange for a nominated contractor to test and service all communal gas appliances, flues and pipework twice a year, as required. We will let customers know when the testing is due to take place to avoid inconvenience, such as an interrupted hot water supply. Where we can, we will display the safety certificate in the communal area, including details of how to request an individual copy of the safety record.

Safety test outcome

Where the service and test has been completed and has found the installation in good working order, we will update our records and provide a copy of the certificate to the customer.

Where the installation has failed the gas safety check we will try to repair the appliance(s) straight away. If the appliance or installation is found to be unsafe, and cannot be repaired

immediately, we will follow clear procedures for dealing with unsafe gas installation. (see 'Unsafe gas appliances').

If a gas safety check finds that an appliance is safe, but is not up to current standards, we will work with contractors to carry out any work to bring it up to standard, where necessary.

Properties managed on behalf of another landlord

We will establish arrangements for carrying out annual gas safety checks and services to properties that we manage on behalf of another landlord. In some cases the landlord may arrange the tests themselves.

Leaseholders

Leaseholders are responsible for maintaining and servicing the gas appliances that exclusively serve their home.

No access

Some customers don't allow access to their homes on first request. There may be several reasons for them to refuse access and we will take steps to reduce this including:

- clear correspondence
- early contact, giving as much notice of an appointment as possible
- options for access, such as appointment times (where possible)
- clear details of our safety check arrangements, published at every opportunity.

We will identify those customers who have denied access in the past and take extra steps to make contact and arrange access with them.

We will follow clear procedures when contacting customers to arrange gas safety check and servicing. We will attempt a limited number of appointments before taking legal action. We will try both written and telephone contact and will always give the customer a clear warning before starting legal action.

Where we suspect that a property has been abandoned or sub-let, we will make enquiries with neighbours, local authorities and other agencies in line with the Group's occupancy policies.

Legal remedies

We will only use legal action once the above steps have been exhausted. Options include:

- notice to quit – where we suspect abandonment
- notice of seeking possession – where a customer has failed to provide access
- injunction.

We will look at each case before deciding which action to follow. If we know or believe that a customer is vulnerable, we will seek advice from support agencies before we take any legal action.

Unsafe gas appliances

Where an appliance has been found unsafe, we will try to carry out a repair immediately. If this is not possible, we will instruct the contractor to disconnect the unsafe appliance and make arrangements for the work. The contractor must ask the customer's permission before disconnecting - if the customer does not give permission the contractor will tell us and we will contact the gas supplier to arrange for disconnection. Once the supply has been disconnected the contractor will return and carry out necessary works.

Our contractors will explain the situation to the customer, stating the appliance is not safe according to gas safety regulations. They will apply warning labels, advise customers not to use the appliance until it has been certified as safe and hand copies of a warning notice to the customer and to us.

Attending a gas related incident

If we come across a gas related incident or unsafe situation that has been caused by poor workmanship, we will immediately make sure our customers and property are safe and then follow procedures in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995). If we are asked to attend a gas related site, after the incident, we will work with the Health and Safety Executive before carrying out any work.

New customers moving in

Before we let a home to a new customer, we will arrange for a contractor to carry out a gas safety check and service. We will check all appliances, flues and pipework to make sure the property fully complies with the safety regulations. If there is no gas supply at the empty property, we will disconnect and seal the meter outlet. We will arrange for our contractor to reconnect the meter and carry out the test and service as soon as the new customer has moved in and started a gas supply. We will also make sure that a gas test is carried out after each mutual exchange.

Monitoring

We will follow safety regulations and file all completed gas safety certificates (CP12s) for at least two years. We will also record the details relating to each stage of the testing process. An audit is regularly carried out to make sure we follow gas safety regulations.

Confidentiality

We recognise that some customers may have support needs, medical conditions or disabilities that could make them vulnerable. Medical and support details are sensitive and we will take particular care keep these details confidential, in line with the Group's confidentiality and data protection policies. If we receive personal and medical information that could help our gas safety checking we will not pass it on without the customers consent, or consent from an authorised advocate.

We operate a code of conduct with our gas contractor which reflects the Group's confidentiality and data protection policies.

Contact us

If you would like a copy of the full policy please contact the Policy Team on **020 7563 0037** or email **info@ghg.org.uk**



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below:
Temporary housing 020 8900 4900
Octavia Hill 020 8900 4998
Key Places 020 7380 9025
or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સી.ડી. ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

**Telephone 020 7563 0037
or email info@ghg.org.uk**